

TIME FRAME and step by step disposal of Appeal

1	Receipt of Appeal	SM(OP)	Nominate SS( Section Supervisor) for receipt of Appeal and maintaining record in register
2	Acknowledge the Appeal	Within 3 Days	By SMS/E mail by Area SM(OP) unit Allot Appeal No “ As above “ to Consumer at point 4.
3	Forward copy of Appeal to GM(OP) unit	Within 3 days	By FAX/Email by Area SM(OP) to GM(OP) Unit
4	Collect Relevant Information, Document & Record	Within 7 Days	By Area SM(OP) unit and forward by messenger to GM(OP) Unit
5	GM(OP) Unit	Once in 15 Days ( As per TRAI Ruling)	Conduct meeting of Advisory Committee to Place all Appeal received by unit for discussion.
6	Advisory Committee	Within 15 days	Render its advice on every appeal placed before Committee to respective appellate authority through SM(OP) of Area
7	AGM(OP) of Area	Within 2 Days	Place before Appeal Authority the Appeal, Record, document , Advice of Advisory Committee.
8	Appellate Authority	Within 10 Days	The conduct such enquiry as consider necessary, take into consideration the advice given by advisory committee and pass reasoned order in writing stating therein the points for determination and decision there on. In case the Appellate Authority decides the appeal otherwise than in accordance with the advice of Advisory Committee it shall record the reason for the same in the order passed by it.If desired

			Appellate Authority may call Appellant to present his case
9	SM(OP) of Area GM		Appellate Authority i.e. SM(OP) of Area will take Administrative /Financial approval of GM concerned as the case may be .
10	DM(OP) of Area	Within 3 Days	The DM(OP) shall intimate the decision of Appellate Authority to Appellant and copy to GM(OP) Unit