

TRAI Format for Consumer Protection and Redressal of Grievances Form

(See regulation 11 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007)

Appeal under regulation 11 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 to the appellate authority appointed by _____

1. The Name Address, Telephone Number, Facsimile number and the e-mail address of the Appellant.	
2. Telephone Number or Cellular Mobile Telephone Number or Broadband connection Identity, as the case may be, for which appeal is filed.	
3. The name of the city /district of the origin of complaint.	
4. The name of the State or licensed service area, as the case may be, of the origin of complaint.	
5. Nature of complaint (specify, whether complaint relates to Provisioning / Activation / Billing / Fault-Repair/ Service disruption / Disconnection of service / Value Added Services / Closure / Termination or specific if any other).	
6. The docket number allotted by the Call Center at the time of lodging complaint under clause (a) of sub-regulation (1) of regulation 4 and date of lodging the complaint with the CallCentre.	
7. The unique complaint number communicated by the Nodal Officer under clause (c) of regulation 8, and date of lodging the complaint with the Nodal Officer.	
8. Date of decision of the Nodal Officer and decision intimated by the Nodal Officer under clause (d) of regulation 8, if any.	

9. Statement of Facts relating to grievance or appeal: (attach separate sheet signed by Appellant if required)	
10. Grounds of Appeal: A full description of the matter, which is the cause of the grievance, including copies of any relevant and supporting documents, if any, and the relief claimed in Appeal (attach separate sheet signed by Appellant if required.)	
11. A statement to the effect that same subject matter or issue, for which an appeal has been filed under these regulations, is not covered in any proceedings before any court or tribunal or under the Consumer Protection Act,1986 (68 of 1986) or any other law for the time being in force.	
12. Details of any other relevant material or document.	
13. Whether the Appellant requests to grant him exemption from appearing in person and decide the appeal on the basis of information, document or record filed by him.	

Form of verification

I, _____ (name in full and in block letters), the _____ appellant, _____ son/daughter of _____ do hereby declare that to the best of my knowledge and belief, the information given in this appeal and the annexure and statements accompanying the appeal are correct, complete and truly stated.

Signature of appellant
(Name of appellant) _____
(Specify status of the appellant, whether a company/firm/society/individual/others _____)

Note1. The Form of appeal, grounds of appeal and the form of Verification appended shall be signed by the appellant.

Note2. The appellant shall submit in duplicate the appeal in this Form.