

34/2005

ABP

T-308 P.001/001 F-547

ATTN: Mr. Dawal Walia

Forum for Redressal of Consumer Grievances.

1. Name of the Applicant: -
(IN BLOCK LETTERS) : DHAVAL S. VALIA
2. Consumer No./Application No. : K 10970892
3. Division/Zone : NORTH (KADNDVLI WEST)
4. Nature of Complaint
(Excess billing, Supplementary bills,
Tariff change Vigilance charges) : EXCESS BILLING
5. Complaint No. & Date. : CT-033455 (16/05/05)
6. Disputed Amount. : 20% OF BILLED UNITS TILL DATE
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: : Mr. Bedkar
Mr. R A Pawar
9. Action taken up by REL in
mitigating the Grievance : As mentioned in
Schedule A form.
10. Name & Designation of the
Officers contacted give details
of the discussion and Orders issued: : Mr. Bedkar
Mr. R A Pawar
Mr. Joshi (Not sure)
11. Any other matter you like to state regarding grievances redressal by REL.
=> The handling of complaint is not transparent.
=> Customer wasn't made aware of the procedures
=> No Report/follow-up post inspection of Meter
=> Process of Inspecting/Addressing meter related
complaints inadequate

Dhaval Valia
Signature of Applicant.

Schedule A
APPLICATION FOR REDRESSAL OF GRIEVANCE

Date: 29 September 2005

1. NAME OF THE CONSUMER: DHAVAL SHARADBHAI VALIA

2. FULL ADDRESS OF THE CONSUMER:

501, GAURAV VILLA, MAHAVIR NAGAR, DHANUKAR WADI, KANDIVILI (W),
MUMBAI-67

PHONE NO: 022-28646343 : **MOBILE:** 9821799351

3. PARTICULARS OF CONNECTION: RESIDENTIAL

CONSUMER NO: K10970892

4. DETAILS OF THE GRIEVANCE:

EXECSSIVE BILLING & HANDLING OF COMPLAINT BY RELIANCE ENERGY

5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE:

LIST OF COMPLAINTS FILED OVER TELEPHONE AND IN WRITING IS PROVIDED BELOW:

- 06/10/2001: WRITTEN COMPLAINT
- 06/05/04: WRITTEN COMPLAINT
- 21/08/04: COMPLAINT NO. CT-010787
- COMPLAINT NO. CT-016077 (DATE NOT RECORDED)
- 15/04/05: COMPLAINT NO. CT-030287
- 16/05/05: COMPLAINT NO. CT-033455

6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY

- ON FIRST TWO OCCASSIONS, THE COMPANY SENT LETTERS STATING EVERYTHING WAS FINE. THE INSPECTION WAS DONE WITHOUT THE KNOWLEDGE OF THE CUSTOMER, DESPITE REPEATED REQUESTS FROM THE CUSTOMER THAT THE INSPECTIONS BE CONDUCTED IN THE PRESENCE OF THE CUSTOMER ON STATURDAY OR SUNDAY.
- FEW OF THE SUBSEQUENT COMPLAINTS WERE UNRESPONDED, WHILE ON TWO OTHER OCCASSIONS AN INSPECTOR VISITED MY PREMISE AND UNDERTOOK INSPECTION IN MY PRESENCE. THE METER READING

RECORDED BY THE INSPECTOR CLEARLY SHOWED THE METER WAS SHOWING 20 PERCENT MORE CONSUMPTION THAN ACTUAL. NO LETTER FROM THE COMPANY WAS RECEIVED FROM THE COMPANY POST INSPECTION.

- IN THE NEXT VISIT, UPON MYSELF DEMANDING A LETTER ON THE INSPECTION, THE SAME INSPECTOR SAID THE COMPANY WOULD CHANGE THE METER TO NEW ELECTRONIC ONE.
- THE METER WAS CHANGED ON APRIL 30, 2005, BUT AM STILL AWAITING A TEST REPORT FROM THE COMPANY OF THE OLD METER.
- FILED ANOTHER COMPLAINT WITH THE COMPANY ON MAY 16, 2005 REQUESTING THE COMPANY TO SEND ME THE TEST REPORT BUT NO RESPONSE HAS BEEN RECEIVED TILL DATE.
- EVEN AFTER THE CHANGE IN METER, I SUSPECT EXCESSIVE BILLING

7. NATURE OF RELIEF SOUGHT FROM THE FORUM

- CHECK IF THE METER IS UNCALIBERATED/MAL-FUNCTIONING
- VERIFY MY CLAIMS OF EXCESSIVE BILLING BY VERIFYING CONSUMPTION SOURCES AND MATCHING IT WITH THE UNIT CONSUMPTIONS RECORDED BY THE METER
- DEMAND AND VERIFY THE TEST REPORT OF MY OLD METER
- IN CASE OF UNCALIBERATED OR MAL FUNCTIONING METER, ENSURE THAT I AM REFUNDED THE EXCESS PAID FROM THE DATE OF THE FIRST COMPLAINT FILED
- ORDER THE COMPANY TO PAY ANY RELATED EXPENSES WITH THE CASE

8. LIST OF DOCUMENTS ENCLOSED

- FIRST WRITTEN COMPLAINT
- LETTER 1& 2 FROM THE COMPANY IN RESPONSE OF MY WRITTEN COMPLAINTS.
- PHOTO COPY OF THE BILL SIGNED BY THE INSPECTOR AFTER CHANGING THE METER
- *Unit Consumption /Month chart (Estimates)*

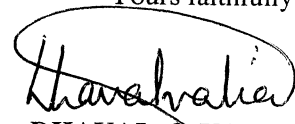
9. DECLARATION

- (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.

Yours faithfully


DHAVAL .S. VAVIA