

## 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 <sup>1</sup>	<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 <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 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