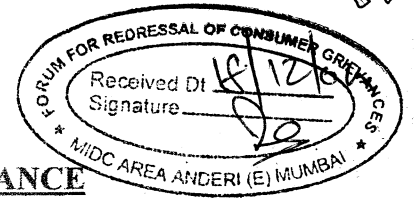


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**SCHEDULE 'A'**



**APPLICATION FOR REDRESSAL OF GRIEVANCE**  
(Enclosed with covering letter dated 14/12/2004)

Date: December 14, 2004

1. Name of the Consumer: **Roshanali S. Panjwani**
2. Full Address of the Consumer: **A/14, Faiz Cooperative Housing Society Ltd., New Hall Road, Kurla(W), Mumbai.  
PIN: 400 070  
Phone No. 25034985**
3. Particulars of Connection and Consumer No. **Domestic, Consumer no. GO6150807**
4. Details of Grievance: **Arbitrary Conversion of Tariff from LF1(Domestic) to LF2(Commercial), Enclosed acknowledged letters to REL**
  1. Letter dated July 26, 2004 to REL
  2. Email dated September 18, 2004 to REL
  3. letter dated October 06, 2004 to REL
  4. Letter from Secretary to Hon'ble Chief Minister of Maharashtra dated November 10, 2004
  5. Letter dated November 17, 2004 addressed to REL with copies to CMD, REL, MERC, etc.
  6. Letters dated November 23, 2004 issued by the Under Secretary to the Governor(admin) to me and the Secretary to the Government, Industry, Energy and Labour Department.
  7. Letter dated November 25, 2004 to REL
5. Date of original intimation of Grievance by the Consumer to the Distribution Licensee: **Through Letter dated July 26, 2004.**
6. Remedy provided by the Distribution Licensee, If any: **NIL**
7. Nature of relief sought from the Forum: **REL to be directed to raise bills as per LF1 Tariff applicable for household and domestic use.(A copy of BrihanMumbai Municipal Corporation's Trade Licence Inspector's Report no. 065993 dated July 12, 2004**
8. List of Documents Enclosed:
  - i) Inspection Report no. 065993 dated July 12, 2004 of BMC Licence Inspector.
  - ii) Letter to REL dated July 26, 2004
  - iii) Email to REL dated September 18, 2004
  - iv) Letter to REL dated October 06, 2004
  - v) Letter dated Nov. 10, 2004, from Secretary to Hon'ble CM of Maharashtra
  - vi) Letter to REL, dated November 17, 2004 with ccs to Mr. Anil Ambani, MERC etc.
  - vii) Letter dated November 23, 2004 issued to me by the

## SCHEDULE 'A'(Continued)

### APPLICATION FOR REDRESSAL OF GRIEVANCE

(Enclosed with covering letter dated 14/12/2004)

- viii) Letter dated November 23, 2004 issued to the Secretary to the Government, Industry, Energy and Labour Department.
- ix) Letter dated November 25, 2004 to REL giving them Seven days Notice to respond with ccs to local police.

#### 9. Declaration--

- a) I, the consumer herein declare that—
  - i) the information furnished herein above is true and correct ; and
  - ii) I 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 by way of letter and no remedy was provided within a period of two 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 of the parties concerned with the **subject** matter to the best of my knowledge.
- d) The subject matter of my grievance has not been settled through the Forum in any previous proceedings.
- e) The subject matter of my Grievance has not been decided by any authority/court/arbitrator.

Very truly yours



**ROSHANALI S. PANJWANI**  
(Consumer No. GO6150807)

**Roshanali Sharifbhoy Panjwani**

A/14, Faiz Cooperative Housing Society Ltd.,  
New Hall Road, Kurla(West), Mumbai 400 070  
Tel.: 25034985

**URGENT BY HAND**

December 14, 2004

The Consumer Grievance Redressal Forum,  
**Reliance Energy Limited,**  
II Floor, Consumer Centre Bldg.,  
South Central Zone, Plot No. E-4(i) & (ii)  
MDC Area, Marol, Andheri(E)  
~~MUMBAI 400 093.~~

Sub. : Arbitrary Conversion of my domestic meter to LF2

Re.: Consumer No. GO6150807.

Ref.: My various letters and communications to REL, MERC, Etc. and letter from MERC no. MERC/REL/ Complaints/2004-2005 dated December 01, 2004

Dear Sir:

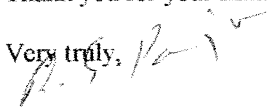
In reference to the above, I am enclosing APPLICATION FOR REDRESSAL OF GRIEVANCE of today's date for your kind reference and consideration as per Schedule 'A', in Chapter III, of Consumer Grievance Redressal Forum and Ombudsman Regulations, 2003(MERC/LEGAL/116/2003-2004).

May I request you to kindly look into the matter and direct REL accordingly. The Schedule 'A' with relevant enclosures is self explanatory and will give you an idea of what I along with my family are suffering due to the arbitrary and irresponsive approach of REL officials who have taken least initiative to resolve the matter apart from threatening to pay the LF2 bill and visiting during odd hours in the guise of inspection and recovery.

May I request you to kindly ask REL to raise all the bills as per LF1 Tariff which will be paid promptly without any delay? My willingness to pay the bill if raised with LF1 Tariff is not at all responded to or heard upon. Instead of responding to the letters the REL officials have been rough and arrogant in their behaviour making trips to my premises almost every alternate day

May I request you to kindly consider this and do the needful as soon as possible?

Thank you for your kind attention and consideration.

Very truly,  


**ROSHANALI S. PANJWANI**  
(Consumer No. GO6150807)

**C. C. FOR INFORMATION, RECORDS AND NECESSARY ACTION:**

1. OFFICE OF THE CHIEF MINISTER - MAHARASHTRA.
2. MR. A. M. KHAN, SECRETARY, MAHARASHTRA ELECTRICITY REGULATORY COMMISSION
3. MR. NAWAB MALIK, HON'BLE MINISTER, LOCAL MLA AND GUARDIAN MINISTER - MUMBAI
4. MR. ANIL AMBANI, CMD, RELIANCE ENERGY LIMITED, MUMBAI
5. MR. R. R. MEHTA, SR. VICE PRESIDENT(COMMERCIAL), REL, SANTACRUZ(E), MUMBAI
6. THE GENERAL MANAGER - ENFORCEMENT, REL, SANATCRUZ(E), MUMBAI
7. DY. GENERAL MANAGER, REL, SUPPLIES DIVISION, SANTACRUZ(E), MUMBAI
8. THE SECRETARY TO THE GOVT., INDUSTRY, ENERGY AND LABOUR DEPT., MANTRALAYA, MUMBAI
9. THE SENIOR INSPECTOR-INCHARGE, KURLA POLICE STATION, KURLA(W), MUMBAI
10. THE INSPECTOR INCHARGE, HALAV POOL POLIC BIT, KURLA POLICE STATION.