

## Consumer Complaint Form

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

## The Electricity Ombudsman, Jharkhand

4<sup>th</sup> floor, Bhagirathi Complex, Karamtoli Road, Ranchi – 834001

Ph. : 0651-2360117

To be filled by Ombudsman Office

DD-MM

Complaint ID/  
Appeal/Case No.

Date of Receiving Complaint/  
Appeal/Petition

To be filled by the Appellant/Complainant/Petitioner

Name of Consumer/  
Appellant/Complainant

Consumer No. \*

Consumer Category

Address

Phone No.

Fax No.

City/Village

E-mail

District

PIN

Licensee

Circle

Division

Complaint Type (Please tick)

- |   |   |
|---|---|
| <input type="checkbox"/> 1. Billing Dispute                               | <input type="checkbox"/> 6. Voltage Complaints                                  |
| <input type="checkbox"/> 2. Non Supply of Power                           | <input type="checkbox"/> 7. Problems in Metering                                |
| <input type="checkbox"/> 3. Safety  | <input type="checkbox"/> 8. Complaint regarding billing and collections service |
| <input type="checkbox"/> 4. Complaint regarding getting fresh connections | <input type="checkbox"/> 9. Complaint regarding Disconnection and Reconnection  |
| <input type="checkbox"/> 5. Interruption/failure of power supply          | <input type="checkbox"/> 10. 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)

Name of forum

Address

Ref No. of Letter/order received  
From Forum and Date

Date

\*Write 'NEW' if No consumer No. Allotted.

Decision/order of the forum in brief (Details may be annexed separately). Attach copy of Relief Remedy offered by Forum.

List of Enclosures:

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

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

1.  Has lodged complaint with the Forum.
2.  The representation has been made within 1 month from the date of the order of the Forum.
3.  Complaint does not lie with any Consumer Forum or any Court, or the Commission.
4.  Have provided complete personal information like name, address, consumer account no. etc.
5.  Have mentioned the Relief sought from Ombudsman.

### Verification

I .....(name in full and in block letters), Son/Daughter/Wife  
.....resident of.....P.S.....  
District.....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 provision of JSERC's "Guidelines for  
establishment of Forum for Redressal of Grievances of the Consumers" and "The Electricity  
Ombudsman regulation 2004"

Name:

Signature:

Place:

Date: