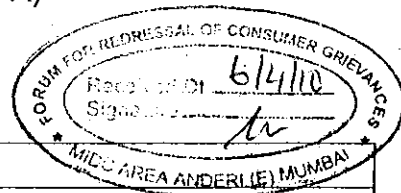


5)

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.

(to be submitted along with schedule A)

Case No. 01/2010



1	Name of the Applicant:- (in block letters)	MS. WADHEEDU HYDERALI SHAIKH
2	Contract Account/Application No	Ad/c.No. 150992112
3	Division	CENTRAL DIVISION.
4	Tariff Category (LF1, LF2.....)	LT1
5	Nature of Complaint. (Excess Billing, Supplimentary bills, Tariff change....)	Wrong NAME Chawl Name & address in records & Bill
6	Disputed amount	N.A.
7	No. & Date of First Complaint	19/09/2009
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.	16/09/2009
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Mr. Satya jeet Varadkar (C.C. Head).
11	Action take up by REL in mitigating the Grievance and letter thereof	Letter dt. 15/3/2010
12	Date of intimation to Internal Grievance Redressal cell of REL	19/09/2009
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	19/09/2009
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Customer Care Centre Head Mr. Satya jeet Varadkar
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	15/3/2010
16	Any other matter you like to state regarding grievances redressal by REL	Refer the Complaint. attached.

(2)

SCHEDULE 'A'

Application to CGR Forum for redressal of grievance.

Date: 06/04/2010

1. Name of the Consumer/Applicant: Ms.WADHEEDU HYDERALI SHAIKH
2. Full Address of the Consumer/ Applicant : Hyderali Shaikh Chawl,
Motiram Khanodo Bhandari Compound,
Orlem, Malad (West),
Mumbai-400 064.
PIN CODE: 400 064.
Phone No.: 9819092239 / 9833002634
Fax No. NIL Email ID NIL
3. Particulars of Connection and : A/c. No. 150992112
Consumer No. Meter No. LTL 4473404
Nature of connection. Residential.
4. Distribution Licensee : Reliance Infrastructure Ltd.
Central Division, Dindoshi,
Malad (East), Mumbai-400 097
5. Details of the grievance, facts giving rise to the grievance : Objection in changing the chawl while providing new meter connection to the tenant. The Correct address

of the premises for which the above said meter connection is given is "HYDERALI SHAIKH CHAWL, MOTIRAM KHANNODO BHANDARI COMPOUND, ORLEM, MALAD (WEST), MUMBAI-400 064.", whereas the address by the genant is given as "MOHAMMED HANIF BANNE CHAWL, ORLEM, MOTIRAM BHANDARI COMPOUND, MALAD (EAST), NR.HOTEL RAMDOOT, OPP.RAZAK BAKHAR, MUMBAI-400064. This Complainant state that, the chawl name is not changed, then how the tenant applied mentioning the Chawl name as 'Mohammed Hanif Banne Chawl", when the Chawl name is Hyderali Shaikh Chawl" and the Rent receipt is being issued in the name of Hyderali Shawikh Chawl. How the authorities have verified the Application for getting tapping meter connection? I never given any rent bill in the name of Mohammed Hanif Banne Chawl. There is no such named chawl in this area. The correct name of the Chawl is 'HYDERALI SHAIKH CHAWL.

on 19/9/2009

This complainant has filed complaint At Internal Grievances Redressal Cell and hearing was made on 15/10/2009 and Minutes was issued under No.CZ/SGP/MISC/150992112/54/2009 dated 15/03/2010 stating that I have No Objection for the installed meter connection', but the address should be changed in the records of Reliance Infrastructure as referred above i.e. 'HYDERALI SHAIKH CHAWL', In

The Minutes it is stated that such issue regarding the electricity bill account No. if any on can be raised by the registered consumer only.

In this regard I have to as "Who the Reliance Infrastructure has given meter connection when the Chawl name is different in the Application, any how they made the verification. If the documents are submitted in the name of 'Mohammed Hanif Banne Chawl' for getting meter connection, then the meter connection should be disconnected and removed OR the Correction Name of the Chawl and address should be recorded. In any case 'the name of Chawl should be removed and recorded as HYDERALI SHAIKH CHAWL' in my tenant's meter connection A/c. No.150992112.

- 6. Date of original intimation of grievance by the consumer to the distribution Licensee. (Internal Grievance Redressal Cell) : 19/09/2009.
- 7. Rededy provided the Distribution Licensee, if any : Issue of change can be raised only by Account holder/Consumer
- 8. Nature of relief sought from the Forum : NIL

9. List of Documents enclosed:

- 1) Copy of Internal Grievances Ceill filed 'FORM 'A'' dt. 19/09/2009.
- 2) Letter of Reliance Infrastructure dt. 25/8/2009.
- 3) My letter to Reliance Infrasture Ltd. ~~16/8~~ 4/1/2010.
- 4) " " " dtd. 16/03/2010.
- 5) " " " dated 17/08/2009.
- 6) Minutes of the meeting dtd. of I.G.R. dtd. 15/2/2010.
- 7) Copy of electric bill A/c.No.150992112

10. Declaration.

- a. I, the Applicant herein declare that
 - i) The information furnished hereinabove is true and correct; and
 - 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 am not satisfied by the remedy provided by the Distribution Licensee.
- 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 knowledge.
- d) The subject matter of my 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/arbitrator.

Yours faithfully,

X W. M. Shaikh
 (Signature)
 (Ms. WADHEEDU HYDERALI SHAIKH)

Consumer/Applicant's name in
 Block letters.