

5/2005

**Forum for Redressal of Consumer Grievances.**

- 1. Name of the Applicant: - (IN BLOCK LETTERS) : MR. ASHLEY JOSEPH BAPTISTA ✓
- 2. Consumer No./Application No. : A 116 100 10 ✓
- 3. Division/Zone : SOUTH ZONE ✓
- 4. Nature of Complaint (Excess billing, Supplementary bills, Tariff change Vigilance charges) : EXCESS BILLING ✓
- 5. Complaint No. & Date. : \_\_\_\_\_
- 6. Disputed Amount. : TO BE WORKED OUT.
- 7. Is the Amount charged U/s 126 of Electricity Act.(i.e for unauthorized use of Electricity Or Theft of Electricity.) : \_\_\_\_\_
- 8. Date of registering of Complaint with REL and with Name & Designation of the concerned Officer: : 25<sup>TH</sup> NOV. 2004 ✓  
MR. R. R. MEHTA  
SR. VICE PRESIDENT (COMMERCIAL)
- 9. Action taken up by REL in mitigating the Grievance : NIL
- 10. Name & Designation of the Officers contacted give details of the discussion and Orders issued: : MR PANCHAL ✓  
: MR MORE ✓  
: MR WILL  
: MS RAJESHRI SANKHE  
MR. R. U. VAIGADHAR.
- 11. Any other matter you like to state regarding grievances redressal by REL. (TO MAKE PAYMENT INSPITE OF FAULTY METERS)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

  
Signature of Applicant.

**Schedule A**  
**APPLICATION FOR REDRESSAL OF GRIEVANCE**

Date 19<sup>th</sup> April 2005

1. NAME OF THE CONSUMER Mr. Ashley Joseph Baptista
2. FULL ADDRESS OF THE CONSUMER Manuel Villa Dadlabhai Cross Road 3,  
Vile Parle West, Mumbai  
PIN CODE 400-056  
PHONE NO./FAX NO. 26716337
3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
*(Please state nature of connection)*  
Residential (Single Phase) A11610010
4. DETAILS OF THE GRIEVANCE  
*(If space is not sufficient Please enclose separate sheet)*  
Excess billing due to new faulty meters  
\_\_\_\_\_  
\_\_\_\_\_
5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE  
February 2002
6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY  
*(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)* NIL
7. NATURE OF RELIEF SOUGHT FROM THE FORUM  
Justification of excessive billing for faulty meters.  
*(Please enclose any proof to support claim, if any)*
8. LIST OF DOCUMENTS ENCLOSED  
*(Please enclose copies of any relevant documents)*  
Various letters written to officers of BSES & REL.
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



(Signature)

ASHLEY JOSEPH BAPTISTA

(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. ...., who is not an Advocate and whose address is ..... 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.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)