

## 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 <sup>1</sup> <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 <sup>nd</sup> time Vide Letter No. <input type="text"/>	Date <input type="text"/>	Where <input type="text"/>
Contacted 3 <sup>rd</sup> 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

<sup>1</sup> 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	Sohana	
Fatehabad	Old Faridabad		Narnaul		
Bhiwani	Bhiwani	Palwal	Ballabgarh	Narnaul	Mahendragarh
	Suburban Division Bhiwani				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	