

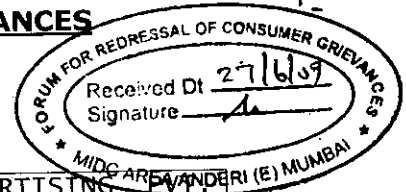
1

Rle

RELIANCE INFRASTRUCTURE LTD
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

(to be submitted along with Schedule A)

Case No. 09 / 2009



1.	Name of the Applicant (in block letters)	IN & OUT ADVERTISING LTD.
2.	Contract Account/ Application No.	Account No.150425477
3.	Division	South Division
4.	Tariff Category (LT1, LT2)	LT2
5.	Category (Residential, Commercial, Industrial)	Commercial
6.	Nature of Complaint	Tariff change.
7.	Disputed amount	Demand/difference in the Electricity Charges due to change in the Tariff.
8.	No. & date of First Complaint	Letter No.IOAPL/HO/604/2009 dated 17.04.2009 & Letter No.IOAPL/HO/673/2009 dated 23.04.2009.
9.	Is the amount charged U/s 126/135 of Electricity Act (i.e. for Unauthorised use of Electricity or Theft of Electricity)	NA
10.	Date of registering of complaint with Reliance Infrastructure and with Name & Designation of the concerned Officer.	17.04.2009. Mr. L.L. D'mello, Asstt. Manager (I&C).
11.	Name & Designation of the Officer contacted - give details of the discussion and Orders issued.	Mr. L.L. D'Mellow, Assistant Manager (I&C). We contented that Levy of Tariff being a revenue levy, the same cannot be collected/levied retrospectively. It has to be prospective in nature. However, he expressed his inability to take any decision independently as the same being revenue matter and further mentioned that as per the rules they can collect the difference amount retrospectively.
12.	Action taken up by RInfra in mitigating the Grievance and letter thereof.	No written Order was issued. However, he verbally expressed his inability to take any decision independently as the same being revenue matter and further mentioned that as per the rules they can collect the difference

		amount retrospectively.
13.	Date of intimation to Internal Grievance Redressal Cell of RInfra.	27.04.2009
14.	Date of Acknowledgment given by Internal Greivance Redressal Cell of RInfra.	27.04.2009
15.	Name & Designation of RInfra internal Greivance Redressal Cell Officer.	1. Mr. Shrinath Kasi (Business Head); 2. Mr. Jayaesh Kulkarni (Sr. Manager); 3. Mr. Lawrence D'mellow (Assistant Manager); & 4. Mr. Rajan Patole (Sr. Assistant).
16.	Letter from Internal Greivance Redressal Cell of RInfra stating the action taken by RInfra in respect of the Grievance.	Letter dated 28.05.2009 was received from IGRC stating that "As per section 56(2), licensee is allowed to rectify the billing for maximum 2 years. Hence RIL is allowed to revise the past consumption for two years as per tariff Advertising and Hoarding (LT8)". (Copy attached for ready reference.
17.	Any other matter you like to state regarding grievances redressal by RInfra.	Order of Demand to pay tariff with retrospective effect be set aside and Reliance Infrastructure Ltd., be directed to collect Electricity Charges as per LT-VIII tariff with prospective effect. Further, not to disconnect our supply during the pendency of redressal of our grievance and/or till the final outcome.

For IN & OUT ADVERTISING, PVT. LTD.


General Manager

Schedule A

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date: 24.04.2009

1. NAME OF THE CONSUMER: IN & OUT ADVERTISING PVT. LTD.
2. FULL ADDRESS OF THE CONSUMER: 12, JAIN CHAMBERS,
3RD FLOOR, 577, S.V. ROAD,
NEXT TO SAGA, BANDRA (W),
MUMBAI
PIN CODE: 400 050
PHONE NO. 022-26417856
FAX NO. 022-26407797

EMAIL ID : inandoutadv@gmail.com
Mtn. 9821026778 - Kailash

3. PARTICULARS OF CONNECTION AND CONSUMER

No. 150425477 - Meter No. 5807867 ✓
No. 100722085 - Meter No. 4128542
No. 102093896 - Meter No. 3058143
No. 100053904 - Meter No. 5713304
No. 150142674 - Meter No. 5813462
No. 150234952 - Meter No. 6672698
No. 150261305 - Meter No. 6676203
No. 150425299 - Meter No. 7038519
No. 150755492 - Meter No. 7316698
No. 150753037 - Meter No. 5976310
No. 150753898 - Meter No. 5749207

For Illuminating Advertisement Hoardings

4. DISTRIBUTION OF LICENSE : RELIANCE ENERGY
5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE:

- (i) By a letter bearing ref. No.CI-003/A/C 150425477/CI-0009 dated 31st March 2009 & letter dated 15.04.2009 Distributor Licensee changes the category from LT-2(a) Commercial to LT-8 (Advertising & Hoarding) and calls upon the consumer Raj Publicity to pay the Tariff as per LT-8 (Advertising & Hoarding)

category from December 2006 onwards. No opportunity given to the consumer to show cause against the unilateral decision.

- (ii) Levy of Tariff being a revenue levy, the same cannot be collected/levied retrospectively. It has to be prospective in nature.
- (iii) Order of levying Tariff and changing the category is contrary to the rules of natural justice, good conscience, equity and fair play

6. DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE (INTERNAL GRIEVANCE REDRESSAL CELL)

Letter bearing ref. No.IOAPL/HO/673/2009 dated 23.04.2009 addressed to the Distribution Licensee. A copy of the same is enclosed herewith as Annexure "A".

7. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY
No remedy has been provided.

8. NATURE OF RELIEF SOUGHT FROM THE FORUM
Order of Demand to pay Tariff with retrospective effect be set aside.
Photocopy of representation bearing ref. No.IOAPL/HO/673/2009 dated 23.04.2009 addressed to the Distribution Licensee is enclosed.

9. LIST OF DOCUMENTS ENCLOSED

- i) Letter bearing ref. No.CI-003 A/C 150425477 dated 31.03.2009 from Distribution Licensee;
- ii) Letter dated 15.04.2009 from Distribution Licensee;
- iii) Our letter bearing ref. No.IOAPL/HO/604/2009 dated 17.04.2009;
- iv) Our letter bearing ref. No.IOAPL/HO/666/2009 dated 23.04.2009;
- v) Our Representation bearing ref. No.IOAPL/HO/673/2009 dated 23.04.2009.

10. DECLARATION

- (a) We, the consumer herein declare that:
 - (i) the information furnished herein above is true and correct; and
 - (ii) 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 remedy was provided within a period of two (2) months from the date of original intimation.

D

- (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 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,




IN & OUT ADVERTISING PVT. LTD.
Managing Director

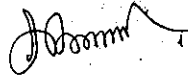
NOMINATION - (If the consumer wants to nominate his representative to appear and make submission on his behalf before the Forum, the following declaration should be submitted).

We, the above named consumer, hereby nominate Shri KAILASH YADAV, who is not an Advocate and whose address is 11/8, Kidwai Nagar, R.A. Kidwai Road, Wadala, Mumbai 400 031 as our REPRESENTATIVE 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



KAILASH YADAV



IN & OUT ADVERTISING PVT. LTD.
MANAGING DIRECTOR.