

RELIANCE ENERGY LIMITED

**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCE
(to be submitted along with Schedule A)**

Sr. No. 24/2009

1.	Name of the Applicant	ANANDILAL & GANESH PODAR SOCIETY (AGPS)																											
2.	Contract Account / Application No.	<p>AGPS has taken 8 connections from Reliance Infrastructure Limited (REL) for its Schools located at the above address. The account numbers and the category of connection are as follows:</p> <table border="1"> <thead> <tr> <th>Sr. No</th> <th>Account Number</th> <th>Tariff Category as per REL</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>102690197</td> <td>HT Commercial</td> </tr> <tr> <td>2</td> <td>102690292</td> <td>LT II Commercial</td> </tr> <tr> <td>3</td> <td>150828654</td> <td>Residential</td> </tr> <tr> <td>4</td> <td>150843332</td> <td>Residential</td> </tr> <tr> <td>5</td> <td>150103627</td> <td>LT II Commercial</td> </tr> <tr> <td>6</td> <td>150881723</td> <td>LT II Commercial</td> </tr> <tr> <td>7</td> <td>150429876</td> <td>LT II Commercial</td> </tr> <tr> <td>8</td> <td>150409110</td> <td>LT II Commercial</td> </tr> </tbody> </table>	Sr. No	Account Number	Tariff Category as per REL	1	102690197	HT Commercial	2	102690292	LT II Commercial	3	150828654	Residential	4	150843332	Residential	5	150103627	LT II Commercial	6	150881723	LT II Commercial	7	150429876	LT II Commercial	8	150409110	LT II Commercial
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3.	Division	Santracruz Division																											
4.	Tariff Category	Refer table given in point no 2 above.																											
5.	Nature of Complaint (Excess Billing, Supplementary Billing, Tariff Change ...)	<p>Change of Tariff Category from LT II Commercial to Residential with effect from 1st June 2008 for the 5 Accounts as given in table below:</p> <table border="1"> <thead> <tr> <th>Sr. No</th> <th>Account Number</th> <th>Tariff Category as per REL</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>102690292</td> <td>LT II Commercial</td> </tr> <tr> <td>2</td> <td>150103627</td> <td>LT II Commercial</td> </tr> <tr> <td>3</td> <td>150881723</td> <td>LT II Commercial</td> </tr> <tr> <td>4</td> <td>150429876</td> <td>LT II Commercial</td> </tr> <tr> <td>5</td> <td>150409110</td> <td>LT II Commercial</td> </tr> </tbody> </table>	Sr. No	Account Number	Tariff Category as per REL	1	102690292	LT II Commercial	2	150103627	LT II Commercial	3	150881723	LT II Commercial	4	150429876	LT II Commercial	5	150409110	LT II Commercial									
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		<p>REL has categorised AGPS Accounts as Commercial even though Maharashtra Electricity Regulatory Commission (MERC) vide its order dated June 4, 2008 in the matter of Case No. 66 of 2007 has categorized Charitable Institutions registered with Charity Commissioner as Residential category.</p> <p>Prior to 1st June 2008, the above Accounts were categorized as Residential and with effect from 1st June 2008, REL changed the category of these Accounts to LT II Commercial even though there was no change in tariff categorization by MERC.</p>
6.	Disputed Amount	Difference between the tariff as per Residential category and Commercial Category for the above 5 connections.
7.	No. & Date of first Complaint	Letter dated 16 th February, 2009 submitted on 17 th February, 2009
8.	Is the amount charged u/s 126 / 135 of Electricity Act	No.
9.	Date of registering of Complaint with REL and with name and designation of the concerned Officer	17 th February, 2009
10.	Name and designation of the officer contracted give details of discussion and Orders issued	<p>Mr. Shrinath Kasi Business Head, South Division</p> <p>Discussed the matter that AGPS is a Charitable Trust registered with the Charity Commissioner, Mumbai. Registration certificate with the Charity Commissioner and Income Tax registration was shown to support the same. As Charitable Institutions registered with Charity Commissioner are categorised as Residential customer by MERC Order, REL was requested to change the category of AGPS accounts to Residential from LT II Commercial.</p>

