

RELIANCE ENERGY LTD
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
(to be submitted along with Schedule A)

Case No. 18/2009

1	Name of the Applicant (in block letters)	BLUE CHIP COMPUTERS
2	Contract Account / Application No.	102374827
3	Division	East / EZ1-Powai
4	Tariff Category (LF2, LF2..)	LT II (a)
5	Nature of Complaint (Excess Billing, Supplementary bills, Tariff Change..)	Refund for excessive billing due to defective meter
6	Disputed Amount	Rs. 3,35,800/-
7	No. & Date of First Complaint	002526 dated 10-2-2009
8	Is the Amount charged U/s 125/135 of Electricity Act (i.e., for Unauthorized use of Electricity or Theft of Electricity)	No
9	Date of registering complaint with REL and with Name & Designation of the concerned officer	On 10-2-2009 a letter was given to REL office by hand delivery. Acknowledgment Ref No.002526. Name & Designation is not known.
10	Name & Designation of the Officer Contacted give details of the discussion and Orders issued.	Letters were written on 22-6-2009, 27-7-2009 and 6-8-2009. Order no.1007478718 was given for lab testing of the meter.
11	Action taken up by REL in mitigating the Grievance and letter thereof.	Meter was replaced and taken for lab testing. Report was sent with a letter dt.18-8-2009.
12	Date of intimation to Internal Grievance Redressal Cell of REL	12-11-2009
13	Date of Acknowledgement given by Internal Grievance Redressal Cell of REL	Ack No.013460 dt.12-11-2009.
14	Name & Designation of REL Internal Grievance Redressal Cell Officer	P B Niralay – Dy. G. M.
15	Letter from Internal Grievance Redressal Cell of REL stating the action taken by REL in respect of the Grievance	“Meter was tested in our meter testing laboratory on 13-8-2009 and based on the test results, we have carried out necessary adjustment in your energy account by crediting 773 units. A copy of amended bill is enclosed herewith.”
16	Any other matter you would like to state regarding grievance redressal by REL	At every stage there has been a very poor response of REL. They are giving out ready-made standard reply without reading nature of complaint. They just do not reply and keep silent on specific questions raised by us. They even give factually wrong reply .e.g., letter Ref No.CI202/UNIT15/2009/0000796

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Schedule A

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date: 16-12-2009

1. NAME OF THE CONSUMER: Blue Chip Computers
2. FULL ADDRESS OF THE CONSUMER: 103, Malwa, Patanwala Compound, L.B.S. Marg, Opp. Shreyas Cinema, Ghatkopar (West), Mumbai 400086
PIN CODE: 400086
PHONE NO. 25001812
FAX NO. 25000813
EMAIL ID rjk@bluechip-india.com
3. PARTICULARS OF CONNECTION AND CONSUMER NO.
(Please state nature of connection)
Commercial. 3 Phase Supply. Tariff: LT II (a). Account No.102374827
4. DISTRIBUTION LICENSEE: Reliance Energy (Reliance Infrastructure Ltd.)
5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE

We made number of verbal, written and email complaints with Reliance Energy for excessive meter readings. Finally on 7-8-2009, upon payment of testing charge of Rs.300/-, the old Electro-Mechanical meter was replaced with a new Electronic meter and old meter was taken for testing.

We received "Energy Meter Test Result" vide letter dt.18-8-2009; where in it was confirmed that meter had failed on all 3 tests viz., Accuracy test, Creep Test and Dial Test. It said that we would get refund as per regulations set by MERC and we would get refund for the test charges.

"Amended Electricity Bill" for amended consumption of 3,105 units was prepared, in lieu of 3,878 units recorded during the last 5-month period i.e., 11-3-2009 to 10-8-2009. And credit for 773 units amounting to Rs.6,321.24 was given to us vide Invoice no.10000994621 dt.19-8-2009.

In other words, it was assumed that had the meter been in good working condition, we would have recorded 3,105 units during this 5 month period i.e., average monthly reading of 621 units. However, we have noticed that in last 4 months that new meter is recording average monthly reading of 295 units only.

On 26-8-2009, we wrote a letter requesting details of MERC regulation regarding amount of refund and period of time for which a customer is eligible to receive the refund due to the defective meter. Till date Reliance Energy has not given any reply to our letter.

