

From: Irfan Khan [mailto:1forallwork@gmail.com]  
Sent: Thursday, 04 April, 2019 10:57 AM  
To: ceo mumbaielectricity  
Cc: kerman.karkaria@relianceada.com<mailto:kerman.karkaria@relianceada.com>  
Subject: Re: Delay in load extension work without reason... ref no. 001000941926 & 001000941918

Dear Sir / Madam,

Regarding below trail mail i got 1st call from Mr. Patil and he asked me about my case, and he noted down my concern and assured me speedy action. Which was very nice.

On 27th or 28th March 19 i visited your Dindoshi Zonal office for my personal work and that moment i coincidentally met Mr. Natu who was seating with one of your officer and was discussing about below case.

I introduce them and then he explain me process and also informed reason why those meter was not removed. Also we had great healthy discussion with zonal incharge and then i came to know that , to remove meter outgoing load of those meter need to be shifted on other meter whose load has increased.

on the very next day we shifted or outgoing load and your technician also visited on time and removed both meters . This delay happen only because of our non communication with your team and we didn't directly communicated because we thought our appointed License Electrical contractor is doing followup with your team.

Also your senior managers ( Mr. Natu, Mr. patil and Mr. Kerman) helped me and explain flow of process and they given me assurance to clear my other concern of Meter shifting of Samarth Life sciences and tday i got call from Mr. Natu and he informed that , shifting of meter cabin scheduled on 5th April 19.

Overall great help and very speedy service i found and now can say the best team you have on floor who help consumer in very quality manner.

Once again Thanks a lot To Mr. Natu, Mr. Patil, Mr. Kerman , Mr.Manish and Mr. Nikam

Regards,  
Irfan Khan  
8850457094

On Tue, 26 Mar 2019 at 11:54, Irfan Khan  
<1forallwork@gmail.com<mailto:1forallwork@gmail.com>> wrote:

Dear Sir,  
We had applied for load extension with caption reference number in Jan 2019 and on 08.02.2019 your Dindoshi office issued us estimate for both request, which we have already paid and after that your ltechnician visited and he installed new MCB's and lugging also done.

Purpose of load extension was, to get Roof Top solar net metering . Our solar panel capacity is 20kw and our adani meters load was 12Kw, so your officer from Dindoshi office suggested me to combine 2 meter by increasing load .

now only one thing is pending from your side i.e. remove other meter frm site, because we had requested the same.

Your dindoshi office staff are so lazy , they dont even bother about their job role and no one staff taking responsibility .

please do the needful for the same.

Regards,  
irfan khan  
8850457094