

M.P. PASCHIM KSHETRA VIDYUT VITRAN CO. LTD

CONSUMER COMPLAINT FORM

(To be submitted personally to the nearest MPPKVCL's call Centre or Office, it can also be mailed)

1 NAME OF REGION	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2 NAME OF CIRCLE/DISTRICT	<input type="text"/>				
3 NAME OF DC/ZONE	<input type="text"/>				
4 SERVICE NO.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
or IVRS ID No.	<input type="text"/>				
5 NAME OF CONSUMERS	<input type="text"/>				
6 ADDRESS OF CONSUMERS	<input type="text"/>				
7 CONTACT NO.	TEL.NO.	<input type="text"/>	MOBILE	<input type="text"/>	
8 NEAREST LAND MARK	<input type="text"/>				
9 TYPE OF COMPLAINTS *	<input type="text"/>				
10 TYPE OF SUB COMPLAINT *	<input type="text"/>				

* Note-

Type of complaints and its subcomplaints -

<p>FOC</p> <ul style="list-style-type: none"> Individual HT Consumer Feeder Transformer Replacement Of Services 	<p>Bill</p> <ul style="list-style-type: none"> Non receipt - Delayed receipt of Bill Duplicate Bill Reading not recorded Excess reading recorded Accumulated reading Self reading Billing not as per tariff check – revise billing Incorrect bill reading Not Recieved Excess Amount Accumelated Reading Duplicate Bill Reading Entred To Computer Bill Is Incorrect Reading Not Recorded Not As Per Tariff 	<p>Street light</p> <ul style="list-style-type: none"> Not Glowing During Day Dim
<p>Voltage</p> <ul style="list-style-type: none"> Individual Fluctuation Area Fluctuation Augmetation Low Voltage High Voltage 		<p>Theft</p> <ul style="list-style-type: none"> Permanent Temporary
<p>Load Shedding</p> <ul style="list-style-type: none"> Schedule Unschedule Maintenance 		<p>Others</p>
<p>Meter</p> <ul style="list-style-type: none"> Meter stop Meter burnt Meter defective, slow or fast Not installed or replacement Not Installed Fast Old Burnt Slow Stop Defective 	<p>RC/DC</p> <ul style="list-style-type: none"> NON Payment Temporary Disconnection Permanent Disconnection On Consumer Request RC After Arrears Payed NON Payment Permanent Disconnect Incorrect Disconnection 	
	<p>Delay</p>	
	<p>Secret</p> <ul style="list-style-type: none"> MPSEB Officer CCR 	
	<p>Accident and damage</p>	