



**RELIANCE INFRASTRUCTURE LTD.**  
**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.**

(to be submitted along with schedule A)

Case No. 21/2009

1. Name of the Applicant: SHRI PRALHAD KESHAVAN ODATTLE  
(In block letters)
2. Contract Account/Application No.: 101282894
3. Division: ANDHERI (W)
4. Tariff Category (LT I, LT II.....): LT II (A)
5. Nature of Complaint: According to Mr Pralhad the supply was given to remove illegal meters with collusion of the officers of your Reliance Dept. without obtaining his No objection certificate.  
(Excess Billing, Supplementary bills, Tariff change....)
6. Disputed amount: \_\_\_\_\_
7. No. & Date of First Complaint: 7 COMPLAINTS START - 07-7-2008, 11-8-2008, 30-9-2008, 27-10-2008, 23-2-2009, 09-5-2009, 22-6-2009.
8. Is the Amount charged U/s 126/135 of The Electricity Act, 2003. (i.e. for unauthorized use of Electricity or Theft of Electricity)  
\_\_\_\_\_
9. Date of registration of Complaint with Rinfra and with Name & Designation of the concerned Officer.  
COMPLAINT DATE 27-7-2009 & TO LEGAL DEPT. DT. 21-11-2009.
10. Name & Designation of the officer contacted & give details of the discussion and orders issued:  
NOT CALLED
11. Action taken by Rinfra in mitigating the grievance and letter thereof:  
Treating the Complaint as incorrect without Verification of proof of facts & Closed Complaint on 03-11-2009.
12. Date of intimation to Internal Grievance Redressal Cell of Rinfra Complaint on DT. 27-7-2009
13. Date of acknowledgment given by Internal Grievance Redressal Cell of Rinfra: DT. 08-08-2009.
14. Name & Designation of Rinfra Internal Grievance Redressal cell officer:  
I have not called How I could know the Name & Designation of your Officer.
15. Letter from Internal Grievance Redressal cell of Rinfra stating the action taken by Rinfra in respect of the grievance: Treating the Complaint as UNTRUE & INCORRECT.
16. Any other feedback regarding Grievance Redressal Cell of Rinfra:  
The Officer Concerned did not provide the reasonable opportunity to the Complaint to be heard in the matter.

## SCHEDULE A

Application to forum for redressal of grievance

Date: 10/01/2010

1. Name of the consumer: MRI PRAHAAD KESHAVANI ODATALE
2. Full address of the consumer: 1/1 SAIPANA BHAIVANI OPI ITATA  
POWER HOUSE NEWLINKROAD ANDHERI (WEST)  
Pin code: 4010153 Phone no.: 91224377777  
Res-65951956  
Fax no.: \_\_\_\_\_ Email ID: \_\_\_\_\_
3. Particulars of connection and consumer no. 101282894 METER NO. LTII(A) 4220899.  
(Please state nature of connection)
4. Distribution licensee Reliance Energy
5. Details of the grievance, facts giving rise to the grievance MRS SURESH KRISHNAN NAIR  
(If space is not sufficient please enclose separate sheet)  
ILLEGALLY & UNAUTHORISEDLY POSTED TWO ELEC METERS NO 5621461 /  
4599379 & CABLE LINE ON TOP OF MY ROOF ALSO WITHOUT TAKING NOC.  
JOINING HANDS WITH THE OFFICERS
6. Date of original intimation of grievance by the consumer to the distribution licensee PREVIOUS NO 7  
(Internal Grievance Redressal Cell)  
COMPLAINTS LETTERS DT. 22-6-09/09-5-09/23-2-09/27-10-08/30-9-08.  
11-8-08/07-7-08/NO ACTION ON ABOVE COMPLAINTS YET BEEN TAKEN.
7. Remedy provided by the distribution licensee, if any TO REMOVE THE ILLEGAL ELECTRICITY  
CONNECTION & THE METERS PROVIDED TO MR. SURESH KRISHNAN NAIR  
BY THE OFFICERS OF YOUR COMPANY BY INDELGING CORRUPT PRACTICES THEREBY DEMORALISING RELIANCE ENERGY  
AS ABOVE.
8. Nature of relief sought from the forum \_\_\_\_\_  
(Please enclose any proof to support claim, if any)
9. List of documents enclosed AS PER ENCLOSURE LIST ATTACH HEREWITH  
(Please enclose copies of any relevant documents which support the facts giving rise to the grievance)

10. 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 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 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 competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator .

Yours faithfully  
*(Signature)*  
 11/11/2010  
 (Signature)

\_\_\_\_\_  
 (Consumer's name in block letters)

**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)*  
 11/11/2010  
 (Signature of Consumer)