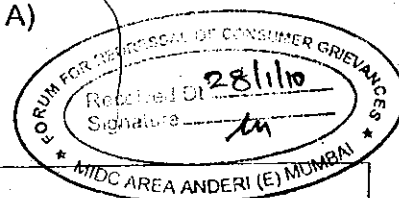


FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 23 / 2010 ²⁰⁰⁹



1	Name of the Applicant:- (in block letters)	MOHD. ISHAQ ANSARI
2	Contract Account/Application No	101841567
3	Division	CENTRAL
4	Tariff Category (LF1, LF2,.....)	LT1 (Single Phase) (LF1)
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	CORRECTION IN NAME
6	Disputed amount	N.A.
7	No. & Date of First Complaint	17/03/2009
8	Is the Amount charged U/s 126/135 of Electricity Act.(i.e for Unauthorized use of Electricity or Theft of Electricity)	N.A.
9	Date of registering of Complaint with REL and with Name & Designation of the concerned Officer.	17/3/2009
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	MR. SATYAJEET VARADKAR (Dy. MANAGER)
11	Action take up by REL in mitigating the Grievance and letter thereof	Advised to apply for Change of Name.
12	Date of intimation to Internal Grievance Redressal cell of REL	03/09/2009
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	3/9/2009
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Mr. SATYAJEET VARADKAR (Dy. Manager)
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	29/10/2009 & 26/11/2009
16	Any other matter you like to state regarding grievances redressal by REL	As mentioned in the Attached sheet (page - 3)

1)

SCHEDULE 'A'

Application to CGR Forum for redressal of Grievance

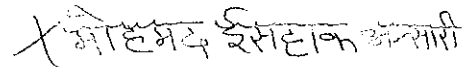
Date: 27/1/2010

1. Name of the Consumer: MOHD. ISHAQ ANSARI
2. Full address of the Consumer: Room No. PGB 423, Plot No. 15,
Gate No. 5, Old Collector Compd.
Malvani, Malad (West),
Mumbai-400 095.
PIN Code: 400 095.
Mobile No. 28803391
3. A/c. No. 101841567 - LF1 Single Phase.
4. Distribution Licensee: Reliance Infrastructure Ltd.
Central Division, Dindoshi,
Malad (East),
Mumbai 400097.
5. Details of grievance, facts to the Grievances. PLEASE REFER ATTACHED SHEET.
6. Date of original intimat of Grievance by the Consumer to the Distribution Licensee. 17/03/2009.
7. Remedy provided by the Distribution licensee, if any. : Distribution Licensee
The ~~Licensee~~ Company instructed to submit application form No. 16.1 for change of name vide letter No. 50/2009 dt. 26/11/2009.
8. Nature of relief sought from the forum. -do-
9. List of documents enclosed:
 - 1) Copy of Affidavit dt. 18.3.2009
 - 2) Copy of Election I.D. Card.
 - 3) Copy of Ration Card.
 - 4) Copy of letter addressed to the Distribution Licensee dt. 17.03.2009.
 - 5) Letter dt. 11/8/09 of Distribution Licensee.
 - 6) Copy of letter dt. 8/8/09 addressed to M.E.R.C.
 - 7) Copy of Form 'A' dt. 3/9/09 submitted to I.G.R..
 - 8) Copy of Letter of Distribution Licensee dt. 29/10/09.
 - 9) Copy of letter issued by Distribution Licensee - I.G.R.

10. Declaration:

- a) I/We, the consumer herein declare that:
- i) The information furnished hereinabove 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 Grievance has not been decided /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.




(Signature)

MOHD. ISHAQ

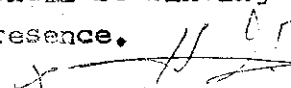
(MOHD. ISHAQ ANSARI)

Nomination -

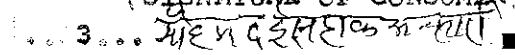
I the abovenamed consumer hereby nominate Shri. SHUJAUH HASAN R. SAIYED of Plot No.14/97, Gate No.5, Malwani, Malad (West), Mumbai 400 095, who is not an advocate, and address is Plot No.14/97, Gate No.5, Malwani, Malad (West), Mumbai 400 095, as my REPRESENTATIVE in the proceedings and confirm that any statement acceptance or rejection made by him shall be binding on me. He has signed below in my presence.

ACCEPTED: 

(SIGNATURE OF REPRESENTATIVE)



SIGNATURE OF CONSUMER

3... 

Enclosure -

(Details of Grievance, facts to the Grievances).

1. My correct name is MOHD. ISHAQ ANSARI. Whereas while applying for Meter connection my surname 'ANSARI' is not mentioned by oversight by the contractor concerned, and the bills are being issued mentioned my name as 'MOHD. ISHAQ' which is causing so many problems.

2. I therefore submitted an application to the Central Zone of the ~~xxxx~~ Distribution Licensee on 17.03.2009 to add my surname 'ANSARI' to my name in their records and send the bills as 'MOHD. ISHAQ ANSARI' and in this regard I have submitted an Affidavit stating that the names MOHD. ISHAQ and MOHD. ISHAQ ANSARI is the names of one and the same person i.e. myself. The copies of my Ration Card and Election I.D. cards were submitted to them in which also my correct names has "entioned".

3. I was called vide letter No.CZ/101841567/2005 dt. 11/08/09 for dischasion and told to apply for change of name (Transfer of meter connection). If the change of name is to be done I have to product documents and also the Account Number will be charged, which I do not want.

4. I therefore submitted 'FORM 'A' to the Internal Grievance Redressal Cell of Reliance Energy Ltd.(Distribution Licensee) who heard hearing on 26/11/2009 after informing me vide their letter of 29/10/09 and in the hearing I again advised to submit the change of name Application Form No.16.1 and undertaking form along with necessary documents. If the same is done my Account Number will be changed, which I do not want. I requires the same Account Number, hence I am submitting this to the I.G.R.

Sir, I wish to add my surname to my name, No other changes is required. My surname 'ANSARI' is mentioned along with my name in the Ration Card as well as in the Election 'I.D.', then why the Distribution Licensee is not considering my request.

Please note that I am ready to submit Form for Change of name in this case, but the Account Number(Consumer Number) should not be changed.

Please consider my request and do the needful as mine is a genuine case.

+ मोहमद इशहाक अंसारी
(MOHD. ISHAQ ANSARI)