

Consumer Complaint Form

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

Forum for Redressal of Consumer Grievances

Ph: _____ Email: _____ Address _____ website: _____

To be filled in by Forum Office

Complaint ID Date of Receiving Complaint

Name of Consumer <input type="text"/>	Consumer Account No ¹ <input type="text"/>
Address <input type="text"/>	Consumer Category <input type="text"/>
City/Village/Tehsil <input type="text"/>	Phone No <input type="text"/>
District <input type="text"/>	Fax No <input type="text"/>
	Email <input type="text"/>
	PIN <input type="text"/>

Licensee Circle Division

Complaint Type (Please select one)

- | | | |
|----------------|---|--|
| 1. Quantity | 5. Efficiency | 9. Problems in metering |
| 2. Quality | 6. Non-Compliance of HERC Orders | 10. Billing Problems |
| 3. Safety | 7. Interruption/failure of power supply | 11. Disconnection and Reconnection of power supply |
| 4. Reliability | 8. Voltage complaints | 12. Others |

If others, please specify

Give Brief Description of Complaint (Details may be annexed separately); Attach copy of complaint sent to Licensee

Relief sought from Forum (Details may be annexed separately)

Contacted Licensee Vide Letter No.	<input type="text"/>	Date	<input type="text"/>	Where	<input type="text"/>
Contacted 2 nd time Vide Letter No.	<input type="text"/>	Date	<input type="text"/>	Where	<input type="text"/>
Contacted 3 rd time Vide Letter No.	<input type="text"/>	Date	<input type="text"/>	Where	<input type="text"/>

Last Decision taken by Licensee on complaint (Details may be annexed separately); Attach copy of reply received from Licensee

Last Decision taking Authority Name of Officer Designation

Ref. No of Letter from Licensee Address

Final Remedy/Relief offered by Licensee (Details may be annexed separately); Attach copy of Relief/Remedy offered by Licensee

¹ write 'New' for new consumer

Explain how relief offered by Licensee does not meet the justice demanded in the complaint (Details may be annexed separately)

Quote specific references to any law, licence condition, regulation, code and / or standard that is alleged to have been violated by the Licensee

Whether complaint lies with any Consumer Forum / Court or any Judicial body Yes / No If yes, where

List of Enclosures:

1. Copy of Complaint to Licensee
2. Copy of Reply received from Licensee
3. Copy of Relief/Remedy offered by Licensee
4. Affidavit (As per form –V)
5.
6.

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

1. Contacted the Licensee regarding the complaint at least up to XEN level and enclosed the documentary evidence
2. The Complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a decree or award or a final order has already been passed by any competent court
3. Has the complaint 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

Verification

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 the HERC's "Guidelines for establishment of Forum for redressal of grievances of the Consumers – Regulation 2004".

Name:

Signature:

Place:

Date:

Circles / Divisions of DHBVN

Circle	Division	Circle	Division	Circle	Division
Hisar	Division-I, Hisar	Sirsa	Sirsa	Gurgaon	Gurgaon
	Division-II, Hisar		Suburban Division Sirsa		Suburban Division Gurgaon
	Hansi	Dabwali	Op-cum-Const. Division Gurgaon		
	Tohana	Faridabad	Faridabad	Narnaul	Sohana
Fatehabad	Old Faridabad		Narnaul		
Bhiwani	Bhiwani		Ballabgarh		Mahendragarh
	Suburban Division Bhiwani	Palwal	Rewari		
	Dadri			Dharuhera	

Circles / Divisions of UHBVN

Circle	Division	Circle	Division	Circle	Division
Ambala	Ambala City	Yamunanagar	Yamunanagar	Rohtak	Rohtak
	Ambala Cantt		Jagadhari		Suburban Division Rohtak
	Panchkula		Naraingarh		Bahadurgarh
Karnal	Karnal	Kukukshetra	Kurukshetra	Sonepat	Jhajjar
	Suburban Division No. I Karnal		Kaithal		Sonepat
	Suburban Division No. II Karnal		Shahbad	Suburban Division Sonepat	
	Panipat		Pehowa	Gohana	
	Suburban Division Panipat		Pundri	Jind	Jind
				Narwana	
				Safidon	

**FORUM FOR REDRESSAL OF GRIEVANCE OF CONSUMERS
REPORT FOR THE QUARTER ENDING June/September/December/March**

Name of the Licensee:

Name of the Forum:

S. N	Nature of Complaints	Complaint Status						
		Complaints Pending at the end of the last quarter	Complaints received during the quarter.	Total complaints	Complaints attended during the quarter.	Balance Complaints to be attended	Complaints pending for more than 3 months but less than 6 months	Complaints pending for more than 6 months.
		(1)	(2)	(3=1+2)	(4)	(5=3-4)		
1.	Quantity							
2.	Quality							
3	Safety							
4	Reliability							
5	Efficiency							
6	Non compliance of HERC order							
7.	Interruption/ failure of power supply							
8	Voltage complaints							
9.	Metering problems							
10	Billing Problems							
11	Disconnection & Reconnection of power supply							
12	Others							

Consumer Complaint Form

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

The Electricity Ombudsman

Ph: Email: Address website:

