

Procedure to file the Complaint

- (1) Every complaint must be filed in writing in duplicate to the Chairperson of the Forum by the Complainant in Form-I.

Provided that

- i) the complaints relating to previous years pertaining to any grievance covered under regulation 7 can be filed with the forum within one year of its coming into existence.
 - ii) after one year of the establishment of the Forum, only those complaints filed within 1 year of its cause for action shall be entertained by the Forum.
 - iii) the complainant has exhausted the channel of redressal of grievances with the distribution licensee under the “Complaint Handling Procedure relating to Distribution & Retail Supply” as approved by the Commission at least up to XEN level.
 - iv) The Complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a decree or award or a final order has already been passed by any competent court;
- (2) The Complaint can also be lodged through e-mail to the respective Forum’s e-mail ID (which will be published by it widely). The hard copy of the complaint in duplicate should also be submitted within 7 days of sending the e-mail.