In this case, the old meter was apparently working but was giving wrong readings. In fact, as recorded in one of the letters, it was running and recording reading even when mains supply

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to our unit was switched off. So, meter could have been defective for a long time extending even to the date of 11-4-1996 - when we had purchased the unit. There is no way a consumer can know about a working but defective meter unless he compares his consumption with his neighbor having similar consumption pattern.

So, we feel Reliance Energy has made two mistakes:

a. Its assumption of 3,105 units for 5 months against reading of 3,878 units was wrong. In fact, it would be 1,475 units for 5 months. So, we should get refund for 2,403 units instead of 773 units for the 5-month period. Also, we should get refund for testing fee of Rs.300/-.

b. Instead of refund for 5 months only, we should get refund for the period meter has been defective.

6. DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE (INTERNAL GRIEVANCE REDRESSAL CELL)
Complaint given on 12-11-2009 by a letter. Acknowledgement No.013460.

7. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY.

A letter dated 27-11-2009 received from Reliance Infrastructure Ltd. It says that 'Meter was tested in our meter testing laboratory on 13-8-2009 and based on the test results, we have carried out necessary adjustment in your energy account by crediting 773 units. A copy of amended bill is enclosed herewith.'

8. NATURE OF RELIEF SOUGHT FROM THE FORUM

A. We should get refund for 2,403 units instead of 773 units, for the 5-month period; as our monthly average consumption is 295 units only. For your information, we have listed below list of load and their usage pattern to ascertain our claim.

Sr	Equipment	Qty	Average Rating (Watts)	Usage hrs/month (hours/day x days/week x weeks/month)	Total Usage per month (kwh)
1	Tubelight 4 feet (8 hrs)	5	36	8 x 5.5 x 4=176	31.680
2	Tubelight 2 feet (2 hrs)	2	18	2 x 5.5 x 4= 44	1.584
3	Tubelight 2 feet (8 hrs)	1	18	8 x 5.5 x 4=176	3.168
4	Fans - big	2	60	8 x 5.5 x 4=176	21.120
5	Exhaust Fan	1	30	8 x 5.5 x 4=176	5.280
6	Computers	4	125	8 x 5.5 x 4=176	88.000
7	Computer Server	1	150	24 x 7 x 4=672	100.800
8	Printer	3	100	0.25x5.5x4= 5.5	1.650
9	EPABX	1	50	8 x 5.5 x 4=176	8.800
10	AC 1.5 ton	1	1500	1 x 5.5 x 4= 22	33.000
				Total Units	295.082

B. We should get refund of Rs.300/- paid as testing fee.

C. Instead of refund for only 5 months, we should get refund for the period meter has been defective. Quantum of refund should be based on average meter (of say 4 months) reading

recorded on the new meter.

D. Reliance Energy should be directed to publish complete contact details of Grievance Redressal Forum and Ombudsman on their main website viz., www.rinfra.com with proper links to <http://cgrinfra.org.in>.

E. Reliance Energy should be directed to setup a sympathetic and responsive Internal Grievance Redressal system; and take action against staff responsible for non-reply, evasive reply, standard reply and factually wrong replies.

9. LIST OF DOCUMENTS ENCLOSED

A. Copy of our letters to Reliance Energy dt. 10-2-2009, 22-6-2009, 27-7-2009, 6-8-2009 and 26-8-2009. Copy of our e-mails with Reliance Infra on the subject. Copy of complaint given to Internal Grievance Redressal Forum on 12-11-2009.

B. Copy of reply from Reliance Energy dt. 24-6-2009, 29-7-2009, 18-8-2009, 31-8-2009 and reply from IGR Cell dated 27-11-2009.

C. Details of Electricity Consumption for last 10 years (since January 2000).

10. DECLARATION

(a) I/We, the consumer/s herein declare that:

(i) the information furnished herein above is true and correct; and

(ii) I/We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(b) The present Grievance has been intimated to the Distribution licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I / We am / are not satisfied by the remedy provided by the Distribution Licensee or no remedy was provided within a period of two (2) months from the date of original intimation.

(c) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my /our knowledge.

(d) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

(e) The subject matter of my / our Grievance has not been decided by any competent authority /court / arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully,

FOR BLUE CHIP COMPUTERS

RJ
16/12/09

Rajesh J Kothari - Partner
(Signature and Consumer's name in block letter)