

RELIANCE INFRASTRUCTURE LTD.
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

(Submission along with FORM A)

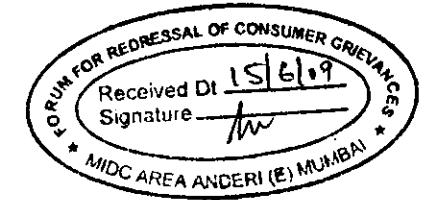
Case No. 07/2009

1. **Name of the applicant** : CITICENTRE PREMISES CO-OP. SOCIETY LTD.

2. **Contract Account** : a) 102 688 906

b) 102 688 911

c) 102 688 988



3. **Division** : Central **Unit** : CZ2 – Goregaon (W)

4. **Tariff Category** : LT II (c) Commercial

5. **Nature of Complaint** : Change of category from LT-4 in April'07 to LT 9 &

Thereafter LT II (c) from June' 2008

6. **Disputed Amount** : a) **102688906** – previous balance (Apr'07 to Aug' 07)

Rs. 13,08,934.26 + 22,225.12 as on Feb' 2009 to be waived off &
Refund of Rs. 17,98,291 (sept' 07 to may' 08) to be refunded with interest

b) **102688911** – previous balance (Apr'07 to Aug' 07)

Rs. 2,39,324.67 + 3,532.67 as on Feb' 2009 to be waived off &
Refund of Rs. 3,44,953(sept' 07 to may' 08) to be refunded with interest

c) **102688988** – previous balance (Apr'07 to Aug' 07)

Rs. 7,51,759.36 + 12,376.73 as on Feb' 2009 to be waived off &
Refund of Rs. 8,77,856 (sept' 07 to may' 08) to be refunded with interest

7. **No. & date of first complain** : 28.03.2009

8. **Is the amount charged u/s. 126/135 of E.A.2003 (i.e. for unauthorised use of electricity or Theft of electricity.)** ----- NO -----

9. **date of registration of complaint** with Rinfra and with name & designation of of the concerned officer. - 28.03.2009 – Mrs. Aparna jadhav – manager

10. **Name & designation** of the officer contacted & give details of the discussion and orders issued - synopsis of orders given vide our lettes dt. 06.04.09 & 08.04.09 & contacted Mr. Khedkar with his reply on 04.04.09 & 10.04.09
11. **Action taken** by Rinfra in mitigating the grievance and letter thereof - No action taken & rejected our application.
12. **Date of intimation** to IGR cell of Rinfra - 17.04.2009
13. **Date of acknowledgement** given by IGR cell of Rinfra -- 24.04.09
14. **Name & designation** of Rinfra cell officer : Contact person: Satyajit Varadkar . name & designation not mentioned by IGR cell officer
15. **Letter from IGR cell** of Rinfra stating the action taken by Rinfra in respect of the grievance : Given hearing date of 06.05..2009 at 3.00 pm
16. **Any other feedback** regarding grievance redressal cell of Rinfra :
 - a) Conducted hearing on 06.05.09 – IGR refused to go ahead since according to IGR, we have not taken back our complaint from Dist. Consumer forum for interim stay on disconnection vide order dt. 15.05.09
 - b) We had offered during the hearing that complaint will be taken back if IGR cell gives assurance that supply will not be disconnected since Dist. Forum stay is only on disconnection, but refused to comment. On 24.05.2009, we gave offer letter to IGR on this matter with drawl of complaint, provided IGR gives assurance not to disconnect.. Such action was initiated by recovery section vide notice dt. 16.03.2009 inspite of valid interim stay for which we replied on 21.03.09
 - c) Our Letter dt. 24.05.09 is not replied. So now we have applied to CGRF for redressal of our grievance.

Citi Centre Premises Co-Op. Society Ltd.

Regd. No. MUM/WP/GNL(O) 1274/2008-07 DTD 2.12.06

Citi Centre, S.V. Road, Goregaon (W), Mumbai – 400 062 – Tel : 2877 0282

Dt. : 11 / 06 / 2009

To,
The Chairman,
Consumer Grievances Redressal Forum ,
Reliance Infrastructure Ltd.
M.I.D.C., Andheri (E),
Mumbai.

