

Form – 1

Consumer Complaint Form

Fill Separate Form for each complaint will be entertained only if checklist is filled.

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

Ph.	E-mail	Address	website
To be filled in by Forum Office			
Unique Identification	<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 with Date of cause of action (Details may be annexed separately).

Attach copy of complaint sent to Licensee.

Date of cause of action

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

Details of lodging complaints with the Licensee

Name of the office where the Complaint lodged

Complaint No.

Date

Decision taking Authority of Licensee

Name of Officer

Designation & Address

Ref. No. of Letter order from Licensee No.

Date

Decision taken by Licensee on complaint

Quote Specific references to any Law, License Condition regarding, code and/ or standard that is alleged to have been violated by Licensee.

List of Enclosures;

1. Copy of Complaint to Licensee
2. Copy of Reply/Relief/Order/Decision received from Licensee
3. Self-Declaration (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. Complaint has been logged with the Licensee
2. The Complaint dose not pertains to the same subject matter for which any proceeding before any court is pending or a degree or award or a final order has already been passed by any competent court.
3. The complaint has been made within 1 year after the cause of action arose.
4. Have provided complete personal information like name, address, consumer account no. etc.
5. Have mentioned the Relief sought from Forum.

SELF- DECLARATION

I(name in full and in block letters), son/daughter
.....of 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 provisions of JSERC's "Guidelines for establishment
of Forum for Redressal of Grievances of the Consumers - Regulations 2020".

Place:

Signature:

Date:

Name: