

**Annexure –7.1(Ref. Clause 7.12)**

**Complaint to The Executive Engineer**

Complaint Ref. No.:  
(To be given by Licensee)

1. Name
2. Address and telephone No. if any of the complaint.
3. Book Number/Service Connection Number
4. Consumer's original Complaint Number & Date
5. Brief description of the present complaint Copies of the previous complaints filed with sub station/AE(R)/AE (Meter) with copies of t he reply received, if any

Date :

(Signature of Applicant)

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**ACKNOWLEDGEMENT TO BE HANDED OVER TO THE CONSUMER**

1. Complaint reference No  
(To be given by Licensee)
2. Complaint received by  
(Name & Designation)
3. Complaint receiving date
4. Target time to resolve

Signature

**Procedure for Complaints To Appellate Committee  
(Pertaining To Energy Bill)**

- (i) The memorandum of appeal shall be in legible writing, on fullsize paper in triplicate duly signed by the consumer. All material on which the applicant (consumer) seeks to rely for the purpose of his appeal shall be sent along with the memorandum of appeal.
- (ii) The appellate Committee shall dispose off the appeal within a month after considering the submission of the appellant in the memorandum of appeal; the material placed before the Committee by the appellant and the enquiry records. It shall not be obligatory for the appellate Committee to give a personal hearing, but if a request is made in that behalf, it may grant such hearing to the appellant. The appellant may be represented at such hearings by a legal practitioner or any person duly authorised in that behalf.
- (iii) The appellate committee may: -
  - (a) Confirm, reduce, enhance or annul the assessment or
  - (b) Set aside the assessment and order fresh disposal of the case with or without further enquiry or
  - (c) Conduct a further enquiry itself or call for a report from the lower authority and dispose off the appeal in the light of such further enquiry or report or
  - (d) Pass such other orders as it deems fit:

Provided that no order adverse to the consumer shall be passed with-out giving notice and opportunity for a written representation to the consumer:

Provided further that if the consumer fails to turn up in spite of giving reasonable opportunity of being heard, the appellate Committee may proceed ex-party and decide the case on merits.

- (iii) The appellate committee shall give reasons for their conclusions.
- 1. Committee at Circle level : / DGM Up to lacs Rs. 2.00 ,
  - (a) Deputy General Manager (Distribution) Chairman
  - (b) Deputy Chief Accounts Officer or Member  
Accounts Officer nominated by him
  - (c) Executive Engineer (Test) Member
- 2. Committee at Zone level / GM Above Rs.2.00 lacs and  
up to 10.00 lacs.
  - (a) General Manager (Distribution) Chairman
  - (b) Deputy Chief Accounts Officer or Member  
where no Dy. C.A.O. is posted,  
senior most Accounts Officer
  - (c) Senior most Deputy General Manager Member  
(Distribution)

3. Committee at Head Quarter level/GM(C) All matters above Rs 10.00 lacs.
- |  |          |
|--|----------|
| (a) General Manager (Commercial)   | Chairman |
| (b) Senior Most Officer of Finance / Accounts Corporation Posted at Head Quarter (Except Director (Finance) Advisor or Deputy Chief Accounts Officer | Member   |
| (c) General Manager (Distribution) of any other Distribution zone except concern zone  | Member   |