

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
RELIANCE INFRASTRUCTURE LTD, IIInd Floor, Consumer Centre Bldg,
South Central Division, Plot No. E-4 (i) & (ii), MIDC Area, Andheri E,
Mumbai 400 093

Phone : 30094247 / 45

Website. www.cgrfrinfra.org.in

Email: Consumer.Forum@cgrfrinfra.org.in

Ref. No.Sr.No.05/2009

14th May, 2009

Mr. Pawan Kumar Ahluwalia
401, Blue Bell, Jankalyan – Nagar,
Marvey Road,
Malad W
Mumbai 400 095
Tel. 9224185332 / 28061432 / 28803888

Dear Sir,

Sub : Application for Redressal of Grievance
A/c. No. 150427777, LT1, Central Division.

We are in receipt of your application for Redressal of Grievances containing 8 pages.

Your application is registered as Sr. No. 05/2009 dated 14.5.09.
The date of hearing of this case will be intimated to you.

Yours faithfully,
For Forum for Redressal of Consumer Grievances


L.J. Rao
Secretary

CC: **Mrs.Anuradha R Shetye -Nodal Officer** – Please prepare the nodal reply by 29.5.2009 and submit them to Forum office along with annexures. Copy of the complaint is enclosed herewith.

✓ CC: **Mr.Debashish Banerjee / Mr.Varadkar/ Mrs. Archana Pradhan -CD** - Kindly advise the name of your representative who would be coordinating with the Nodal Officer for preparing RInfra's reply to the above grievance as well as attending the sitting before the Forum in this regard. (Copy of the complaint attached).

CC : **Mr. Krishna Sheno**i – copy of the complaint attached

1

SCHEDULE A

Application to forum for redressal of grievance

Date: 14-5-09

1. Name of the consumer: PAWAN AHLUWALIA
2. Full address of the consumer: 401, BLUE-BELL, JAN KALYAN NAGAR, MARVE, A. ROAD, MACADAD
- Pin code: 400095 Phone no.: 28061432, 28803882
- Fax no.: Email ID: wpaia@rediffmail.com
3. Particulars of connection and consumer no. (Please state nature of connection) 150427777
4. Distribution licensee RINFRA
5. Details of the grievance, facts giving rise to the grievance (If space is not sufficient please enclose separate sheet) RINFRA HAS ILLEGALLY GRANTED CONNECTION TO THE ENCROACHMENT EVEN I FILED OBJECTION BEFORE AGENT, 150427777 - Ref S.N. 25/2008
6. Date of original intimation of grievance by the consumer to the distribution licensee (Internal Grievance Redressal Cell) 18 MAY 05 2005 before granted CONNECTION TO ENCROACHMENT, AND AFTER DEMOLITION STRAY DMC ON 2NO JULY-05
7. Remedy provided by the distribution licensee, if any NO REMEDY IS GIVEN
8. Nature of relief sought from the forum (Please enclose any proof to support claim, if any) 1) REMOVAL OF Meter 2) Stop connection 3) Loss of T.D.R. is 25 LAC ONLY 7004 fine LAC AS
9. List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance) Legal Notice sent to RINFRA

2

10. Declaration

- a. I/ We , the consumer /s herein declare that:
 - i. the information furnished herein above is true and correct; and
 - ii. I/ We 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 of the parties concerned with the subject matter to the best of my/our 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/our grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator .

Yours faithfully

C.A. D. Singh
(Signature)

(Consumer's name in block letters)

Nomination - (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate

Shri/Smt _____

who is not an Advocate and whose address is _____

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

3

RELIANCE INFRASTRUCTURE LTD.
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. _____

1. Name of the Applicant: PAWAN AHLUWALIA
(In block letters)
2. Contract Account/Application No.: Complaint against Enclosure
150427777
3. Division: CENTRAL - DIV,
4. Tariff Category (LT I, LT II.....): 150427777
5. Nature of Complaint: ILLEGAL Electric Supply to
(Excess Billing, Supplementary bills, Tariff change....) Given Enclosure
6. Disputed amount: 25 LAC - Loss of TOR DETERMINATION
7. No. & Date of First Complaint: 18TH OCT 2005 AND 2ND JULY-08
8. Is the Amount charged U/s 126/135 of The Electricity Act, 2003. (i.e. for unauthorized use of Electricity or Theft of Electricity)
NO
9. Date of registration of Complaint with Rinfra and with Name & Designation of the concerned Officer.
MR. KHEDEKAR & MR. LAD
10. Name & Designation of the officer contacted & give details of the discussion and orders issued:

11. Action taken by Rinfra in mitigating the grievance and letter thereof:
NO - ANY ORDER Issue
12. Date of intimation to Internal Grievance Redressal Cell of Rinfra: _____
13. Date of acknowledgment given by Internal Grievance Redressal Cell of Rinfra: _____
14. Name & Designation of Rinfra Internal Grievance Redressal cell officer:
MR. KHEDEKAR & MRS. ANCHANA PANDHAR
15. Letter from Internal Grievance Redressal cell of Rinfra stating the action taken by Rinfra in respect of the grievance: MINUTE of 4th MAY - 08
16. Any other feedback regarding Grievance Redressal Cell of Rinfra:
I HAVE FILED my object in 18TH OCT 2005 AND LATER SO MANY - Letter written NOT - they have given hope Kofly

(4)

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.
RELIANCE INFRASTRUCTURE Ltd., II nd Floor, Consumer Centre Bldg.,
South Central Zone, Plot No. E-4 (i) & (ii), MIDC Area, Andheri (E),
Mumbai 400 093.

Phone: 3009 4247/ 45.

