

## Procedure for complaints To Appellate Committee

(Pertaining To energy Bill)

- (i) The memorandum of appeal shall be in legible writing, on fullsize paper in triplicate duly signed by the consumer. All material on which the applicant (consumer) seeks to rely for the purpose of his appeal shall be sent along with the memorandum of appeal.
- (ii) The appellate Committee shall dispose off the appeal within a month after considering the submission of the appellant in the memorandum of appeal: the material placed before the Committee by the appellant and the enquiry records. It shall not be obligatory for the appellate Committee to give a personal hearing, but if a request is made in that behalf, it may grant such hearing to the appellant. The appellant may be represented at such hearings by a legal practitioner or any person duly authorized in that behalf.
- (iii) The appellate committee may :
  - (a) Confirm, reduce, enhance or annul the assessment or
  - (b) Set aside the assessment and order fresh disposal of the case with or without further enquiry or
  - (c) Conduct a further enquiry itself or call for a report from the lower authority and dispose off the appeal in the light of such further enquiry or report or
  - (d) Pass such other orders as it deems fit :

Provided that no order adverse to the consumer shall be passed with-out giving notice and opportunity for a written representation to the consumer:

Provided further that if the consumer fails to turn up in spite of giving reasonable opportunity of being heard, the appellate Committee may proceed ex-parte and decide the case on merits.

- (iv) The appellate committee shall give reasons for their conclusion.

1	Committee at Circle Level:/DGM (a) Superintending Engineer/DGM (b) Deputy Chief Accounts Officer or Accounts officer nominated by him. © Executive Engineer (Test)	Chairman Member	Up to lacs Rs. 2.00,
2.	Committee at Zone Level/GM (a) Chief Engineer(Zone)/GM (b) Deputy Chief Accounts Officer or Where no Dy. C.A.O. is posted, Senior most Accounts officer © Senior most Superintending Engineer	Chairman Member  Member	Above Rs. 2.00 lacs and up To 10.00 lacs.
3	Committee at Area Level:/CGM (a) Chief Engineer(Distribution) (b) Chief Accounts Officer & Financial Advisor or Deputy Chief Accounts Officer © Senior most Chief Engineer(Zone)	Chairman Member  Member	All matter above Rs. 10.00 lacs.