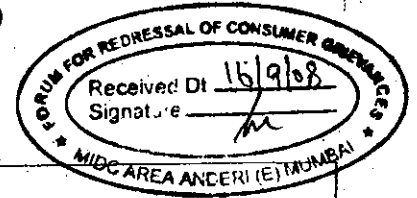


Forum (1)

# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 14 / 2008



1	Name of the Applicant:- (in block letters)	MR. S. SHIVKUMAR
2	Contract Account/Application No	150394956
3	Division	NORTH DIVISION
4	Tariff Category (LF1, LF2.....)	RESIDENTIAL - NEW CONNECTION UNDER NORMALITY SCHEME
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	NOT PROVIDING METER CONNECTION ALTHOUGH 2 YEARS GOING TO COMPLETE
6	Disputed amount	NOT APPLICABLE - NEW CONNECTION
7	No. & Date of First Complaint	05/04/2008 - Case No. 0110
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.	MR. V.P. TAMHANE - ASST. MANAGER (ADMN.) Dt. 5/4/08
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Hearing held on 31/7/08 at G.R.C., Kandivali North zone
11	Action take up by REL in mitigating the Grievance and letter thereof	as above. Only Assurance was given.
12	Date of intimation to Internal Grievance Redressal cell of REL	5/4/08
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	SENT BY SPEED POST.
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	V.P. TAMHANE ASST. MANAGER (ADMN.)
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	Letter No. NZ/CON_GR/0110/2008 dt. 26/7/08 for hearing on 31/7/08
16	Any other matter you like to state regarding grievances redressal by REL	ALTHOUGH ASSURANCE WAS GIVEN THAT METER CONNECTION WILL BE GIVEN IMMEDIATELY, NOTHING HAS BEEN DONE TILL DATE.

(a) ✓

SCHEDULE - A

Application to CGR Forum for Redressal of Grievance

Date: 12/09/2008

1. Name of the Consumer/Applic. : MR. S. SHIVKUMAR
2. Full address of the Consumer/applicant : Simon Kenni Chawl,  
Lady Fatima Road,  
Poisar, Kandivali (West),  
Mumbai 400 067.  
PIN CODE: 400 067.  
Phone: 28660131.
3. Particulars of Connection & Consumer No. : Contract A/c. No. 150394956  
New Connection Under Normality Scheme.  
Application Submitted on 24.10.2006.  
Estimate amount Rs. 1420/- paid on 24.10.2006.
4. Distribution Licensee : RELIANCE ENERGY - (RELIANCE  
INFRASTRUCTURE LTD.)  
NORTH ZONE, Shankar Lane,  
Kandivali (West),  
Mumbai - 400 067.
5. Details of Grievance, facts giving rise to the grievance. : Non-Compliance with the hearing held on 31/7/2008 at Internal Grievance Redressal ~~Forum~~ Cell, North Zone.  
(Details attached - Annexure 'A')
6. Date of original Intimation of Grievance by the Consumer to the Distribution Licensee: 5/4/2008.
7. Remedy provided by the Distribution Licensee, if any: Although agreed to give meter connection immediately, till date nothing has been done.
8. Nature of Relief sought from the Forum: Only Assuring during hearing on 31/7/08.
9. List of documents enclosed :  
Xerox copies of:
  - 1) Estimate paymen Receipt dt. 24.10.2006.
  - 2) Form Submitted to Internal Grievance Redressal Cell dt. 5/4/08.
  - 3) My letter dt. 2/6/08 to Mr. Krishna Shenoy, Vice President, REL.
  - 4) My letter dt. 2/6/08, addressed to M.E.R.C.
  - 5) My letter to North Zone dt. 24/6/08.
  - 6) Letter of Reliance Energy, dt. 26/7/08.
  - 7) My letter dt. 1/9/08 addressed to North Zone.
  - 8) My letter dt. 1/9/2008 addressed to M.E.R.C.
  - 9) Letter dt. 10/9/08 of Internal Grievances, with minutes received on 13/9/08. (Xerox copy).

..2..

3

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10. Declaration:

- a. I, the Consumer (Applicant) herein declare that
  - i) The information furnished hereinabove is true and correct, and
  - ii) I 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 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 with the subject matter to the best of my/our 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/our Grievance has not been decided by any competent authority/Court/arbitrator, and is not pending before any such authority/Court/arbitrator.

Yours faithfully,

X S. Shivkumar  
- Signature -

( S. SHIVKUMAR )

Nomination:

I, the abovenamed consumer hereby Nominate  
 Mr. SHANTILAL S. PATEL, who is not an Advocate and whose address  
 is Laxmi Gowri Chawl, Room No. 7, Koknripada, Kurar Village,  
 Malad (East), Mumbai 400 097, (Mob: 9869833860) as my  
 REPRESENTATIVE in the proceedings and confirm that any statement  
 acceptance or rejection made by him/ shall be binding on me. He  
 has signed below in my presence.

ACCEPTED:

*Shantilal Patel*  
 (SHANTILAL S. PATEL)  
 (Signature of Representative)

*X S. Shivkumar*  
 .....  
 (Signature of Consumer)  
 S. SHIVKUMAR

Encl : Annexure 'A' and as stated above.

(H)  
✓

ANNEXURE 'A'

TO SCHEDULE--A

5. Details of the Grievance, facts giving rise to the grievance.

I have applied for New Meter connection under Normality Scheme under Contract No. 150394956. When the site visit was done by the REL representative, they recommended for Tapping meter connection and issued estimate for Tapping meter, and I have made the payment of Rs.1420/- on 24.10.2006. and since then I was approaching the Licensee company North zone, but nothing has been done.

I have submitted my complaint to the Internal Grievance Redressal Cell on 5/4/2008, at the North Zone. But no response was given. Again I wrote a letter on 2/6/08 to Shri Krishna Shenoy, Vice President, Reliance Energy Ltd. and also wrote to M.E.R.C. on the same day.

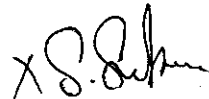
I received a letter from Asst. Manager (Admin.) North Zone, dt. 26/7/2008 against my complaint to Internal Grievance Redressal Cell, Kandivali, North Zone, for hearing on 31/7/2008 and accordingly hearing was held on 31/07/2008.

During the yearing I was assured that I will be <sup>given</sup> meter connection immediately by laying separate cable and the matter will be solved.

Now more than one month passed nothing has been done for cable laying and giving meter connection.

I have reminded the North Zone vide my letter dated 1/9/2008 and also to M.E.R.C. on 1/9/2008.

As per the Rules of Normalty Scheme I should get meter connection within 30 days, but in my case ~~more than~~ two years going to complete and still I am on the que after making the requisite payment.



( S. SHIVKUMAR )