Website www.cgrfrinfra.org.in.

E.Mail: Consumer.Forum@cgrfrinfra.org.in

Ref: 25/2008

13th April, 2009

Mr. Pawan Kumar Ahluwalia,
401, Blue Bell, Jankalyan Nagar,
Marve Road,
Malad (W),
Mumbai 400 095.


Sir,

Sub: Forum Case No. 25/2008
Minutes of Hearing held on 8th April, 2009.

Please find enclosed herewith a copy of the Minutes of the hearing held on 8th April, 2009. This is for your information.

Kindly acknowledge the receipt.

Yours faithfully,


(L. J. Rao)
Secretary.

Forum for Redressal of Consumer Grievance.

(5)

BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
RELIANCE INFRASTRUCTURE LIMITED

Ref. Sr. No. 25/2008 Mr. Pawan Kumar Ahluwalia, 401, Blue Bell, Jankalyan –
Nagar, Mave Road, Malad (W), Mumbai 400 095.

A/c. No. 101070322, LT1, East Division.

Minutes of the Meeting dated. 8th April, 2009

PRESENT

1. Justice A.S.Aguiar, Former Judge, Bombay High Court - Chairman
2. Mr. Krishna Sheno, Vice President (RInfra) - Member
3. Mr. Bharat S Nair, Member

On behalf of M/s. Reliance Infrastructure Limited.

1. Mrs. Anuradha R. Shetye, Dy. General Manager (Corporate Legal) Nodal Officer
2. Mr. Parag Karodia, Asst. Manager, Corporate Legal
3. Ms. Meeta Jain, Sr. Executive, Corporate Legal
4. Mr. A.R. Kamle, Dy. General Manager, Central Div.
5. Mr. R.V. Korgaonkar, Asst. Manager, Central Div.

On behalf of the Consumer

1. Mr. Pawan Kumar Ahluwalia

The grievance of the applicant Mr. Pawan Kumar Ahluwalia, is that Rinfra has illegally granted electric connection to the encroacher Mr. Mohd. Sageer Bashir Maniar on his land at Survey No.79 Hissa no. 5, CTS No.425 (P) Kharodi Village Malad (W). The Complainant had approached the IGR Cell of RInfra, which disposed off his application without hearing him on the ground that he is not a registered consumer.

"TRUE COPY"

L. J. R. G. O.
L. J. R. G. O.
SECRETARY
FORUM FOR REDRESSAL
OF CONSUMER GRIEVANCES

6

We, therefore, refer the matter back to the IGR Cell with a direction to give a proper hearing to the complainant and pass a reasoned order.

With the above the application stands disposed off.

Dated: 8th April 2009

MIDC, Mumbai

sd/-

Justice A.S.Aguiar

Chairman

"TRUE COPY"

sd/-

Krishna Shenoi

Member

L. J. Rao

**L. J. RAO
SECRETARY
FORUM FOR REDRESSAL
OF CONSUMER GRIEVANCES**

sd/-

Bharat S Nair

Member

Reliance Infrastructure Limited
W. E. Highway
Dindoshi
Goregaon (E)
Mumbai 400 097, India

Tel: +91 22 3009 6999
Fax: +91 22 3009 4844
www.rinfra.com

April 16, 2009

CZ/MISC/150427777/35/2008

Pawan Kumar Ahluwalia
401, Blue Bell,
Jan Kalyan Nagar,
Malvani,
Malad-(West),
Mumbai-400 090.

Sir/Madam,

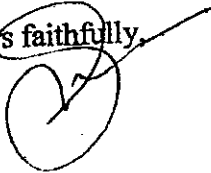
Ref: Case #35 filed in Internal Grievance Redressal (IGR) Cell of REL.

With reference to the case #35 filed in IGR for the issue related to illegal connection, we would like to inform you that the hearing is re-scheduled on April 21, 2009 at 3.00 p.m. We request you to be present or send your representative for this hearing, with necessary supporting documents.

Venue:
Customer Care Center
Reliance Infrastructure Ltd.
1st floor, Dindoshi,
Malad-(East)
Mumbai-400 097.

Contact Person:
Satyajeeet Varadkar

Yours faithfully,



For Reliance Infrastructure Ltd.



Reliance Infrastructure Limited
W. E. Highway
Dindoshi
Goregaon (E)
Mumbai 400 097, India

Tel: +91 22 3009 6999
Fax: +91 22 3009 4844
www.rinfra.com

**BEFORE THE REDRESSAL OF INTERNAL GRIEVANCES
RELIANCE INFRASTRUCTURE LTD.**

Ref. Sr. No: 35/2008

May 4, 2009

Pawan Kumar Ahluwalia
401, Blue Bell,
Jan Kalyan Nagar,
Malvani,
Malad-(West),
Mumbai-400 090.

A/c No: 150427777

Minutes of the meeting dated 21/04/2009

On behalf of M/s Reliance Infrastructure Ltd:

Mr. J Jhavar (Dy. Business Head)
Mr Ashish Khedkar (GM)
Mr. B S Lad (Manager)
Mr Satyajeet Varadkar (DY Manager)
Mr.Kamble (Dy. GM) --- *Ahluwalia*
Mr. Pereira (Dy. GM)

On behalf of the Consumer:

Mr Ahluwalia

Heard Mr. Ahluwalia and explained him about the demolition of commercial premise and adjacent residential premise to which the above connection is given, is not yet demolished. Since the said premise is in use and is yet to be demolished by MCGM, it is decided that as soon as R Infra receives a written intimation / letter for demolition, REL officials will be available at site for supply disconnection.

For Reliance Infrastructure Ltd.