Sub : 1) Submission of Schedule A - 3 No. common submission for consumer
Nos. **102 688 906, 102 688 911 & 102 688 988**
2) Interim stay against disconnection & Refund of the excess amount
collected due to change of category from LT-IV to erstwhile LT-9

Dear sir,

We are enclosing the following all in **6** sets *CBJ*

- 1) Schedule A for Consumer No. 102 688 906
- 2) Schedule A for Consumer No. 102 688 911
- 3) Schedule A for Consumer No. 102 688 988
- 4) Reply from IGR cell dt. 15.05.2009
- 5) Our letter to IGR cell dt. 24.05.2009 (Reply not received)
- 6) our common submission of 3 consumers to IGR cell dt. 17.04.2009

So our submission for grievance may be admitted & request to do the needful.

For Citi centre premises Co-op. Society Limited,



Harshad Sheth

Nominee

SCHEDULE A

APPLICATION FOR REDRESSAL OF GRIEVANCE

Consumer Grievances Redressal Forum & Electrical Ombudsman Regulations 2006

Date : 8 th June, 2009

S.N	particulars	Details
1	Name of Consumer	: CITYCON
2	Full Address of consumer	: City centre premises Co-op. Society Ltd. City centre, S.V. Road, Goregaon (W) , MUMBAI Pin Code : 400 062 Phone No : 022 - 2877 0282
3	Particulars of Connection	: LT II (c) COMMERCIAL C.D. - 255 KVA (2 meters)
	Consumer Number	: 102 688 906 - Reliance Infrastructure Ltd.
	Billing Unit	: CZ2-Goregaon (W) Division - central
4	Details of Grievance	<p>From 24.4.2007 changed tariff category to LT-9 & demanded amount under arrears from April'07 to Aug' 07 This amount is not paid by us under protest & demanded to set aside along with respective charges added in our bill. Reliance is threatening to disconnect the supply</p> <p>From Sept'07 to May'08 collected amount as per tariff category LT-9 which is illegal & we have demanded refund by revising bill & with interest as per sec 62(6) of E.A.2003</p> <p>From Jun'2008 again changed tariff category to LT-II (c)</p> <p>ATE New delhi has deleted LT-9 category & now we have demanded refund but IGR is refusing to hear on the ground of our complaint with Dist. Consumer dispute redressal Forum, Mumbai for not to make disconnection</p> <p>We are prepared to withdraw our complaint from Dist consumer Redressal forum & to be heard by IGR but need interim stay that disconnection should not be made during period when we withdraw complaint & IGR OR CGRF has not decided the complaint. Same is not yet answered by IGR Reliance</p>
5	Date of original submission of grievance by the consumer to the Distribution Licensee	28th march' 2009
6	Remedy provided by the D.L. if any	Rejected the demand of hearing on issue of our complaint with Dist. Consumer dispute redressal forum to be withdrawn first.

7 Nature of relief sought from CGRF

- a Interim Stay be given for not to disconnect the supply provided we withdraw our complaint from Dist. C.D.R. Forum
- b Amount charged on account of category change to LT-9 from April'07 to Aug' 07 be withdrawn along with DPC, interest & other charges added.
- c Amount paid from Sep'07 to may'08 as per LT-9 may be refunded by revising the bills as per ATE New Delhi along with interest as per sec 62 (6) of EA 2003
- d our unit may be reverted back to LT-4 as per ATE judgement 98 dt. 27th jan' 2009 of spencers v/s. RINFRA

8 List of documents enclosed

Original letter dt. 28.03.2009 set of submission to IGR with IGR decision & our letter to IGR dt. 24.05.2009

9 Declaration --

a) I, the consumer herein declare that

I) The Information furnished herein above is true and correct &

II) I have not concealed or misrepresented any facts stated in aforesaid columns and the documents submitted herewith

b) The present grievance has been intimated to the distribution Licensee & within time frame prescribed by the D.L. and no remedy was provided within a period of (2) two months from the date of respective original information

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

d) The subject matter of my grievances has not been settled through the Forum in any previous proceedings

e) The subject matter of my grievances has not been decided by any authority / court / arbitrator

Yours Truly

For Citi centre premises co-op. society Ltd



(Secretary)

Nomination : I, the above named consumer hereby nominate **Mr. Harshad C. Sheth**, who is not an advocate and whose address is : H- 204, Shivshakti Complex, S.V. Road, Dahisar (E), MUMBAI - 400 068 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.

For CITI CENTRE PREMISES CO-OP. SOCIETY LTD.



