

ANNEXURE- II
(See Regulation 17)
GRIEVANCE SUBMISSION BEFORE FORUM

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

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. Division/Sub Division/Section Name*:

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, designation and office address of the employee / employees against whom grievance has been filed (if any):

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

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9. Nature of relief sought from the Forum

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

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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

..... 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)

ACKNOWLEDGEMENT OF RECEIPT

The complainant (alongwith supporting documents) comprised of..... pages from
..... for redressal of
grievance has been received on
.....

Signature of the office-in charge

Name.....

Designation.....

Date.....