

**The CGRF BEST's grievance portal is exclusively for the consumer / complainant belongs to the area of electric supply of BEST Undertaking, Mumbai i.e. from Colaba to Sion & Colaba to Mahim. The grievance uploaded by the consumer / complainant other than this area will be rejected.**

The following instructions are to be followed before filling Schedule 'A' form.

1. The complainant should submit / upload grievance in Schedule 'A' form along with declarations and supporting documents duly signed.
2. Complainant needs to make numbering for all the documents on each page, tagging as 'Exhibit' or 'Annexure' which is to be mentioned in 'INDEX' while submitting the grievance before the Forum for the purpose of ease of referring pages of the documents during the hearing.
3. Active contact number and email ID should be provided for further communication.
4. Complainant needs to address grievance to CGRF mentioning all details of previous history and correspondence / follow up made with the Distribution Licensee i.e. BEST Undertaking and the relief sought from the Forum.
5. The grievance documents submitted will get scrutinized. Any discrepancy, if found, will be intimated to the complainant.
6. The grievance received with required, complete information and documents will be registered in CGRF and case number will be generated for further reference.
7. As per time limit the reply submitted by the Nodal Officer will be forwarded to the complainant.
8. As per the direction of the Forum, the date and time of hearing will be scheduled and intimated to the complainant.
9. After conducting the hearing, the copy of judgment will be given to concerned parties.
10. Once the order is issued the grievance will be closed.

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**Schedule A**

**APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE**

**Date** \_\_\_\_\_

1. NAME OF THE CONSUMER \_\_\_\_\_

2. FULL ADDRESS OF THE CONSUMER \_\_\_\_\_

\_\_\_\_\_  
PIN CODE \_\_\_\_\_

PHONE/MOBILE NO. \_\_\_\_\_

FAX NO \_\_\_\_\_

EMAIL ID \_\_\_\_\_

3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
*(Please state nature of connection)*

\_\_\_\_\_

4. NAME OF DISTRIBUTION LICENSEE \_\_\_\_\_

5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE  
*(If space is not sufficient, please enclose separate sheet)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. NATURE OF RELIEF SOUGHT FROM THE FORUM

\_\_\_\_\_

\_\_\_\_\_

*(Please enclose any proof to support claim, if any)*

7. LIST OF DOCUMENTS ENCLOSED

*(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance)*

8. DECLARATION

- (a) I/ We, the consumer /s herein declare that:
- (i) the information furnished herein above is true and correct; and
  - (ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.
- (b) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.
- (c) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.
- (d) The subject matter of my / our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Consumer's name in block letters)

**NOMINATION** – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt. ...., who is not an Advocate and whose address is

.....  
.....as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

## INDEX

1. CONSUMER / COMPLAINANT :  
V/S
2. DISTRIBUTION LICENSEE :

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Consumer's / Complainant's Signature \_\_\_\_\_