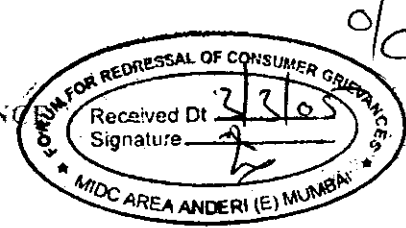


47/2004

Schedule A

APPLICATION FOR REDRESSAL OF GRIEVANCE



Date 02 MAR 2005

1. NAME OF THE CONSUMER RANJAN AGRAWAL  
2. FULL ADDRESS OF THE CONSUMER 8, HARMONY, RAHEJA VIHAR, MUMBAI  
PIN CODE 400072  
PHONE NO. / FAX NO 9324086295

3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
(Please state nature of connection) DOMESTIC LF1 - G 40030319

4. DETAILS OF THE GRIEVANCE  
(If space is not sufficient Please enclose separate sheet) see attached sheet

5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE 01st sept 2004

6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY NIL  
(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)

7. NATURE OF RELIEF SOUGHT FROM THE FORUM  
Issue of Guidelines and ~~conceded~~ withdrawal of demand by EEL  
(Please enclose any proof to support claim, if any)

8. LIST OF DOCUMENTS ENCLOSED see attached sheet  
(Please enclose copies of any relevant documents)

9. DECLARATION

- (a) I/ ~~We~~, the Consumer / ~~we~~ 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

Ranjan  
(Signature)

RANJAN AGRAWAL  
(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)

### Details of Grievance

I had purchased Flat No. 008, Harmony, Raheja Vihar, in July 2000 and have been residing in the same with my family from September 2000. In September 2003 my wife has started a part time vocation as a beautician in the living room of my house. In early 2004 I was approached by an employee (now retired) of Reliance Energy saying that I needed to pay for electricity at commercial rates and that if I paid him some money he could get the matter settled. I refused to pay him any money. A few months later my house was visited by another employee claiming to be from the Vigilance department who left a card asking me to visit the Vigilance officer at the Santa Cruz office. In end July I received the electricity bill showing Rs. 35,022.16 as arrears while I have been very regular in paying all my bills. On the 1<sup>st</sup> of September 2004 my lawyer sent a legal notice (copy attached) to REL for rectification of the excess billing. Till date REL has not responded to the legal notice.

In October 2004 there was another letter from REL along with the bill stating that unless I paid the total amount, my power supply would be disconnected. On 26<sup>th</sup> October I responded with a letter (copy attached) asking REL to respond to the legal notice and provide me full details of the claim.

On 18/2/2005 I have received another notice from REL saying that my power will be disconnected within 7 days if I do not pay their claim. My wife then visited REL Santa Cruz office twice to try to resolve the matter. But the concerned office Mr. Thengodkar asked my wife to send a letter to REL stating that we should be charged for electricity at commercial rates from April 2002.

My submission is as follows:

1. If I had paid a bribe to any of the persons above the matter could have been settled. Should I be penalized just because I choose not to give in to blackmailers and corrupt officials ?
2. There is no provision in the law to charge commercial rates of electricity for residential quarters. In any case the contribution to the electricity bill due to my wife's vocation is hardly 3 – 4 % being an activity which essentially does not require electric power. This is also evident that there is no spike in my power consumption from September 2003. Any variations in the units consumed can be explained purely on climatic considerations. Should then I be forced to pay my total power bill at commercial rates.
3. Any such charge should be fair and applied uniformly for all consumers. Can REL ensure such application to all consumers.
4. Is it the discretion of an employee of REL to decide when to charge the commercial power rates from.
5. This is clearly a case of deliberate harassment by a couple of individuals to fulfill their personal agenda. Such people should be exposed and cannot hide behind a self proclaimed statement by REL of protecting the identity of the complainant. This amounts to denial of my fundamental right to protect myself legally from individuals with the intent to harm me.

**List of documents enclosed**

1. Letter from Society as proof of residence
2. Copy of legal notice issued to REL dated 01/09/2004
3. Copy of letter sent to REL on 26/10/2004
4. Copy of disconnection notice received on 18/02/2005
5. Copy of latest electricity bill and photocopy of cheque payment