

Secretary

Annexure-I

## APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

To

Date:

\_\_\_\_\_

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1. Name of the Complainant: \_\_\_\_\_
2. Full address of the Complainant: \_\_\_\_\_  
 \_\_\_\_\_  
 Pin code: \_\_\_\_\_  
 Phone No. /Mobile No.: \_\_\_\_\_  
 E-mail ID: \_\_\_\_\_
3. Nature of Connection and Consumer No. (*in case of having applied for a connection, state the application number*) \_\_\_\_\_  
 \_\_\_\_\_
4. Distribution Licensee: \_\_\_\_\_
5. Name of the Sub-Division/Division/Circle [IGR Cell] and date on which complaint lodged with the licensee: \_\_\_\_\_ (enclose copy of order, if any)
6. Name of the Zonal Forum where complaint lodged (in case of appeal to Corporate Level CGRF) : \_\_\_\_\_ (enclose copy of order, if any)
7. Category of grievance (*please tick the relevant box/boxes*):
  - Wrong billing
  - Recovery of arrears
  - Faulty meter
  - Burnt meter
  - Supply interruption
  - Harmonics in supply
  - Supply voltage related

- Deficient service
- Delay in providing new connection
- Reconnection
- Change in connected load
- Transfer of connection
- Others (*please specify*)
8. Name of the employee/employees (specify employee ID or department) or department against whom grievance has been filed (if any):
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
9. Details of the complainant, facts giving rise to the grievance (if space is not sufficient please attach separate sheet)
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
10. Nature of relief sought from the Forum
- \_\_\_\_\_
- \_\_\_\_\_
11. List of document enclosed (please enclose copies of any relevant document which support the facts giving rise to the grievance)
- \_\_\_\_\_
- \_\_\_\_\_
12. 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 herein above and the documents submitted herewith.
- b) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by anyone 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 \_\_\_\_\_

\_\_\_\_\_ asmy/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/ our presence.

ACCEPTED  
(Signature of Representative)  
(Signature of Complainant)

### Annexure-II

#### FORMAT FOR FURNISHING QUARTERLY REPORT BY FORUM

Name of the Forum: \_\_\_\_\_

Quarter: \_\_\_\_\_ Financial Year: \_\_\_\_\_

#### Format-I

Sr. No.	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter							
2	Grievances received during the quarter							
3	Total grievances (1+2)							
4	Grievances redressed							