

RELIANCE ENERGY LTD.
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 03/2009

1	Name of the Applicant:- (in block letters)	CAPT PRAVEEN K. BAKSHI
2	Contract Account/Application No	A/CNO 102047984
3	Division	EAST
4	Tariff Category (LF1, LF2.....)	LT-1
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	1/ EXCESS BILLING 2/ NO REPLY TO MY LETTERS 3/ EXTRA CHARGES EVEN BILLING
6	Disputed amount	4/ HARRASMENT BY STAFF - DISCONNECTION 20-01-2009 BY SCHEDULE A
7	No. & Date of First Complaint	EXCESS BILLING, MONTHS - MARCH, APRIL, MAY - 2007
8	Is the Amount charged U/s 126/135 of Electricity Act. (i.e for Unauthorized use of Electricity or Theft of Electricity)	Rs 10,000/- APPROX
9	Date of registering of Complaint with REL and with Name & Designation of the concerned Officer.	- OVER TELEPHONE 21-08-07 LETTERS 08-10-07 / 06-11-07 / 27-11-07 SCHEDULE A - 20-01-2009
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	MS POORNIMA - IGR CELL 26-02-2009 NO ORDER ISSUED
11	Action take up by REL in mitigating the Grievance and letter thereof	NO ACTION. STILL NOT SENT REPLY EVEN AFTER TELEPHONING
12	Date of intimation to Internal Grievance Redressal cell of REL	20/01/09 - Rcd 23/01/09
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	17/02/09
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	MS POORNIMA - TGR CELL EXECUTIVE
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	NO ACTION TAKEN BY IGR CELL - AND NO REPLY EVEN AFTER REMINDERS (TELEPHONE)
16	Any other matter you like to state regarding grievances redressal by REL	EVEN AFTER MEETING 1/ DY- GEN MGR - CUSTOMER CELL 2/ BUSINESS HEAD - EST DIV. NO ACTION WAS TAKEN BY THEM

APPLICATION FOR REDRESSAL OF GRIEVANCE

Date 20-01-2008

1. NAME OF THE CONSUMER CAPT PRAVEEN. K. BAKSHI
2. FULL ADDRESS OF THE CONSUMER FLAT NO 202, BLDG NO 6
POWAI LAKE HEIGHTS, (MHADA DELUXE)
 PIN CODE 400076 A.S. MARG, POWAI, MUMBAI-40076
 PHONE NO. / FAX NO 25701388/9821406804
3. PARTICULARS OF CONNECTION AND CONSUMER NO.
 (Please state nature of connection)
RESIDENTIAL CONSUMER NO - 1020 47984
4. DETAILS OF THE GRIEVANCE
 (If space is not sufficient Please enclose separate sheet)
1) EXCESS BILLING FOR THE MONTHS OF MARCH, APRIL, MAY-2007
2) NO REPLY TO MY LETTERS
3) EXTRA CHARGES FOR THE BILLING EVEN INDISPUTE
4) HARASSEMEN BY STAFF ON EVERY SATURDAYS AFTERNOON
FOR DISCONNECTION
5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO
 THE DISTRIBUTION LICENSEE
JUNE 07 21-08-2007, 08-10-07, 06-11-07, 27-11-07
(1003756078)
6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY
 (If remedy has been provided, please enclose relevant communication from the Distribution
 Licensee) Red reply by them dt 04-12-2007 not satisfied
saying meter is O.K.
7. NATURE OF RELIEF SOUGHT FROM THE FORUM
1) REVISE BILL FOR THE MONTHS OF MARCH, APRIL + MAY 07
 (Please enclose any proof to support claim, if any) 2) WAIVE OFF ALL DPC CHARGES
TILL NOW
8. LIST OF DOCUMENTS ENCLOSED
 (Please enclose copies of any relevant documents)
9. 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 in aforesaid
 columns 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 are not satisfied by the remedy provided by the Distribution Licensee or no

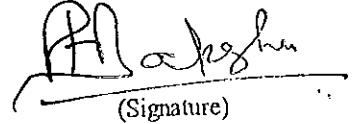
remedy was provided within a period of two (2) months from the date of original intimation.

- (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 authority/court/arbitrator.

OR

The subject matter of my / our Grievance is pending since (please mention the date when the matter was filed) before (*Please mention the name of the authority/court/arbitrator before whom the Grievance is pending) and the proceedings are likely to take time for being finally adjudicated

Yours faithfully


(Signature)

PRAVEEN. K. BAKSHI

(Consumer's name in block letter)

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)