

APPENDICES

APPENDIX I: FORMATS

ANNEXURE I: GRIEVANCE SUBMISSION BEFORE FORUM

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Note: * indicates compulsory fields

Date*: _____

1. Name of the Complainant: _____

2. Full address of the Complainant *: _____

Pin Code*: _____

Phone no.*: _____

Fax no.: _____

Email id: _____

3. Nature of Connection and Consumer no.* (in case of having applied for a connection, state the application number): _____

4. Distribution Licensee*: _____

5. Complaint receiving centre number*: _____

6. Category of grievance (please tick the relevant box/ boxes):

a. Wrong billing ___ b. Recovery of arrears ___ c. Faulty Meter ___ d. Burnt meter ___ e. Supply interruption ___ f. Harmonics in supply ___ g. Supply voltage related ___ h. Deficient service ___ i. Delay in providing new connection ___ j. Reconnection ___ k. Change in connected load ___ l. Transfer of connection ___ m. Others (please specify) _____

7. Name of the employee / employees (specify employee ID or department) or department against whom grievance has been filed (if any):

8. Details of the grievance, facts giving rise to the grievance* (If space is not sufficient please enclose separate sheet)

9. Nature of relief sought from the Forum

10. List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance) _____

11. Declaration

(a) I/ We, the Complainant /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 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.

(c) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

(d) 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)

(Complainant's name in block
letters)

NOMINATION – (If the Complainant 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. , whose address is

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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 Complainant)