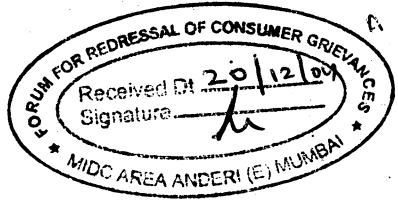


31/2004



o/c

**SCHEDULE 'A'**

**APPLICATION FOR REDRESSAL OF GRIEVANCE**

**DATE:** September 22<sup>nd</sup>, '04.

- 1] **NAME OF THE CONSUMER:** HARISH SHAH
- 2] **FULL ADDRESS OF THE CONSUMER:** HARISH SHAH  
FLAT NO. 301, STERLING APTS.  
ST. MARTIN ROAD, BANDRA,  
MUMBAI, 400 050.
- PIN CODE:**
- PHONE NUMBER:** 26429246
- 3] **PARTICULAR OF CONNECTION AND CONSUMER NO:** B 16910129  
(CYCLE NO.1, BOOK 212, SERVICE NO.008)

- 4] **DETAILS OF THE GRIVANCE:** ~~CONSUMER COMPLAINT~~ ARREARS OF R17932-20
- 5] (a) **Date of original intimation of the Grievance by the consumer to the Distribution Licensee** 26 TH JUNE 2004
- 6] **Remedy provided by the Distribution licensee, if any.** Copies enclosed (copies of correspondence from me)
- 7] **Nature of relief sought from the forum** To withdraw the arrears of R.17032-20 shown in June 2004 bill.
- 8] **List of the document enclosed** -
- 9] **Declaration:-**

- (a) I, 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 in the form and manner and within the time frame prescribed by the distribution Licensee and I am not satisfied by the remedy 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 any one of us 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.

objection raised by my letter 26/6/2004 addressed to licensee. No remedy provided.

OR  
The subject matter of my/ Grievance is pending since 26<sup>th</sup> June 2004. before Senior Vice President, Commercial and the proceedings are likely to take time for being finally adjudicated.

Yours Faithfully,  
  
(HARISH SHAH)

FOR KIND ATTN: SHRI R.R. MEHTA

June 26<sup>th</sup> '04

From : Harish Shah,  
301, Sterling Apts.  
St. Martin Road,  
Bandra, (W),  
Mumbai, 400 050

To:  
Shri R.R. Mehta,  
Senior Vice President (Commercial)  
Reliance Energy Ltd.  
Electricity House,  
Santacruz (E) Mumbai, 400055

Dear Sir,

**SUB: Consumer No. B16910129( Cycle No.01, Book 212, service No.008) Bill for the month of June ' 04.**

I am shocked to receive the energy bill showing an outstanding amount of Rs.17032.20. Copy of the bill is enclosed.


Please note that I have been paying the energy bill regularly. There is no bill, which is not paid. Kindly check the records.

The bill does not show for which month the bill is outstanding.

Kindly look into the matter at the earliest and revise the bill amount. I am paying the current bill amount.

Your early response will be appreciated

Thanking you  
Yours truly,

  
(H SHAH)

P.S. - Last bills did not  
show any outstanding



August 27<sup>th</sup>, 2004.

From : Harish Shah,  
301, Sterling Apts.  
St. Martin Road,  
Bandra, (W),  
Mumbai, 400 050

To,  
Shri R.R. Mehta,  
Senior Vice President (Commercial)  
Reliance Energy Ltd.  
Electricity House,  
Santacruz (E), Mumbai, 400055.

Dear Sir,

SUB: Consumer No. B16910129( Cycle No.01, Book 212, service No.008) Bill for the month of June ' 04.

Enclosed please find a copy of the letter addressed to you. I am sorry to say that there is no reply to my above letter. A few day back I have sent the same by fax. Still you have not replied.

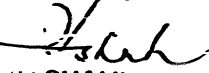
I have now received a notice of disconnection if payment is not made within 15 days of the bill. It is surprising that instead of replying to my letter you threaten to cut off the supply, which does not reflect well on the company.

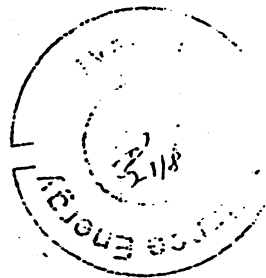
Please note that I have been paying my bills regularly and in time hence I am surprised that an amount of Rs 17032 is shown as Outstanding. I am paying the current bill amount. Hope you will not take drastic step to cut off the supply without explaining in writing how an outstanding is shown in the bill.

Please treat this as urgent and oblige

Thanking you

Yours truly,

  
(H SHAH)



Sept 14TH, 2004.

From : Harish Shah,  
301, Sterling Apts. St. Martin Road, Bandra, (W), Mumbai, 400 050

To,  
Shri R.R. Mehta,  
Senior Vice President (Commercial)  
Reliance Energy Ltd.  
Electricity House,  
Santacruz (E), Mumbai, 400055.

Dear Sir,

**SUB: Consumer No. B16910129 (Cycle No.01, Book 212, service No.008) Bill for the month of June '04.**

REF.: letter dated 6<sup>th</sup> Sept. 2004 from Sr. Manager- Enforcement

The letter says the meter installed was under recording the units. A notice was issued to me does not mean that I have accepted the said fact.

My representative had accepted to install a parallel meter but he has not accepted the period for which you have billed me. Secondly you have installed a parallel meter that should have been of the original make of the installed meter and not a one that is technological advanced meter as per your staff. The parallel meter could have been fast and recorded higher readings. If you install a parallel meter to any of the other old meters in the meter room I am sure the parallel meter would show a higher readings.

If the meter was under recording the consumed units, means it was a faulty meter in the first place. For installing a faulty meter the company is responsible for the same. You cannot hold the consumer who is not aware whether the meter installed by the company is faulty or otherwise and penalised him. Also the letter does not say on what grounds the company came to know that the meter is recording fewer units! Your clarification for the same is requested.

The company should recover the money from the manufacturer of the meter who supplied you a faulty meter and not from consumer.

Thanking you,

Yours truly,



(H. SHAH)

C.C. To, 1) Sr. Manager-Enforcement  
2) Maharashtra Electricity Regulatory Commission.