

## **PROCEDURE FOR FILLING OF COMPLAINTS BEFORE THE CGRF**

1. CGRF is a quasi-judicial body constituted under section 42(5) of Electricity Act, 2002.
2. The consumers are advised to approach the appropriate offices of the Customer care ward of the Licensee of the BEST Undertaking for redressing their complaint initially. The address of the concerned ward office of your area is printed on upper right corner of electricity bill.
3. If the complaint is not resolved in time or without the consent or satisfaction of the consumer they may approach the CGRF either on refusal from customer care ward office of the licensee BEST Undertaking or after expiry of three days (for complaints related to non-supply, connection, reconnection or disconnection of supply) or 15 days (for all other complaint) from date of registration of complaint whichever is earlier.
4. A grievance to the Consumer Redressal Forum (CGRF) has to be submitted in Schedule 'A' form filled-up in all respect, along with declarations and supporting documents duly signed, while approaching the Forum for registration of complaints.
5. The Complainant needs to make numbering for all the documents on each page, tagging as 'Exhibit' or 'Annexure' which is to be mentioned in 'INDEX' while submitting the grievance before the Forum for the purpose of ease of referring pages of the documents during the hearing along with declarations and supporting documents duly signed, while approaching the Forum for registration of complaints.
6. Active contact number and e-mail ID should be provided for further communication. The Complainant needs to address grievance to CGRF mentioning all details of previous history and correspondence/follow up made with the Distribution Licensee i.e. BEST Undertaking and the relief sought from the Forum. The grievance documents submitted will get scrutinized. Any discrepancy, if found, will be intimated to the Complainant and after that the grievance will be accepted, with requisite no. of copies.
7. The grievance received with required, complete information and documents will be registered in CGRF and a Case number will be generated for further reference.
8. As per time limit, the reply submitted by the 'Nodal Officer' of the BEST Undertaking will be forwarded to the Complainant.

9. As per the directions of the Forum, the date and time of hearing will be scheduled and intimated to the Complainant. The Case can be represented by any other person who is not an Advocate, on behalf of the Complainant by submitting a Declaration form.
10. After conducting the hearing, the certified copy of the judgment will be given to concern parties.

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## Schedule A

### APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date \_\_\_\_\_

1. NAME OF THE CONSUMER \_\_\_\_\_

2. FULL ADDRESS OF THE CONSUMER \_\_\_\_\_

\_\_\_\_\_  
PIN CODE \_\_\_\_\_

PHONE/MOBILE NO. \_\_\_\_\_

FAX NO \_\_\_\_\_

EMAIL ID \_\_\_\_\_

3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
(Please state nature of connection)

\_\_\_\_\_

4. NAME OF DISTRIBUTION LICENSEE \_\_\_\_\_

5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE

(If space is not sufficient, please enclose separate sheet)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. NATURE OF RELIEF SOUGHT FROM THE FORUM

\_\_\_\_\_

\_\_\_\_\_

(Please enclose any proof to support claim, if any)

7. LIST OF DOCUMENTS ENCLOSED

*(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance)*

8. DECLARATION

- (a) I/ We, the consumer /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)

(Consumer's name in block letters)

**NOMINATION** – (If the consumer 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. ...., who is not an Advocate and 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 Consumer)

## INDEX

1. CONSUMER / COMPLAINANT :

V/S

2. DISTRIBUTIOIN LICENSEE :

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Consumer's / Complainant's Signature \_\_\_\_\_