

**ANNEXURE III**

**FORM FOR FILING COMPLAINT BEFORE ELECTRICITY OMBUDSMAN**

(see regulation 8)

(To be submitted in duplicate)

for office use :	
Appeal Petition Number	:
Date of receipt	:
Signature of E.O.	:

**I. Consumer Details :**

(a) Name of the Consumer :

(b) Postal address :

(c) Consumer Service Connection No :

(d) Address /Location of the Service connection :

(e) Consumer Category  
(i) HT/LT/ :  
(ii) Domestic/ Comml/  
Industry/Agri/others

(f) Phone No :

(g) Fax No. :

(h) Email (if any) :

**II. Details of the Licensee against whom complaint is made :**

- (a) Name/Designation of the Respondent (s) :**
- (b) Name of the Division & address :**
- (c) Name of the Sub-Division & address :**
- (d) Name of section & address :**

**III. Details of the Consumer Grievance Redressal Forum :**

- (a) Name :**
- (b) Address :**
- (c) Phone No. :**
- (d) Fax No. :**

**IV. Date of Submission of Grievance to the CGRF :**

**V. Brief Description of Complaint made to the CGRF (Details may be annexed separately. Copy of complaint sent to the CGRF shall be attached along with enclosures) :**

**VI. Whether the consumer has received final orders from the CGRF :**

- (a) If yes, attach a copy of the orders of CGRF :**
- (b) If no, whether 2 months have since passed without any reply from the CGRF :**

- VII. Explain how the relief ordered by the CGR Forum does not meet the justice demanded in the complaint :**
- VIII. Relief sought from the Electricity Ombudsman (Details may be annexed separately) :**
- IX. Additional information/points if any in support of the relief sought from the Electricity Ombudsman (Enclose documentary evidence also if any) :**
- X. Quote specific reference to Electricity Act licensee conditions & regulations, code, standards, directions & instructions issued by TNERC if any. :**
- XI. In case of any order of the CGRF to pay certain amount, whether 25 % of the amount as ordered by the forum has been deposited in the manner prescribed (attach copy of receipt issued by competent authority) :**
- XII. Whether the appeal has been made within 30 days from the date of order :**
- XIII. If not state the reasons for the delay :**

## DECLARATION

- (a) I/We the Consumer/s herein solemnly declare that and sincerely state as follows:
- (i) That the information furnished herein above is true and correct
  - (ii) That I/We have not concealed or misrepresented any fact stated in herein above and the documents submitted herewith are true copies of the original documents
- (b) Strike out the following which are inapplicable.
- (i) That I/We made a written representation to the Forum of the licensee named in the complaint before filing this appeal.
  - (ii) The forum rejected the complaint.
  - (iii) That I/We have not received any reply for 2 months from the date of filing of complaint.
- Note:** This is not applicable to complaints of common nature described under clause 17.
- (c) The subject matter of my/our representation has not been settled through the office of the Electricity Ombudsman in any previous proceedings whether received from me/ us or along with one or more complaints or anyone or more of the parties concerned with the subject matter.
- (d) The subject matter of the present representation does not pertain to the same subject matter for which any proceedings before any court is pending or decree or award or a final order has been passed by any competent court.

Place : (Appellant/Complainant)  
Date : (Name of the Consumer /Authorised representative)

**NOMINATION**

If the consumer wants to nominate his/her representative to appear and make submission on his/her behalf before Electricity Ombudsman or to the office of the Electricity Ombudsman, the following declaration should be submitted.

I/We ..... hereby nominate  
Thiru./Tmt.....residing at .....  
..... as my/ our authorised  
representative in the proceedings before the Electricity Ombudsman against the  
order of CGRF in petition No. . . . . and further authorise the said representative  
to present my/our case before the Ombudsman orally and in written form and to  
further authorise the said representative to facilitate settlement of complaint by  
agreement in accordance with regulation 20 and when the complaint is not  
settled under regulation 20, to plead on oath and file written note of arguments or  
submission before the Ombudsman under regulation 21.

**Signature of the representative & Date**

**Signature of the Consumer & Date” .**