



RELIANCE ENERGY LIMITED
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCE
[TO BE SUBMITTED ALONG WITH SCHEDULE A]

CASE No 4/2007

- 1 Name of the applicant
[in block letters] **Mrs. Usha Devi Alakhnath Yadav**
- 2 Contract account / application nos **Residential Consumer**
[Account No. 100943004]
- 3 Division **South Central**
- 4 Tariff category **LF1**
- 5 Nature of complain
[Excess billing supplementary billing tariff change] **Wrongfully disconnecting my connection
and installing a new connection in the name
of a tress passer, who has no valid papers**
- 6 Disputed amount **No amount involved**
- 7 No & date of first complaint **12.03.2007**
- 8 Is the amount charged u/s 126/135
of the electricity act [for unauthorized use of
electricity or theft of electricity] **NA**
- 9 Date of registering the complaint with REL
& the name & designation of the officer **16.03.2007 the officers deny to inform about
their designation officers met include, Mrs.
Bharti, Mrs. Bhavna; Mr. Powar & Mr.
Mohe in the customer care centre.**
- 10 Name & designation of the officer contacted,
give details of the discussion & the order
passed. **Mrs. Bharti, Mrs. Bhavna; Mr. Powar &
Mr. Mohe in the customer care centre –
designation not known; no order passed.**
- 11 Action taken by REL in mitigating the
grievance
& the letter therefore. **No action taken**
12. Date of the intimation to the internal
Grievance redressal cell of REL **13.04.2007 in FORM A**
13. Date of the acknowledgement given by the
internal grievance cell of the REL **13.04.2007 as on Form A**
14. Name & designation of the REL internal
grievance redressal cell officer. **Not known**
15. Letter from internal grievance redressal cell
of REL stating the action taken by the REL
in respect of the grievance. **Letter received [ref SCZ/IGR/23-2007]
dated 07.05.2007**
16. Any other matter you like to state regarding **None**

Schedule 'A'

APPLICATION TO THE FORUM FOR REDRESSAL OF GRIEVANCE

Date: _____

- 1] NAME OF THE CONSUMER Mrs. Usha Devi Alakhnath Yadav
- 2] FULL ADDRESS OF THE CONSUMER 13, Ramnath Yadav Chawl;
Jijamata Road; Pump House;
Andheri [E]; Mumbai - 400 093
- PIN CODE 400 093
- PHONE NO. 022 -
- FAX. NO.
- EMAIL ID.
- 3] PARTICULARS OF CONNECTION & CONSUMER NO. Residential Consumer
[Account No. 100943004]
- 4] DISTRIBUTION LICENSEE Reliance Energy Limited.
- 5] DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE:

The distribution licensee has, despite prior intimation, allotted & installed an electrical connection at my aforesaid residential address in the name of one Mr. Ramesh Sitaram Yadav, without verifying the forged document purportedly tendered by the said applicant & without visiting the site for verification of the claims of the said applicant.

This, despite the fact that, I had intimated the distribution licensee well in advance to be careful, while entertaining request for change of name, in view of the wide spread frauds & misrepresentations being made to avail the benefits under the SRA scheme.

The distribution licensee has, upon a fraudulent application of the said Mr. Ramesh Sitaram Yadav, disconnected my connection & allotted him a new connection, under meter no. 6753988 on 22 February 2007.

The disconnection of my connection & installation of a new connection is to circumvent my earlier intimation date 31.10.2006, whereby, I had informed them to be careful, while entertaining any application change of name of my connection, whether by disconnection or by change of name, the distribution licensee had erred in installing the connection at the said room, causing great harm to my interests, in the said room, since, the installed electric connection is an admissible proof while considering the application to scheme of the Slum Redevelopment Authority .

REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY
[If any remedy has been provided, please enclose relevant communications from the distribution licensee]

The Distribution licensee has provided no remedy to the applicant.

8] NATURE OF RELIEF SOUGHT FROM THE FORUM
[Please enclose any proof to support claim, if any]

The Distribution Licensee should be directed to discontinue the new connection installed at the aforesaid address & the old connection must be restored immediately.

9] LIST OF DOCUMENTS ENCLOSED:
[Please enclose copies of any relevant document which supports the fact giving rise to the grievance]

1. Letter dated 31.10.2006
2. Letter dated 12.03.2007
3. Notice by Advocate Sanjay R Haritwal dated 15.03.2007, inwards with the distribution licensee on 16.03.2007
4. Copy of the bill raised by the distribution licensee i.e. 'Electricity Bill'
5. Copy of the 'Rent receipt', 'Ration Card', 'Voter Card', 'Telephone Bill' of the said premises, as proof of the ownership of the said room.

10] **DECLARATION:**

(a) I, the Consumer herein declare that:

- (i) The information furnished herein above is true & correct: &
- (ii) I have not concealed or misrepresented any facts stated herein above & the documents submitted herewith.

(b) The present Grievance has been intimated to the Distribution licensee in the forum & manner & within the time frame prescribed by the distribution licensee & I am not satisfied by the remedy provided by the Distribution Licensee or, no remedy was provided within the period of **Two months**, from the date of the original intimation.

(c) The subject matter of the present grievance has never been submitted to the Forum by me or by any of the parties concerned with the subject matter to the best of my knowledge.

(d) The subject matter of my grievance has not been settled through the forum in any previous proceedings.

(e) The subject matter of my grievance has not been decided by any competent court / authority / arbitrator, & is not pending before any such court / authority / arbitrator.

Yours Faithfully

X
Consumer
MRS. USHA DEVI ALAKHNATH YADAV
[Name in Block letter]