

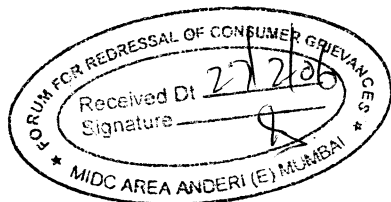
Documents submitted to
Forum for Redressal of Consumer Grievances

<u>Item</u>	<u>Description</u>	<u>No. of pages</u>
1.	Prescribed forms, duly filled in, for Forum for Redressal of Consumer Grievances	3
2.	Complaint dated 21-12-05 to REL	3
3.	Reply dated 02-01-2006 from REL	1
4.	Second complaint dated 12-01-2006 to REL	2
5.	Reply dated 01-02-2006 from REL	1
6.	Copies of monthly bills from REL for September 05, October 05, November 05, December 05 and January 06.	5

Name of Applicant: Mr. Victor C. D'Almeida

REL Account No: 102621927

Date Submitted: February 27, 2006.



Forum for Redressal of Consumer Grievances.

1. Name of the Applicant: - : VICTOR C. D'ALMEIDA
(IN BLOCK LETTERS) : A/c. No.102621927
: Complaint No.100990832
2. Consumer No./Application No. : _____
3. Division/Zone : South. Unit: SZ3 - Kala Nagar
4. Nature of Complaint : _____
(Excess billing, Supplementary bills, : Excess Billing
Tariff change Vigilance charges) : _____
5. Complaint No. & Date. : *Complaint dates: 21-12-2005 &
: 12-01-2006
6. Disputed Amount. : Rs.6,672.92
: Bill month: November 2005
: Period: 16-11-05 to 13-12-05
7. Is the Amount charged U/s : _____
126 of Electricity Act.(i.e for : No.
unauthorized use of Electricity : _____
Or Theft of Electricity.) : _____
8. Date of registering of Complaint : *21-12-05 - 1st complaint.
with REL and with Name & : *12-01-06 - 2nd complaint.
Designation of the concerned : _____
Officer: _____
9. Action taken up by REL in : _____
mitigating the Grievance : Checked/Tested relevant meter
: located in Meter Room which is
: always under lock & key.
10. Name & Designation of the : _____
Officers contacted give details : Mrs. Sanke, over telephone.
of the discussion and Orders issued: : Both complaints said to have been
: investigated. Result not in favour
: of Consumer.
: _____
: Extent of Investigation: Meter
: Check/Test.
11. Any other matter you like to state regarding grievances redressal by REL.
I am a consumer of electricity since 1991, residing at same premises till now, having same appliances throughout. My average consumption is around 470 units. Statistics since REL took over are ~~xx~~ attached to my complaints.
The first and second investigation carried out by REL is limited to Meter Check/Test. My complaints include several other factors that may have caused the meter to malfunction during the disputed period. But I have no feed back on these factors.

* copies enclosed

Signature of Applicant.


VICTOR C. D'ALMEIDA

Schedule A

APPLICATION FOR REDRESSAL OF GRIEVANCE

Date 27-02-2006

1. NAME OF THE CONSUMER VICTOR C. D'ALMEIDA

2. FULL ADDRESS OF THE CONSUMER Jagat Vidya CHS Ltd., Flat No.A-1001,
Behind Guru Nanak Hospital,
PIN CODE 400 051 Bandra East, Mumbai.

PHONE NO./ ~~FAX NO.~~ 2659 1114 Cell: 98205 66825.

3. PARTICULARS OF CONNECTION AND CONSUMER NO.

(Please state nature of connection)

A/c. No.102621927 - RESIDENTIAL -Unit: SZ-3, Kala Nagar.

4. DETAILS OF THE GRIEVANCE

(If space is not sufficient Please enclose separate sheet)

Stated in my complaints dated 21-12-05 and 12-1-06, copies attached.

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

21-12-2005

6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY

(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)

REL has investigated the case twice. Reference their letters dated 2-1-06 and 1-2-06. Result not in favour of Consumer.

7. NATURE OF RELIEF SOUGHT FROM THE FORUM

Reduce charges for disputed period to a justifiable average on the basis

(Please enclose any proof to support claim, if any) of data provided.

8. LIST OF DOCUMENTS ENCLOSED

(Please enclose copies of any relevant documents)

1. Copies of my complaints dated 21-12-05 & 12-1-06 with attachments.

2. Replies from REL dated 2-1-06 and 1-2-06

9. DECLARATION

3. Copies of paid bill Sept 05 to January 2006.

(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

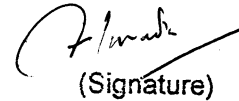
Distribution Licensee or no remedy was provided within a period of two (2) months from the date of original intimation.

- (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)

VICTOR C. D'ALMEIDA

(Consumer's name in block letter)

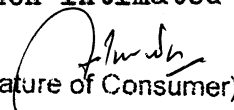
NOMINATION - (if the Consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

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

I shall appear in person when intimated to do so.

(Signature of Representative)



(Signature of Consumer)