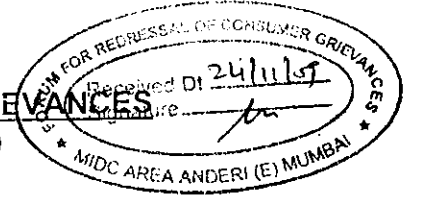


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**RELIANCE ENERGY LTD.,**  
**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**  
 (to be submitted along with Schedule A)



Case No. 16/2009

1	Name of the Applicant (in block letters)	श्रीमती सरफूनिसा हसन खान
2	Contract Account / Application No.	१५०८३६९११
3	Division	चेंबूर, टिळक नगर, पूर्व विभाग
4	Tariff Category (LF1, LF2.....)	LF1
5	Nature of Complaint (Excess Billing, Supplementary bills, Tariff change.....)	नवीन मीटर जोडणी
6	Disputed amount	रु.१६४५/-
7	No. & Date of First Complaint.	इ.सी.आर.क्र.५०३/१५०८३६९११/ पी.बी.एन. / २००९
8	Is the Amount charged u/s. 126/135 of Electricity Act. (i.e. for unauthorized use of Electricity or theft of electricity.)	अधिकृत
9	Date of Registering of Complaint with REL and with Name & Designation of the concerned Officer.	दि.२५/२/२००९, २१/५/२००९, २०/६/२००९ चीफ इंजिनियर साहेब
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	प्रोग्रेस डिपार्टमेंट, टिळक नगर, पूर्व विभाग, चेंबूर
11	Action take up by REL in mitigating the grievance and letter thereof.	दि.२५/६/२००९ रोजी आय.जी.आर. कडे तक्रार घेतली आहे. पण वीज मीटर जोडणीची काहीही दखल घेतली नाही.
12	Date of intimation to Internal Grievance Redressal cell of REL	दि.१६/७/२००९ परिशिष्ट-अ
13	Date of acknowledgement given by Internal Grievance Redressal cell of REL	दि.१६/७/२००९
14	Name & Designation of REL internal Grievance Redressal Cell Officer.	श्रीमती पी. बी. निराले, डेप्युटी मॅनेजर (कन्सुमर)
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance.	दि.१६/७/२००९ रोजी दिलेली ऑर्डर
16	Any other matter you like to state regarding grievances redressal by REL.	दि.२५/७/२००९ च्या पत्राची कंपनीने सुनावणी घेतली पण वीज मीटर जोडणीची कोणतीही दखल घेतली नाही.

## SCHEDULE A

### Application to forum for Redressal of Grievance

1. Name of the Consumer : श्रीमती सरफूनिसा हसन खान
2. Full Address of the Consumer : वंदे मातरम चाळ, अण्णाभाऊ साठे नगर,  
जी. भोसले मार्ग, गोवंडी, मुंबई-४०० ०४३.  
Phone No. : ९८६९ ६९७ ८८७
3. Account No. : १५०८७३६९११
4. Distribution Licensee : चेंबूर, टिळक नगर, पूर्व विभाग
5. Details of the grievance, facts giving rise to the grievance : मीटर बसवून मिळणेबाबत. मी मे. रिलायन्स एनर्जीकडे दि.२५/७/२००८ रोजी मीटर बसविण्याकरिता रु.१६४५/- भरले आहेत. मला अद्याप कंपनीकडून वीज मीटर जोडणी देण्यात आलेले नाही.
6. Date of original intimation of grievance by the consumer to the distribution licensee : दि. १६/७/२००९ रोजी  
१) आय.जी.आर.कडे दिलेला अर्ज सोबत जोडत आहे.  
२) दि.२५/२/२००९ चे पत्र.  
३) दि.२१/५/२००९ चे पत्र.  
४) दि.२०/६/२००९ चे पत्र.
7. Remedy provided by the distribution licensee, if any : काहीही दखल घेतली नाही.
8. Nature of relief sought from the forum : हा मीटर मला बसवून द्यावा. तसेच वीज कायदा २००३ नुसार सात दिवसात मला वीज जोडणी न दिल्यामुळे कायदयानुसार नुकसान भरपाई देण्यात यावी.
9. List of Documents enclosed : १) आय.जी.आर. ला दिलेली ऑर्डर  
२) पेमेंटची पावती.  
२) दि.२५/२/२००९ चे पत्र.  
३) दि.२१/५/२००९ चे पत्र.  
४) दि.२०/६/२००९ चे पत्र.

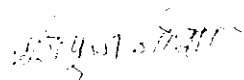
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Signature

(श्रीमती सरफूनिसा हसन खान)  
(Consumer's Name in Block Letters)

- a. I/We, the consumer/s herein declare that :
  - i) The information furnished hereinabove 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 form 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,



.....  
(Signature)

.....  
(Consumer's name in block letters)

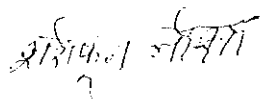
**Nomination** - (If the consumer wants to nominate his/her representative to appear and make submission on his behalf before the Forum, the following declaration should be submitted.)

I/We the abovenamed Consumer hereby nominate श्री. संभाजी मोहनराव शितोळे who is not an Advocate and whose address is लक्ष्मी चाळ, अण्णाभाऊ साठे नगर, लिंक रोड, गोवंडी, मुंबई-४०० ०४३, 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)