



PROFORMA FOR LODGING COMPLAINT ON BILLS, DISCONNECTION AND RECONNECTION OF POWER SUPPLY.

Part-“A”

SOUTHCO’s Copy.

Please complete part - A and C of this form and hand it over to the Sub-divisional Officer who will give you a complaint reference No. and a target date for resolving the complaint before signing and returning part - C to you.

Complaint Reference No..... Date.....
(To be given by SOUTHCO)

Consumer No..... Consumer Name.....
And Address.....

Details of Complaint.....

Consumer’s Signature.

Date of Complaint received..... Target date to resolve.....

PART-B

FOR SOUTHCO’S USE ONLY.

J.E. Assigned to investigate..... Date.....

Verification report of findings to be submitted on or before Date.....

J/A assigned to investigate report of findings after ledger

Verification to be submitted on or before. Date.....

Date of report received from Junior Engineer by SDO© Date.....

Date of report received from Junior Accountant by SDO© Date.....

Action Taken by SDO, ©

Date of action by SDO©

Date on which response given to consumer. Written/Verbal

Comments by consumer (if any) Delete as appropriate.



SOUTHERN ELECTRICITY SUPPLY COMPANY OF ORISSA LIMITED.

Signature of SDO©

PART "C"

Date.....

Consumer Copy

Complaint Reference No.....
(To be given by SOUTHCO)

Consumer No..... Consumer Name.....
And Address.....
.....

Details of the Complaint.....
.....
.....

Date of complaint received..... Target Date to resolve.....

Complaint received by.....SDO©

Signature of the authorized Officer.
Designation:
Seal:

(For further assistance quote your Complaint reference number)