To be filled in by Ombudsman Office

Complaint ID Date of Receiving Complaint

Name of Consumer	<input type="text"/>	Consumer Account No ¹	<input type="text"/>
Address	<input type="text"/>	Consumer Category	<input type="text"/>
		Phone No	<input type="text"/>
		Fax No	<input type="text"/>
City/Village/Tehsil	<input type="text"/>	Email	<input type="text"/>
District	<input type="text"/>	PIN	<input type="text"/>

Licensee	<input type="text" value="DHBVN / UHBVN"/>	Circle	<input type="text"/>	Division	<input type="text"/>
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Complaint Type (Please select one)

- | | | |
|----------------|---|--|
| 1. Quantity | 5. Efficiency | 9. Problems in metering |
| 2. Quality | 6. Non-Compliance of HERC Orders | 10. Billing Problems |
| 3. Safety | 7. Interruption/failure of power supply | 11. Disconnection and Reconnection of power supply |
| 4. Reliability | 8. Voltage complaints | 12. 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)

Contacted Forum Vide Letter No.	<input type="text"/>	Date	<input type="text"/>	Where	<input type="text"/>
Contacted 2 nd time Vide Letter No.	<input type="text"/>	Date	<input type="text"/>	Where	<input type="text"/>
Contacted 3 rd time Vide Letter No.	<input type="text"/>	Date	<input type="text"/>	Where	<input type="text"/>

Last Decision taken by Forum on complaint (Details may be annexed separately); Attach copy of reply/order received from Forum

Name of Forum	<input type="text"/>	Date of Order	<input type="text"/>
Ref. No of Letter from forum	<input type="text"/>	Address	<input type="text"/>
	<input type="text"/>		<input type="text"/>

"1" Write 'New' if New consumer

Final Remedy/Relief offered by Forum (Details may be annexed separately); Attach copy of Relief/Remedy offered by Forum

Explain how relief offered by Forum does not meet the justice demanded in the complaint (Details may be annexed separately)

Quote specific references to any law, licence condition, regulation, code and / or standard that is alleged to have been violated by the Licensee / Forum

Whether complaint lies with any Consumer Forum / Civil Court or any Judicial body Yes / No If yes, where

List of Enclosures:

1. Copy of Complaint to Forum
2. Copy of Reply/ Order received from Forum
3. Affidavit (As per form –V)
4.
5.

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

1. Contacted the forum regarding the complaint and enclosed the documentary evidence
2. Has the representation been made within 1 month from the date of the order of the Forum
3. Complaint does not lie with any Consumer Forum or Civil Court
4. Have provided complete personal information like name, address, consumer-account no etc.
5. Have mentioned the Relief sought from Ombudsman
6.

Verification

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 the HERC's "Guidelines for establishment of Forum for redressal of grievances of the Consumers" and "The Electricity Ombudsman"- Regulation 2004".

Name:

Signature:

Place:

Date:

Circles / Divisions of DHBVN

Circle	Division	Circle	Division	Circle	Division
Hisar	Division-I, Hisar	Sirsa	Sirsa	Gurgaon	Gurgaon
	Division-II, Hisar		Suburban Division Sirsa		Suburban Division Gurgaon
	Hansi		Dabwali		Op-cum-Const. Division Gurgaon
	Tohana	Faridabad	Faridabad	Sohana	
	Fatehabad		Old Faridabad	Narnaul	
Bhiwani	Bhiwani	Ballabgarh	Mahendragarh	Rewari	
	Suburban Division Bhiwani	Palwal	Dharuhera		
	Dadri				

Circles / Divisions of UHBVN

Circle	Division	Circle	Division	Circle	Division
Ambala	Ambala City	Yamunanagar	Yamunanagar	Rohtak	Rohtak
	Ambala Cantt		Jagadhari		Suburban Division Rohtak
	Panchkula		Naraingarh		Bahadurgarh
Karnal	Karnal	Kukukshetra	Kurukshetra	Sonapat	Jhajjar
	Suburban Division No. I Karnal		Kaithal		Sonapat
	Suburban Division No. II Karnal		Shahbad		Suburban Division Sonapat
	Panipat		Pehowa	Gohana	
	Suburban Division Panipat	Pundri	Jind	Jind	
				Jind	Narwana
					Safidon

FORM V

(Affidavit on non-judicial stamp paper of appropriate value)

**BEFORE THE Forum for Redressal of Consumer Grievances/
The Electricity Ombudsman**

PANCHKULA HARYANA

FILING NO.

CASE NO.

(To be filled by the Office)

IN THE MATTER OF:

(Gist of the purpose of the Petition or application)

AND

IN THE MATTER OF:

(Names and full address of the petitioners/applicants and names and full addresses of the respondent)

Affidavit verifying the Petition/reply/application

I, AB, son of aged..... residing atdo solemnly affirm and say as follows:

1. I am the petitioner/applicant/respondent etc. or I am a Director/Secretary/partner of..... the petitioner/applicant/respondent in the above matter and am duly authorised by the said petitioner/applicant/respondent to make this affidavit .
2. The statements made in paragraphs of the Petition/applicant/reply herein now shown to me and marked with the letter `A` are true to my knowledge and the statements made in paragraphs..... are based on information received by me fromand I believe them to be true
3. I solemnly affirm at On this day of that the contents of the above affidavit are true to my knowledge, no part of it is false and nothing material has been concealed therefrom.

Place:
Dated:

Deponent

Identified before me by