

Form – III

Consumer Complaint Form

Fill separate form for each complaint. The Complaint will be entertained only if checklist is filled.

The Electricity Ombudsman

Ph.	E-mail	Address	website
To be filled in by Forum Office			DD-MM
Complaint ID	<input type="text"/>	Date of Receiving Complaint	<input type="text"/>
Name of Consumer*	<input type="text"/>	Consumer No.	<input type="text"/>
Address	<input type="text"/>	Consumer Category	<input type="text"/>
City/Village	<input type="text"/>	Phone No.	<input type="text"/>
		Fax No.	<input type="text"/>
		E-mail	<input type="text"/>
District	<input type="text"/>	PIN	<input type="text"/>
Licensee	<input type="text"/>	Circle	<input type="text"/>
		Division	<input type="text"/>

Complaint Type (Please tick)

<input type="checkbox"/>	1. Billing Dispute	<input type="checkbox"/>	6. Voltage complaints
<input type="checkbox"/>	2. Non supply of power	<input type="checkbox"/>	7. Problems in Metering
<input type="checkbox"/>	3. Safety	<input type="checkbox"/>	8. Complaint regarding billing and collections service
<input type="checkbox"/>	4. Complaint regarding getting fresh connections	<input type="checkbox"/>	9. Complaint regarding Disconnection and Reconnection
<input type="checkbox"/>	5. Interruption/failure of power supply	<input type="checkbox"/>	10. Others

If others, please specify

Give Brief Description of complaint (Details may be annexed separately). Attach copy of complaint sent to Forum.

Relief sought from Ombudsman (Details may be annexed separately).

Name of Forum	<input type="text"/>	Address	<input type="text"/>
Ref. No. of Letter/order received from Forum and Date	<input type="text"/>	Date	<input type="text"/>

Write 'NEW' if No Consumer No. allotted.

Decision/order of the Forum in brief (Details may be annexed separately). Attach copy of Relief Remedy offered by Forum.

List of Enclosures;	
1. <input type="text"/>	Copy of Complaint to Forum
2. <input type="text"/>	Copy of Reply/Order received from Forum
3. <input type="text"/>	Affidavit (As per form - V)

Check List: Before filing complaint with Forum, please ensure that all of the following criteria are met and all boxes are checked ().

1. <input type="checkbox"/>	Has lodged complaint with the Forum.
2. <input type="checkbox"/>	The representation has been made within 1 month from the date of the order of the Forum.
3. <input type="checkbox"/>	Complaint does not lie with any Consumer Forum or any Court, or the Commission.
4. <input type="checkbox"/>	Have provided complete personal information like name, address, consumer account no. etc.
5. <input type="checkbox"/>	Have mentioned the Relief sought from Ombudsman.

SELF- DECLARATION

I,..... (Name in full and in block letters), son/daughterof
solemnly declare that to the best of my knowledge and belief, the information given in this complaint and the annexure and statements accompanying it are correct, complete and truly stated and in accordance with the provision of JSERC's "Guidelines for establishment of Forum for Redressal of Grievances of the Consumers" and "The Electricity Ombudsman" - Regulations 2020".

Name:

Signature:

Place:

Date: