

Appeal to the appellate authority for redressal of consumer grievances.

- (1) In case the consumer is still not satisfied with the redressal of his grievance by the Nodal Officer, or his complaint remains to be redressed or no reply is received within the period of ten days of the registration of the complaint by the Nodal Officer or three days of the registration of the complaint by the Nodal Officer relating to fault or disruption of service or disconnection such consumer may, in writing, make an appeal to the appellate authority of the concerned Circle.
- (2) Every appeal to the appellate authority under sub –para (1) shall be made in duplicate, in the Form annexed.
- (3) Every appeal under sub –para (1) shall be filled within three months after the expiry of the time limit specified in within the period of ten days of the registration of the complaint by the Nodal Officer or three days of the registration of complaint by the Nodal Officer relating to fault or disruption of service or disconnection:

Provided that the appellate authority may entertain any appeal after the expiry of the said period of three months but before one year from the time limit of ten days of registration of the complaint by the Nodal Officer or three days of the registration of complaint by the Nodal Officer relating to fault or disruption of service or disconnection, If it is satisfied that there was sufficient cause for not filling it within that period.

FORM

(See regulation 11 of the Telecom Consumers Protection and Redressal of Grievances Regularation, 2007).

Appeal under regulation 11 of the Telecom Consumers Protection and Redressal of Grievances Regularation, 2007 to the appellate authority appointed by -----

(Mention name and address of service provider)

1. The Name, Address, Telephone Number, Facsimile Number and the E-Mail Address of the Appellant.	
2. Telephone Number or Cellular Mobile Telephone Number or Broadband Connection Identity, as the case may be, for which appeal is filed.	
3. The name of the city/district of the origin of complaint.	
4. The name of the State or licensed service area as the case may be, of the origin of complaint.	
5. Nature of Complaint(specify, whether complaint relates to Provisioning/activation/Billing/Fault Repair/Service disruption/disconnection of service/Value Added Service/Closure/Termination or specify if any other)	
6. The docket number allotted by the Call Centre at the time of lodging complaint under clause (a) of sub-regulation (1) of regulation 4 and date of lodging the complaint with the Call Centre.	
7. The unique complaint number communicated by the Nodal Officer under clause (c) of regulation 8, and date of lodging the complaint with the Nodal Officer.	
8. Date of decision of the Nodal Officer and decision intimated by the Nodal Officer under clause (d) of regulation 8, if any.	

<p>9. Statement of Facts relating to grievance or appeal : (attach separate sheet signed by Appellant if required)</p>	
<p>10. Grounds of Appeal : A full description of the matter, which is the cause of the grievance , including copies of any relevant and supporting documents, if any and the relief claimed in Appeal (attach separate sheet signed by Appellant if required)</p>	
<p>11. A statement to the effect that same subject matter or issue, for under these regulations, is not covered in any proceedings before any court or tribunal or under the Consumer Protection Act, 1986 (68 of 1986) or any other law for the time being in force.</p>	
<p>12. Details of any other relevant material or document.</p>	
<p>13. Whether the Appellant requests to grant him exemption from appearing in person and decide the appeal on the basis of information, document or record filled by him.</p>	

Form for verification

I, _____(name in full and in block letters), the appellant , son/daughter of _____ do hereby declare to the best of my knowledge and belief, the information given in this appeal and the annexure and statements accompanying the appeal are correct, complete and truly stated.

Signature of appellant
(Name of the appellant).....
(Specify status of the appellant, whether a company/firm/society/ individual/other.....)

Note1. The form of appeal, grounds of appeal and the Form of verification appended shall be signed by the appellant.

Note.2 The appellant shall submit in duplicate the appeal in this Form.