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RELIANCE INFRASTRUCTURE LTD.
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.
(to be submitted along with schedule A)

Case No. 01/2009

1. **Name of the Consumer** Achkan Educational Trust

2. **Contract Account/Application No. :**

Flat nos.	Account nos	New Account Nos.	Consumer nos.
G-2	102667256	150447121	Q04856430
G-3	102667255	150447109	Q04856431
G-4	102667284	150447107	Q04856432
G-5	102667299	150446859	Q04856433
G-6	102667314	n.a.	Q04856434

3. **Division :** North Division II

4. **Tariff Category (LTI, LTII):** LT I

5. **Nature of Complaint :** The applicant being government recognized school run by the Achkan Educational Trust being registered charitable trust registered under Bombay Charitable Act 1950 having registration no E-1803 dated 4-10-1997 since 1996 in the flat nos. G-2, G-3, G-4, G-5 and G-6 since 1996 became authorized users of electricity supplier previously known as BSES Ltd latter on Reliance Energy ltd. The applicant used to pay under tariff plan LF1 to BSES when Rinfra took over from BSES they unilaterally changed the tariff plan LF1 to LF2 i.e. from domestic to commercial Reliance Energy changed tariff plan without giving any notice.

6. **Disputed amount:**

Account no	Flat nos	Units Consumed	LF2 Amount	LF1 Amount	Excess Amount Paid	Interest C.I. @ 12% p.a. Upto 31-3-7
102667256	G-2	3,452.00	24599.05	7163.70	17435.45	5145.54
102667255	G-3	1,174.00	11168.53	2493.76	8674.77	2024.61
102667284	G-4	1,147.60	11736.99	2480.93	9256.09	2142.17
102667299	G-5	2,446.00	18829.95	5200.73	13629.23	3492.49
102667314	G-6	1,147.60	19958.40	5241.61	14716.80	3255.56
Total		9,367.20	86292.92	22580.58	63712.34	16060.36
Total amount due from Rinfra along with Compound interest @12% p.a. upto March 2009 Along with the legal charges spent on filling in consumer court of Rs 10,000/-						110066.88

7. **No. and Date of First Complaint :** Complaint date December 14, 2006

8. **Is the Amount charged u/s 126/135 of the Electricity Act, 2003 :** No

9. **Date of registration of Complaint with Rinfra and with Name & Designation of the Concerned officer.** Mr Wattan designation officer 14 December 2006

10. **Name & Designation of the officer contacted & give details of the discussion and orders issued:** I had discussion with Mr Wattan who refused to consider my request for giving back difference of excess of money paid for the period from June 2003 to March 2007

11. **Action taken by Rinfra in mitigating the grievance and letter thereof:** They changed the tariff plan from LT II to LT I w.e.f. from April 2007 after providing all documentary evidence of school being recognized managed by registered charitable trust and being tenant for the above mentioned flat since 1997 without giving relief for excess

12. **Date of intimation to Internal Grievance and letter thereof:** 18th March 2009

13. **Date of acknowledgement given by Internal Grievance Redressal Cell of Rinfra:** 18th March '09

14. **Name and Designation of Rinfra Internal Grievance Redressal cell officer :** Mr Sanjeev Sharma --Manager

15. **Letter from Internal Grievance Redressal Cell :** No. NZ/AL-56/BHY/2009 dated March 24 2009

16. **Any other feedback regarding Grievance Redressal Cell of Rinfra :** In spite of providing them Trust deed, charity commissioner registration certificate as well as I.T. exemption u/s 80G then also they insisted to provide letter from charity commissioner stating that trust was of charitable in nature

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SCHEDULE A

Application to forum for Redressal of grievance

1. **Name of the Consumer** Achkan Educational Trust
2. **Full address of the Consumer** G-2, Kishenlal Darshan, Navghar Road, Bhayander(E), Thane
Pin Code : 401105 **Phone no : 09833932234**
F ax No : n.a. **Email ID: ashokachkan@rediffmail.com**

3. **Particulars of Connection and consumer no.**

Flat nos.	Account nos	New Account Nos.	Consumer nos.
G-2	102667256	150447121	Q04856430
G-3	102667255	150447109	Q04856431
G-4	102667284	150447107	Q04856432
G-5	102667299	150446859	Q04856433
G-6	102667314	n.a.	Q04856434

4. **Distribution License : Reliance Infrastructure Ltd.**

5. **Details of the grievance facts giving rise to the grievance**

The applicant being government recognized school run by the Achkan Educational Trust being registered charitable trust recognized under Bombay Charitable Act 1950 having registration no E-1803 dated 4-10-1997 since 1996 in the flat nos. G-2, G-3, G-4, G-5 and G-6 since 1996 became authorized users of electricity supplier previously known as BSES Ltd latter on Reliance Energy ltd. The applicant used to pay under tariff plan LF1 to BSES when Rinfra took over from BSES they unilaterally changed the tariff plan LF1 to LF2i.e. from domestic. to commercial Reliance Energy changed tariff plan without giving any intimation

6. **Date of original intimation of grievance by the consumer to the distribution licensee**
December 14th 2006 .

7. **Remedy provided by the distribution licensee, if any** After providing all necessary papers Rinfra changed the Tariff plan from commercial to domestic i.e LF2 to LF1 with effect from 1st April 2007 and not from the June 2003 the day they changed the tariff. From LF1 to LF2.

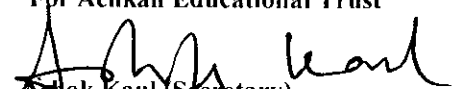
8. **Nature of relief sought from the forum :** We want the forum to give back the excess money paid during the period from June 2003 to March 2007 along with the compound interest @12% p.a. Also the fees paid to Lawyer for filing the case in consumer case i.e. Rs 10,000

9. **List of documents**

- a. **Letter by Reliance Energy dated 31/05/2007**
- b. **Copy of the order passed by District Consumer Forum**
- c. **Detail working of the excess amount paid to Reliance Energy for flat nos 2,3,4,5 & 6**
- d. **Abstract of total amount paid**

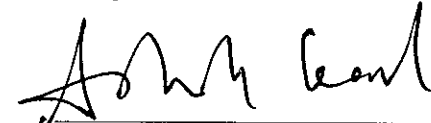
10. Declaration

- a. I/We, the consumers herein declare that :
 - 1. the information furnished herein above is true and correct and
 - 2. 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 we are not satisfied by the remedy provided by the Distribution Licensee or no was provided within a period of two 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 our grievance has not been settled through the Forum in any previous proceedings.
- e. The subject matter of our grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator

Yours Faithfully
 For Achkan Educational Trust

 Ashok Kaul (Secretary)

Nomination- (If the consumer wants to nominate his representative to appear and make submission on his behalf before the Forum, the following declaration should be submitted)
 We the above named consumer hereby nominate Shri Ashok Kaul who is not an Advocate and whose address is 703 Kapoor Tower-III, Jesal Park, Bhayander(E), Thane 401105, as our RERESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him shall be binding on us. He has signed below in my presence.

Accepted


 (Signature of Representative)

