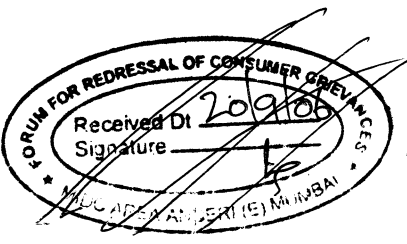


FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

1	Name of the Applicant: (in block letters)	SILVER CASTLE Residents Co-op. Society (Proposed)
2	Contract Account/Application No	1009321289 (Neelam Developers)
3	Division	South Central Division.
4	Tariff Category (LF1, LF2.....)	LF1.
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	EXCESS BILLING. + hence our Amount is lying in CREDIT with REL upto Oct'06 (Oct.-06)
6	Disputed amount	As per our Complaint Credit amount of our billg upto Oct'06.
7	No. & Date of First Complaint	17/1/06
8	Is the Amount charged U/s 126/135 of Electricity Act. (i.e for Unauthorized use of Electricity or Theft of Electricity)	NO./NIL.
9	Date of registering of Complaint with REL and with Name & Designation of the concerned Officer.	Ms. Gausi - / Ms. Sudeep. 17/1/06.
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Mr. Binu (Mngs - Customer Care).
11	Action take up by REL in mitigating the Grievance and letter thereof	NOT SATISFACTORY
12	Date of intimation to Internal Grievance Redressal cell of REL	17/1/06, 16/2/06, 15/3/06, 21/4/06, 18/5/06, 18/6/06, 17/8/06, 17/9/06, 18/10/06
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	18/10/06
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Mr. Binu - Customer Care
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	Letter dtd. Aug 28' 2006 from REL. 19/10/06
16	Any other matter you like to state regarding grievances redressal by REL	RELIANCE Group is money- making Organisation, hence REL should be handled by certain organisation/group, who should be sincerely working for the benefit + welfare of public for supplying Electricity at Nominal rates + then only there will be proper service + justice provided to Public.

ALL
LETTERS
COMPLAINT



② Fix up Mechanical Meters, instead of Electronic Meters, so that Speed of Meter Reading should be NORMAL + not high Speed which is in the Electronic Meters fixed by REL. The Mechanical Meters should be Tested + approved by Reputed Govt. Lab. So that Meter Reading will be Normal.

Schedule A

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date 18/9/06 & also our earlier complaint dtd 17/8/06.

1. NAME OF THE CONSUMER Silver Castle Resi Co-op. Soc. (Prop.)

2. FULL ADDRESS OF THE CONSUMER Plot 261, Silver Castle, Shree - Punjab Soc., Mahakali Caves Rd., Anandhe (E), Mumbai
PIN CODE 400093

PHONE NO. 28374059

FAX NO _____

EMAIL ID _____

3. PARTICULARS OF CONNECTION AND CONSUMER NO. -100931289
(Please state nature of connection) Connection is for Bldg. Premises for use of 8 Tube Lights & one water pump.

4. DISTRIBUTION LICENSEE _____

5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE

(If space is not sufficient please enclose separate sheet)

our complaint dtd 17/8/06 & also from 17/1/06. Besides our covering letter dtd 18/9/06 gives all the details of our Grievances & Facts for the problems.

6. DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE (INTERNAL GRIEVANCE REDRESSAL CELL)

from Jan '06 onwards. First Complaint dtd 17/1/06. in our complaint dtd 17/8/06.

7. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY

(If remedy has been provided, please enclose relevant communication from the Distribution Licensee) NOT SATISFACTORY - Letter of REL enclosed dtd 28/8/06.

8. NATURE OF RELIEF SOUGHT FROM THE FORUM PROPER JUSTICE

(Please enclose any proof to support claim, if any) as mentioned in our covering letter dtd 18/9/06 & complaint dtd 17/8/06.

9. LIST OF DOCUMENTS ENCLOSED

(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance)

- All mentioned in our latest Letter dtd 18/9/06.

10. **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 hereinabove 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 am/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 competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator .

Yours faithfully

For Silver Castle Resi. Co-op. Soc (Prop)
(Prakash C. Lalwani)
(Signature)
(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)