



PROFORMA INVITING COMPLAINTS/ GRIEVANCES TO BIJULI ADALT

Consumer No..... Complaint Ref. No.....  
(To be given by SOUTHCO)

1. Name and full address of the complaint:
2. Brief description of the complaint:
3. Whether relating to non-provision of new service line, repair, restoration, non-receipt of bills, non-working of meter, defective meter reading, non-adjustment of payments etc.
4. Previous complaint filed with officers of levels specified in complaint handling procedure with copy thereof along with copies of reply received if any:
5. The date since which the grievances is pending:
6. Present position of the grievances:
7. Any other point relevant to the complaint:
8. Signature of the petitioner

ACKNOWLEDGEMENT TO BE FILLED BY SOUTHCO AND HANDED OVER TO THE CONSUMER

Zone..... Date.....

1. Complaint Ref. No.....  
(To be given by SOUTHCO)
2. Received on Date:
3. Complaint received by:

Signature of authorized Officer  
Designation:  
Seal:

(For further assistance quote your complaint reference number)



1. The consumers having grievances may file the complaint with consumer No., if any in the prescribed Performa in duplicate as indicated in paragraph- 3 above. On receipt of the complaint the same may be entered in a register known as Bijuli Adalat case Register (A permanent annual register) in the following Performa:

- (i) Case No..... Complaint Ref. No.....
- (ii) Name of the complaint with address and consumer No.....  
.....  
.....
- (iii) Date of receipt
- (iv) Brief description of the complaint
- (v) To which division it relates
- (vi) Date of disposal
- (vii) Brief orders disposing off the case

1. After entering of the complaint in the above register, one copy of the complaint may be sent to the concerned officer for his comments to be furnished within a week to the Bijuli Adalat. Separate files may be opened for such complaint, grievance which should contain the following:

- (i) Complaint/ grievance of the consumer or prospective consumer.
- (ii) Copy of the notice issued to the concerned officer for report.
- (iii) Report of the concerned officer
- (iv) Final orders of the Bijuli Adalat
- (v) Communication of orders of the Adalat to the party.

2. On the date fixed for conducting Adalat, cases may be taken up for hearing and disposal normally in order of the date of receipt of the petition. On receipt of the report from the concerned officer on the grievance the party may be issued with a notice to appear before the Adalat on the date fixed in the following Performa.



3. UNDER CERTIFICATE OF POSTING

BEFORE THE BIJULI ADALAT OF SOUTHCO

ELECTRICAL CIRCLE.....
BIJULI ADALAT CASE No.....

Smt/Sri.....Complaint
Versus
The concerned officer of SOUTHCO.....Respondent.

Madam/Sir,
Please take notice that your complaint dated.....has been
registered in the Adalat and the same has been fixed on.....at
.....for hearing before this Adalat.

You are requested to please appear before this Adalat on the aforesaid date and
time with all documents/ evidences in support of your complaint. No traveling
charges will be paid for the purpose.

SUPERINTENDING ENGINEER (OR EQUIVALENT)
ELECTRICAL CIRCLE.....

(CONVERNER OF THE ADALAT)

Copy to the head of the Adalat Member of the Adalat. He is requested to head/assist
the Adalat on.....dated.....time.....
(place).....

Convener.
(SE/or Equivalent)

No. Bijuli Adalat..... Dated.....

Copy forwarded to the concerned officer.....He is to
attend before the Adalat .....on.....(date)
.....(time) at.....(place) with all
relevant records for hearing and disposal of the case.

TECHNICAL ASSISTANT TO SUPERINTENDING ENGINEER
ELECTRICAL CIRCLE.....