Signature of representative

Harshad Choksi
Hchoksi.com



Secretary

Signature of Consumer

SCHEDULE A

APPLICATION FOR REDRESSAL OF GRIEVANCE

Consumer Grievances Redressal Forum & Electrical Ombudsman Regulations 2006

Date : 8 th June, 2009

S.N	particulars	Details
1	Name of Consumer	: CITYCON
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3	Particulars of Connection	: LT II (c) COMMERCIAL C.D. - 41 KVA
	Consumer Number	: 102 688 911 - Reliance Infrastructure Ltd.
	Billing Unit	: CZ2-Goregaon (W) Division - central
4	Details of Grievance	<p>From 24.4.2007 changed tariff category to LT-9 & demanded amount under arrears from April'07 to Aug' 07 This amount is</p> <p>a not paid by us under protest & demanded to set aside along with respective charges added in our bill. Reliance is threatening to disconnect the supply</p> <p>From Sept'07 to May'08 collected amount as per tariff</p> <p>b category LT-9 which is illegal & we have demanded refund by revising bill & with interest as per sec 62(6) of E.A.2003</p> <p>c From Jun'2008 again changed tariff category to LT-II (c)</p> <p>ATE New delhi has deleted LT-9 category & now we have demanded refund but IGR is refusing to hear on the ground of</p> <p>d our complaint with Dist. Consumer dispute redressal Forum, Mumbai for not to make disconnection</p> <p>We are prepared to withdraw our complaint from Dist consumer Redressal forum & to be heard by IGR but need interim stay that disconnection should not be made during</p> <p>e period when we withdraw complaint & IGR OR CGRF has not decided the complaint. Same is not yet answered by IGR Reliance</p>
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- b Amount charged on account of category change to LT-9 from April'07 to Aug' 07 be withdrawn along with DPC, interest & other charges added.
- c Amount paid from Sep'07 to may'08 as per LT-9 may be refunded by revising the bills as per ATE New Delhi along with interest as per sec 62 (6) of EA 2003
- d our unit may be reverted back to LT-4 as per ATE judgement 98 dt. 27th jan' 2009 of spencers v/s. RINFRA

- 8 List of documents enclosed Original letter dt. 28.03.2009 set of submission to IGR with IGR decision & our letter to IGR dt. 24.05.2009

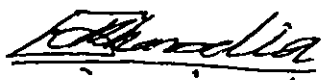
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Yours Trully

For Citi centre premises co-op. society Ltd



(Secretary)

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For CITI CENTRE PREMISES CO-OP. SOCIETY LTD.



Signature of representative



Secretary

Signature of Consumer

SCHEDULE A

APPLICATION FOR REDRESSAL OF GRIEVANCE

Consumer Grievances Redressal Forum & Electrical Ombudsman Regulations 2006

Date : 8 th June, 2009

S.N	particulars	Details
1	Name of Consumer	: CITYCON / RAJYOG CONSTRUCTION
2	Full Address of consumer	: City centre premises Co-op. Society Ltd. City centre, S.V. Road, Goregaon (W) , MUMBAI Pin Code : 400 062 Phone No : 022 - 2877 0282
3	Particulars of Connection Consumer Number Billing Unit	: LT II (c) COMMERCIAL C.D. - 136 KVA : 102 688 988 - Reliance Infrastructure Ltd. : CZ2-Goregaon (W) Division - central
4	Details of Grievance	<p>a From 24.4.2007 changed tariff category to LT-9 & demanded amount under arrears from April'07 to Aug' 07 This amount is not paid by us under protest & demanded to set aside along with respective charges added in our bill. Reliance is threatening to disconnect the supply</p> <p>b From Sept'07 to May'08 collected amount as per tariff category LT-9 which is illegal & we have demanded refund by revising bill & with interest as per sec 62(6) of E.A.2003</p> <p>c From Jun'2008 again changed tariff category to LT-II (c)</p> <p>d ATE New delhi has deleted LT-9 category & now we have demanded refund but IGR is refusing to hear on the ground of our complaint with Dist. Consumer dispute redressal Forum, Mumbai for not to make disconnection</p> <p>e We are prepared to withdraw our complaint from Dist consumer Redressal forum & to be heard by IGR but need interim stay that disconnection should not be made during period when we withdraw complaint & IGR OR CGRF has not decided the complaint. Same is not yet answered by IGR Reliance</p>
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e) The subject matter of my grievances has not been decided by any authority / court / arbitrator

Yours Trully

For Citi centre premises co-op. society Ltd/ Rajyog Constructions



(Secretary)

Nomination : I, the above named consumer hereby nominate **Mr. Harshad C. Sheth**, who is not an advocate and whose address is : H- 204, Shivshakti Complex, S.V. Road, Dahisar (E), MUMBAI - 400 068 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.

For CITI CENTRE PREMISES CO-OP. SOCIETY LTD.



Signature of representative



Secretary

Signature of Consumer