

procedure or when no action is taken by the authority prescribed in that procedure within the period prescribed therein, from the expiry of such period as aforesaid, which ever is earlier:

Provided further that the Forum may, for reasons to be recorded in writing, entertain a complaint which does not meet the aforesaid requirements ;

3. The Forum shall not entertain a complaint if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree , award or a final order has already been passed by any competent court , authority or forum or is frivolous or vexatious in nature ;

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Grievance filing

1. The Forum shall take up any kind of grievance concerning with electricity supply to the consumers except the grievances arising under Section 126,127, 135,139,143,152 and 161 of the Act.

2. Every grievance to the Forum must be submitted in writing to the Forum stating;

(a) the name of the individual or the organization, postal address, K No, and telephone number, fax number and the E-mail address (if any) of the complainant;

(b) the name of the office of the origin of complaint, , name of the electricity district etc;

(c) a full description of the matter, which is the source of the grievance, including copies of any relevant and supporting documents, if any;

(d) the relief prayed for .

(e) a statement that the matter is not pending before any other court, authority or forum

3. A copy of response if any from the licensee shall be enclosed.

4. The Forum may accept complaints through e-mails or website subject to fulfilment of such requirements as the Forum may consider appropriate.

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Grievance handling procedure for the forum