11.	Action taken up by REL in mitigating the grievance and letter thereof	<p>After the discussion, in case of 4 Accounts, i.e. Account no. 102690292, 150103627, 150881723 & 150429876, REL changed the tariff category to Residential from Commercial with effect from 16th February, 2009, i.e. the date of application by AGPS.</p> <p>A copy of the letters received from REL is enclosed herewith marked as Annexure 1</p>
12.	Date of intimation to Internal Grievance Redressal cell of REL	23 rd November, 2009
13.	Date of Acknowledgement given by Internal Grievance Redressal cell of REL	23 rd November, 2009
14.	Name and designation of REL Internal Grievance Redressal cell Officer	<p>Mr. Shrinath Kasi (Business Head, South Division)</p> <p>My. Jayesh Kulkarni (Sr. Manager)</p> <p>Mr. Deepak Kadam (Sr. Manager)</p> <p>Mr. Sandip Shivalkar (Sr. Executive)</p>
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	A copy of letter dated 18 th January, 2009 received from REL is enclosed herewith marked as Annexure 2.
16	Any other matter you like to state regarding grievance redressal by REL	The Internal Grievance Redressal Cell of REL was headed by the same officials who had rejected our earlier application for change of tariff from Commercial to Residential. This is against the principles of fair justice and appeared to be a mere formality to be complied with as has been prescribed by the law.

SCHEDULE A

Application to forum for redressal of grievance

Date : 15th February, 2010

1.	Name of the consumer	Anandilal & Ganesh Podar Society (AGPS)																											
2.	Full address of the consumer	Saraswati Road, Santacruz (West), Mumbai - 400 054																											
	Pin Code	400 054																											
	Phone Number	+22 6711 1111																											
	Fax No.	+22 2605 4426																											
	Email Id	psthakur@podar.net																											
3.	Particulars of connection and consumer no. <i>((Please state nature of connection))</i>	AGPS has taken 8 connections from Reliance Infrastructure Limited (Reliance Energy) for its Schools located at the above address. The account numbers and the category of connection are as follows: <table border="1" style="margin-left: auto; margin-right: auto;"><thead><tr><th>Sr. No</th><th>Account Number</th><th>Category as per Reliance Energy</th></tr></thead><tbody><tr><td>1</td><td>102690197</td><td>HT Commercial</td></tr><tr><td>2</td><td>102690292</td><td>LT II Commercial</td></tr><tr><td>3</td><td>150828654</td><td>Residential</td></tr><tr><td>4</td><td>150843332</td><td>Residential</td></tr><tr><td>5</td><td>150103627</td><td>LT II Commercial</td></tr><tr><td>6</td><td>150881723</td><td>LT II Commercial</td></tr><tr><td>7</td><td>150429876</td><td>LT II Commercial</td></tr><tr><td>8</td><td>150409110</td><td>LT II Commercial</td></tr></tbody></table>	Sr. No	Account Number	Category as per Reliance Energy	1	102690197	HT Commercial	2	102690292	LT II Commercial	3	150828654	Residential	4	150843332	Residential	5	150103627	LT II Commercial	6	150881723	LT II Commercial	7	150429876	LT II Commercial	8	150409110	LT II Commercial
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4.	Distribution licensee	Reliance Infrastructure Limited (Reliance Energy) Santracruz Division																											

