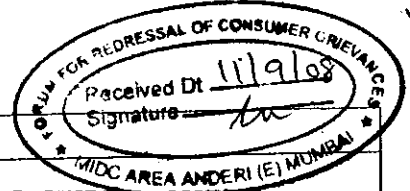


# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 12/2008



1	Name of the Applicant:- (in block letters)	MR. NIMBA SUKHDEO AHIRE
2	Contract Account/Application No	150460853
3	Division	CENTRAL ZONE
4	Tariff Category (LF1, LF2.....)	LF2
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	Non-installation of meter connection under Normality scheme.
6	Disputed amount	N.A.
7	No. & Date of First Complaint	2/4/2008
8	Is the Amount charged U/s 126/135 of Electricity Act. (i.e for Unauthorized use of Electricity or Theft of Electricity)	N.A.
9	Date of registering of Complaint with REL and with Name & Designation of the concerned Officer.	Customer Care Centre <del>24/</del> 2/4/08.
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Mr. Satyajeet Varadkar No Orders issued.
11	Action take up by REL in mitigating the Grievance and letter thereof	NIL
12	Date of intimation to Internal Grievance Redressal cell of REL	2/4/2008
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	2/4/2008
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Dy. Manager - Satyajeet Varadkar, Engineer
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	Letter No.CZ/MISC/150460853/ 15/2008 dt. 7.4.08 calling for hearing on 24;4;2008.
16	Any other matter you like to state regarding grievances redressal by REL	Refer Annexure attached.

SCHEDULE - A

2

Application to CGR Forum for Redressal of Grievance.

Date: 4/9/2008

- Name of the Consumer : MR. NIMBA SUKHDEO AHIRE
- Full Address of the Consumer : Kokani pada, Kurar Village, Malad (East), Near Vidya Niwas, Off Santoshi Mata Temple, Malad (East), Mumbai-400 097.  
Pin: 400 097.  
Phone: 9892314638.
3. Particulars of connection, and Consumer No. : Contract A/c. No. 150460853  
New Service for Lighting meter under Normality Scheme in Slum area.
4. Distribution Licensee: : Reliance Energy Ltd. (Now Reliance Infrastructure Limited), Head office Reliance Energy Centre, Santacruz (E), Mumbai - 55, - matter concerned at Central Zone, Dindoshi, Malad (E).
5. Details of the grievance, facts giving rise to the grievance: : " Annexed Separately(Attached herewith)"
6. Date of original intimation of grievance by the Consumer to the distribution licensee. : 20/03/2008
7. Remedy provided by the Distribution Licensee, if any. : The Licensee Company asked to take Police Protection and also wrote to the local police Station and the Police Dept. assured protection and instructed to intimate the police Station before going to site for installing the meter. But the Licensee Company have not informed the Local Police station before going to site for installing the meter connection and not availed the Police Protection, consequently meter could not install as there was objection at site.  
(Letter of (copy) Reliance Energy addressed to the Local Police Stn. is enclosed).

Nature of relief sought from  
the Forum:

I was called for hearing  
on 24/4/2008 at 3.00 P.M.  
(Copy of letter enclosed).  
Although iassured that the  
meter connection will be given  
immediately, nothing done.

10. List of documents enclosed:-

Zerox copies of -

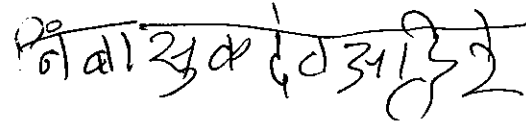
- a) Receipt of Payment of Rs.1675/- dt. 24.1.07
- b) Copy of Form 'A' Complaint filed at Internal Grievances Cell.
- c) Letter of Reliance Energy Ltd. dated 7/4/2008.
- d) My letter to M.E.R.C. dt. 19/5/08 with copies of Licensee Co.
- e) Letter of Reliance Eergee to Sr. Inspector of Police,  
Kurur Police Station.
- f) My letter to M.E.R.C. dt. 16/6/08 with copies Reliance Energy Lt.

10. Declaration.

- a. I, the consumer herein declare that :
  - i) The information furnished hereinabove is true and correct; and
  - ii) I have not enncealed 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 am 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 from 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.

The subject matter of my Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator.

Yours faithfully,



( NIMBA SUKHDEO AHIRE )  
- Signature -

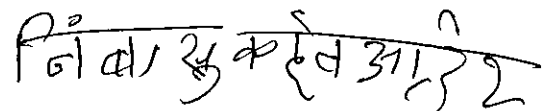
Nomination -

I the abovenamed Consumer/Applicant hereby nominate Shri SHANTILAL P. PATEL, who is not an Advocate and whose address is Laxmi Gowri Chawl, Room No.7, Kiknipada, Kurar Village, Mumbai 400 097, (mob.No. 9869833860) as my REPRESENTATIVE in the proceedings and confirm that ~~my~~ any statement, acceptance or rejection made by him shall be binding on me. He has signed below in my presence.

ACCEPTED

  
(SHANTILAL P. PATEL)

.....  
(Signature of Consumer/  
Applicant)  
(NIMBA SUKHDEO AHIRE)



(5)

✓

ANNEXURE  
to  
SCHEDULE 'A'

Details of the Greivance, facts giving rise to the grievance:-

I have applied for new service meter connection for my Mochi Stall at the address mentioned in this case title under Normality scheme and paid Rs.1675/- vide Receipt No. 40030498758 in 24.1.2007. The Reliance Energy has laid the cable, but could not install the meter connection due to objection of Neighbour although he has no right to raise any objection as I am possessing all required licenses and documents for the said mochi stall. As the Reliance Energy was not aking any interest in this matter I have made complaint to the Internal Grievance Redressal cell of REL on 20/3/2008. <sup>The hearing was done on 24/4/08.</sup> The Reliance Energy have asked for Police protection vide their letter of 5/5/2008 for dated 9/5/2008 at about 15.00 hours. It was instructed instructed by the Police that first the Representative of Reliance Energy have to attend the Police station and take Police with them.

But instad of intimating the Police Station, the representative of REL informed the Objector and come to site without police, and meter could not install due to objection of the same person. And the Reliance Energy has poted the laid cable. It was their duty to go first to the Police Station and take police protection, for installing the meter.

I have also wrote to the MERC on 19/6/08 & 16/6/08, with copies to the Central Zone, but seems no action being taken for installing my said meter connection,

( NIMBA SUKHDEO AHIRE )

*(Handwritten signature)*