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

(to be submitted along with schedule A)

Case No. 28/09

1. Name of the Applicant: Aruncharan Singh.  
(In block letters)
2. Contract Account/Application No.: 150339586 / 100915222
3. Division: Tilak Nagar East
4. Tariff Category (LT I, LT II...): LT I
5. Nature of Complaint: Excess Billing.  
(Excess Billing, Supplementary bills, Tariff change....)
6. Disputed amount: 2,05,150/-
7. No. & Date of First Complaint: 10/6/2009
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)  
NO
9. Date of registration of Complaint with Rinfra and with Name & Designation of the concerned Officer.  
Sept 2009 - Mrs Poonima Niralay - Manager
10. Name & Designation of the officer contacted & give details of the discussion and orders issued:  
Mrs. Poonima Niralay. Discussion was at dead end. Retesting of Meters was requested after furnishing details of last test carried out
11. Action taken by Rinfra in mitigating the grievance and letter thereof:  
Test Results not submitted till date. Test was done in Nov 2009.
12. Date of intimation to Internal Grievance Redressal Cell of Rinfra: 8/10/09
13. Date of acknowledgment given by Internal Grievance Redressal Cell of Rinfra: 8/10/09
14. Name & Designation of Rinfra Internal Grievance Redressal cell officer:  
Poonima Niralay (Tilak Nagar office)
15. Letter from Internal Grievance Redressal cell of Rinfra stating the action taken by Rinfra in respect of the grievance: 8/12/09
16. Any other feedback regarding Grievance Redressal Cell of Rinfra:  
Test Results not given after repeated requests.

### SCHEDULE A

#### Application to forum for redressal of grievance

Date: 8/09/2010

1. Name of the consumer: GURUCHARAN SINGH

2. Full address of the consumer: <sup>white house,</sup> 303, ASHWIN TROMBAY RD, NEXT TO KSTAR MAIL, CHEMIBUR, MUMBAI

Pin code: 400071

Phone no.: 2529933

9820055530

Fax no.:

Email ID: udaymann@gmail.com

3. Particulars of connection and consumer no. RESIDENTIAL  
(Please state nature of connection) ALMO. 150339586 / 100915222

4. Distribution licensee RELIANCE ENERGY LTD.

5. Details of the grievance, facts giving rise to the grievance Extra Ordinarily High Billing  
(If space is not sufficient please enclose separate sheet)

with disparity going upto more than 300% in some places  
Disputed Amount from Jan 08 - Dec 09 - Rs. 2,05,150/- Two lac five  
Thousand One hundred and Fifty only

6. Date of original intimation of grievance by the consumer to the distribution licensee  
(Internal Grievance Redressal Cell)

All letters attached.

7. Remedy provided by the distribution licensee, if any NO ACTION TAKEN

8. Nature of relief sought from the forum TO REGULARISE THE BILLING AMOUNTS BASED  
(Please enclose any proof to support claim, if any)  
ON ACTUAL USAGE OF POWER

9. List of documents enclosed ALL CORRESPONDENCE WITH LOCAL CELL IN  
(Please enclose copies of any relevant documents which support the facts giving rise to the grievance)  
THIS REGARD



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)

GURUCHARAN SINGH

(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 of Consumer)