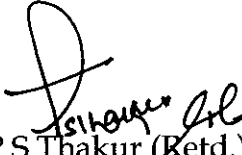
5.	<p>Details of the grievance, facts giving rise to the grievance (If space is not sufficient please enclose separate sheet)</p>	<p>Refer Annexure 1</p>																		
6.	<p>Date of original intimation of grievance by the consumer to the distribution licensee (Internal Grievance Redressal Cell)</p>	<p>Date of original intimation to Reliance Energy - 16th February, 2009</p> <p>Date of original intimation of the grievance to the Internal Grievance Redressal Cell - 23rd November, 2009</p>																		
7.	<p>Remedy provided by the distribution licensee, if any (If remedy has been provided, please enclose relevant communication from the Distribution Licensee)</p>	<p>For the 5 LT II Commercial connections that Reliance Energy has provided, the company has converted them to Residential Category as requested by AGPS with effect from 17th February, 2009 which is the date of original intimation to Reliance Energy.</p> <p>The application of AGPS for conversion of the connections into Residential Category with effect from 1st June 2008, i.e. the date from which wrong categorization has been done, has not been accepted by Reliance Energy and the Internal Grievance Redressal Cell.</p>																		
8	<p>Nature of relief sought from the forum (Please enclose any proof to support claim, if any)</p>	<p>Conversion of the connections into Residential Category with effect from 1st June 2008, i.e. the date from which wrong categorization has been done. This is to be done for the following connections:</p> <table border="1" data-bbox="611 1437 1379 1791"> <thead> <tr> <th>Sr. No</th> <th>Account Number</th> <th>Category</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>102690292</td> <td>LT II Commercial</td> </tr> <tr> <td>2</td> <td>150103627</td> <td>LT II Commercial</td> </tr> <tr> <td>3</td> <td>150881723</td> <td>LT II Commercial</td> </tr> <tr> <td>4</td> <td>150429876</td> <td>LT II Commercial</td> </tr> <tr> <td>5</td> <td>150409110</td> <td>LT II Commercial</td> </tr> </tbody> </table> <p>Also refer to Point No. 9 and Annexures in Point No. 5.</p>	Sr. No	Account Number	Category	1	102690292	LT II Commercial	2	150103627	LT II Commercial	3	150881723	LT II Commercial	4	150429876	LT II Commercial	5	150409110	LT II Commercial
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9	List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance)	Annex. No	Document	Page No.
		1	A note of details as referred to at point 5 above together with Annexures mentioned therein.	9
		2	Certificate of registration with the Charity Commissioner, Mumbai under the BPT Act	15
		3	Certificate of registration under Section 12A of the Income Tax Act, 1961 as Public Charitable Trust	16
		4	Order of exemption under section 10(23C)(vi), of the Income Tax Act, 1961 from the Chief Commissioner of Income-Tax, Mumbai	17
		5	Copy of the bills for the 5 connection which were converted into Commercial category from Residential category for the month of May 2008 and June 2008.	18
		6	Copy of the relevant pages of MERC Tariff Order dated April 24, 2007 for tariff applicable from April 24, 2007.	36
		7	Copy of the relevant pages of MERC Tariff Order dated June 4, 2008 for tariff applicable from June 1, 2008	40
		8	Copy of the application made by AGPS (Trust) to IGRC containing all the communication of the Trust with Reliance Energy	44
		9	Copy of the minutes of the meeting held with the IGRC on 6th January, 2010	88

10. Declaration

- 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 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,
For ANANDILAL & GANESH PODAR SOCIETY


Col. P S Thakur (Retd.)
General Manager

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.)

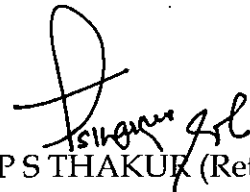
I/We the abovenamed consumer hereby nominate SHRI R. S. SAMRIA and/or SHRI ADHAR SAMRIA who are not an Advocate and whose address is Samria & Co., Chartered Accountants, 2E, Court Chambers, 35 New Marine Lines, Mumbai 400 020 as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED



R S SAMRIA
(Representative)

ADHAR SAMRIA
(Representative)



Col. P S THAKUR (Retd.)
(Consumer)