

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 21 / 2008

1	Name of the Applicant:- (in block letters)	WAHIDA HYDER ALI SHAIKH
2	Contract Account/Application No	102316485
3	Division	CENTRAL DIVIION
4	Tariff Category (LF1, LF2.....)	LTI
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	ILLEGAL CHANGE OF ADDRESS
6	Disputed amount	Not applicable
7	No. & Date of First Complaint	17/9/2007
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.	17/9/2007 -
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Mr. SUJIT WARADKAR - Dy. Manager (Comm.)
11	Action take up by REL in mitgating the Grievance and letter thereof	NIL
12	Date of intimation to Internal Grievance Redressal cell of REL	15/9/2008
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	Sent by speed post on 15/9/08
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Mr. SUJIT WARADKAR Dy. Manager (Comm.)
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	October 24, 2008.
16	Any other matter you like to state regarding grievances redressal by REL	NIL

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SCHEDULE 'A'

Application to C.G.R. Forum for Redressal of Grievance.

Date: 19/01/2009

- 1) Name of the Consumer/Applicant: WAHIDA HYDER ALI SHAIKH
- 2) Full Address of the Consumer : Room No.1, Hyderali Abdul Hasan Shaikh Chawl, (Motiram Compound) Orlam Tank Road, Hutment Colony, Malad (West), Mumbai - 400 064, PIN: 400 064.
Phone: 9833002634 / 9819092239.
Fax No. NIL
Email ID - NIL
- 3) Particulars of connection : A/c. No. 102316485
Consumer No. LT-1 meter connection for Residential.
- 4) Distribution Licensee : Reliance Infrastructure Ltd.
- 5) Details of Grievance, facts giving rise to the grievance: Illegally changing the address of above mentioned A/C No. in the records of Reliance Enfrastructure Ltd.

That the above mentioned chawl 'Hyderali Abdul Hassan Shaikh Chawl' stands in the name of my father who expire, so I am the present landlord of the said chawal as I am his daughter and only legal heir. Mr. Mohammed Hanif is our tenant in respect of the Room No.4 for which the above said electric meter connection si given under above referred Account No. He has made some fabricated and illegal documents by influence of some officers of the Govt. Departments & Reliance Energy and submitted to Reliance Energy and get managed the address corrected as follows illegally:

"MOHAMMED HANIF,
NR. HAYDER ALI CHAWL,
MOTIRAM BHANDARI COMPOUND, OPP. MSJI,
VALNAI HUTMENTS, MALAD (W),
MUMBAI - 400 064.

I say that the Govt. Departments have already cancelled the fabricated comments on my complaints. copies of cancelled documents are attached herewith.

I say that the "NR" should be removed from the address of above said meter connection and the address should mentioned in the Records of Reliance as

MOHAMMED HANIF
Hyderali Chawl,
Motiram Bhandari Compound,
Valnai Hutments,
Malad (West),
Mumbai 400 064.

6. Date of original intimation of Grievance : 15/9/2008.
7. Remedy Provided by the Distribution Licensee : Nothing has been done. Except issued the letter dt. 24/10/08
8. Nature of relief sought from the Forum : The address in the records of Reliance Energy should be corrected as of the previous address i.e. :

MOHAMMED HANIF
HYDERALI CHAWL,
MOTIRAM BHANDARI COMPOUND,
VALANI HUTMENTS, MALAD (WEST),
MUMBAI - 400 064.

9. List of documents enclosed:
- 1) Electric bills - Aug. 2006 & December 2007.
 - 2) Electric bill of August 2007.
 - 3) Copy of letter dt. 17/9/2007 submitted to Central Zone.
 - 4) Letter received from Right to Information dt. 5/12/07.
 - 5) Letter No. 354365 - Duly cancelled by the Dept. on 15/7/2000
 - 6) Letter received from Collector dt. 5/12/2006.
 - 7) Rent receipt of 5.12.80 for deposit for 3 months issued to Mohammed Hanif.
 - 8) Monthly Rent receipt No. 644 dt. 10.3.2000 in the name of Mohammed Hanif.
 - 9) My letter to the Assessor and Collector, P.H/Ward dt. 20/10/07.
 - 10) My letter dt. 14/9/07 to the Reliance Energy Ltd. Central Zone.
 - 11) Letter dt. 24/10/08 of Reliance Infrastructure Ltd.

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10. Declaration:

- a) I/We, the consumer/applicant herein declare that:
- i) The information furnished hereinabove is true and correct.
 - 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/we am/are 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 knowledge.
- d) The subject matter of my/our 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 authority/court/Arbitrator, and is not pending before any such authority/Court/arbtrator.

Yours faithfully,

W. M. Shaikh
Signature

(WAHIDA HYDER ALI SHAIKH)

Nomination: Nil.