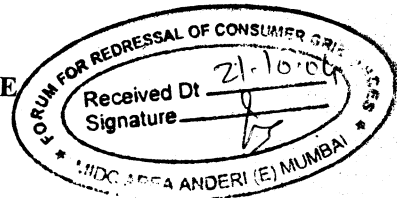


22/2004

Schedule A

APPLICATION FOR REDRESSAL OF GRIEVANCE



Date 10-10-2004

1. NAME OF THE CONSUMER SUBHAM PRODUCTS
2. FULL ADDRESS OF THE CONSUMER 3, SATYAM IND. ESTATE, OFF B.K.S.D. ROAD  
DEONAR - GOVANDI - MUMBAI - 400 088  
PIN CODE 400 088  
PHONE NO./FAX NO TELE FAX 25580222 - 25581210

3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
(Please state nature of connection)  
ZG 18089051

4. DETAILS OF THE GRIEVANCE

(If space is not sufficient Please enclose separate sheet)

A LETTER IS ATTACHED

5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE  
10th APRIL 2002

6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY - NO SATISFACTORY  
(If remedy has been provided, please enclose relevant communication from the Distribution Licensee) - NO SATISFACTORY REMEDY -

7. NATURE OF RELIEF SOUGHT FROM THE FORUM

(Please enclose any proof to support claim, if any)

A LETTER IS ATTACHED

8. LIST OF DOCUMENTS ENCLOSED ① METER CHANGE NOTICE ② OUR LETTERS COPIES  
(Please enclose copies of any relevant documents) ③ BSBS LETTERS COPIES ATTACHED.

9. 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 in aforesaid columns 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 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 authority/court/arbitrator.

OR

The subject matter of my / our Grievance is pending since (please mention the date when the matter was filed) ..... before ..... (\*Please mention the name of the authority/court/arbitrator before whom the Grievance is pending) and the proceedings are likely to take time for being finally adjudicated

Yours faithfully  
For **SUBHAM PRODUCT**



(Signature) **Proprietor**

(Consumer's name in block letter)

**NOMINATION** – (If the Consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

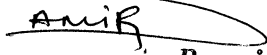
I/We the above named Consumer hereby nominate Shri/Smt. V. J. JUTHANI,  
who is not an Advocate and whose address is 31, SIDDHANT, IND. ESTATE,  
OFF. BKSD ROAD, DEONDR - MUMBAI 400 088  
..... as my/our REPRESENTATIVE in the proceedings and confirm that any statement,  
acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my  
presence.

For **SUBHAM PRODUCT**

ACCEPTED



(Signature of Representative)



(Signature of Consumer) **Proprietor**



## **DETAILS OF THE GRIEVANCE**

### **– Case of Subham Products**

The electric meter No. 8192815 was installed at our premises and was changed to a new electronic meter No. No. 4164665 on 13/02/2002. As it appears from BSES meter change notice dated 13/2/02 (a copy is enclosed), it was a routine change of mechanical meter to electronic meter. They have given five different reasons for the meter change in this meter change notice. According to us non of the five reasons mentioned in the notice is true. Meter was working fine. Later based on the average consumption of the new meter they raised the bill for the past consumption. In our case we started our activity in these gala in the month of October 2001 and slowly slowly our activity got the momentum. We had started our new factory unit but the actual activity started from the end of October 2001. Our consumption in the starting months of October, November, December was very low. Slowly in the month of January, February, March onwards the regular production started. When BSES replaced the meter in February 2002, the old meter had recorded correct electric consumption, which they said is under recorded. Whereas if you see the actual readings, the averages from December 2001 is steadily increasing. In December it was 444 units, January 614 units. February 758 units and March 866 units, April 1141 unit. Even after the meter was replaced in February our average consumption kept increasing with our increase in activity. This proves that our average consumption was low before February and the consumption recorded by the old meter was correct. They have charged us for month of October 2001 to February 2002 on the basis of the average consumption for the months that followed the February 2002 when the meter was changed.

This fact that ours was a new establishment and our electric consumption was less in the initial months was not considered by BSES and they insisted on the average consumption after the change of meter. We disputed the fact that the old meter No. 8192815 which was replaced on 13/2/2002 was defective. Therefore we asked them for a test report of that meter. For the reasons best known to them they never gave us a copy of the testing conducted (if any) on the meter after replacement.

It is the duty of BSES to keep their meter in proper working condition; we can not be penalized for their presumed faulty meters. In our case the meter was working correctly only after they replaced the mechanical meter with electronic meter our average electricity consumption was more than in the past. We explained to them with enough evidences that ours is a new unit and the actual consumption in the initial months is one recorded by the meter no. 8192815 which was replaced.

They have failed to take notice of our point, they **as if they are doing a favour** reduced the outstanding by some amount and asked us to pay the remaining amount. As per our view, we are not ready to pay a single Rupee more than we are suppose to. We are ready to face BSES's pressure tactics of cutting the power. We have actually spend more money then the demanded by them by way of writing numerous letters visiting them and explaining them the case. We are approaching the FORUM for the justice and we hope we are able to put clear picture in front of you to decide.



**NATURE OF RELIEF SOUGHT FROM THE FORUM**  
**– Case of Subham Products**

To give us a corrected bill based on the actual meter reading recorded by the old meter no. 819285. To cancel all amount billed on the bases of average readings of the new meter. As we were paying all current bills as instructed by BSES, to cancel all delayed payment charges and penalties, if any.