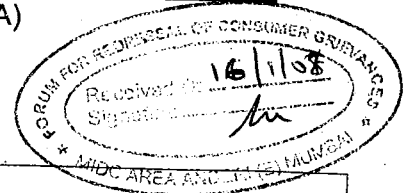


FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 10 / 2007



1	Name of the Applicant:- (in block letters)	SHRI. SANNY VASANT KALE
2	Contract Account/Application No	150294512
3	Division	CENTRAL ZONE
4	Tariff Category (LF1, LF2.....)	NOT APPLICABLE
5	Nature of Complaint. (Excess Billing, Supplementary bills, Tariff change....)	DELAY IN GIVING METER CONNECTION.
6	Disputed amount	NOT APPLICABLE - New connection
7	No. & Date of First Complaint	10/10/07 - at I.G.R.Forum
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.	24/7/2006.
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	N.A.
11	Action take up by REL in mitigating the Grievance and letter thereof	COPY OF MINUTES enclosed.
12	Date of intimation to Internal Grievance Redressal cell of REL	10/10/2007.
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	10/10/2007.
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	1) Mr. Deepak Mistry (DBM) 2) Mr. Ashish Kedkar (Sr. Mgr) 3) Mr. Vinayak Borkar (Addl. Mgr)
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	Copy of Minutes attached dt. 24/12/2007.
16	Any other matter you like to state regarding grievances redressal by REL	Please Refer Annexure 'A' attached.

SCHEDULE 'A'

APPLICATION TO C.G.R. FORUM FOR REDRESSAL OF GRIEVANCE

Date: 16/1/2008

1. Name of the Consumer : SHRI SANNY VASANT KALE
2. Full Address of the Consumer: Room No.7, Lucky House,
Manshubhai Road, Malad (East),
Near: Shakti, Mumbai 400 097.
Pin Code: 400 097,
Phone: 9870204398 FAX: NIL
E-Mail: NIL
3. Particulars of connection and Consumer No. : Applied for New Meter connection (Tapping) under Normality Scheme, Application A/c. No. 150294512. Estimate Amount paid on 7/6/2006 for Rs.1420/-
4. Distribution Licensee : RELIANCE ENERGY LTD.
Central Zone,
Dindoshi, Malad (East),
Mumbai 400 097.
5. Details of the Grievance, facts giving rise to the grievance:
The Applicant has applied for Tapping meter connection to his premises mentioned above under normality Scheme, under A/c. 150294512 and the Distribution Co. (REL) issued the estimate of Rs.1420/- which the Applicant has paid on 7/6/2006. As per the Electricity rules the supply should be given within a month's time. As the R.E.L. has not given any response to verbal as well as written enquiry the applicant filed his grievance to the Internal Grievance Redressal Cell of REL on 10/10/2007. (see Annexure A.)
6. Remedy provided by the Distribution Licensee if any:
Nothing. Even not replied to my queries.
7. Date of Original Intimation of Grievance by the Consumer to the distribution Licensee: 10/10/2007.
8. Nature of Relief Sought from the Forum:
 - (1) The Applicant has to pay ~~Rs.~~ Rs.31,055/- for clearing the arrears.
 - (2) The REL observed that different in signature of Applicant in IGR Form-A and the New Application form.
 - (3) REL asked to produce the Agreement with previous party.


9. List of documents enclosed:

- 1) Xerox copy of payment receipt dt. 7/6/2006 for Rs.1420/-
- 2) Xerox copy of Lette dt. 24/2006.
- 3) Letter dt. 31.3.2007 (xerox) addressed to M.E.R.C.
- 4) Xerox copy of letter dt. 22/9/2007 addressed to M.E.R.C.
Copy to Shri R.R. Mehta, Vice President (Comm.) R.E.L.
- 5) Letter of M.E.R.C. dt. 21.2.07 (Xerox copy).
- 6) Copy of letter dt. 8.11.2007 addressed to M.E.R.C.
and copy to Mr.Krishna Shenoy, Vice President, R.E.L.
- 7) Copy of letter dt. 28/11/2007 of M.E.R.C. to the Applicant.
- 8) Copy of Minutes of the meeting held on 20.12.2007
dt. 24.12.2007 - of I.G.R.Form - A

10. Declaration:

- a) I the application 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 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 proceeding.
- e) 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,

 (Signature)

(SANNY VASANT KALE)

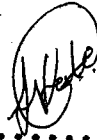
NOMINATION -

I, the abovenamed Consumer hereby nominate Shri. SHANTILAL PATEL, R/o. Laxmi Gowri Chawl, Room No.7, Koknipada, Kurar Villiage, Malad (East), Mumbai 400 097, who is not an Advocate and whose address mentioned hereinabove, as my REPRESENTATIVE in the proceedings and confirm that any student, acceptance or rejection made by him shall be binding on me. He has signed below in my presence.

ACCEPTED

Sumit Patel
.....

(Signature of Representative)



.....
Signature of Consumer/
Applicant.

Note: Enclosed as above
Annexure 'A'.