

Time frame and step by step disposal of appeal:

1	Receipt of appeal	Executive-HQ of the Appellate Authority	Receipt of appeal and maintaining record in register
2	Acknowledge the appeal	Within 3 days	By SMS/E-mail by Executive-HQ . Allot Appeal No. "As above" to Consumer at point 4.
3	Forward copy of appeal to the concern executive relevant with the appeal under zone/area.	Within 3 days	By Executive-HQ
4	Collect all relevant Information, documents & records from the concern executive.	Within 7 days	By Executive-HQ
5	Put up all relevant documents along with the appeal before the advisory committee for its consideration.	Within 2 days	By Executive-HQ
6	Advisory Committee	Within 15 days	Render its advice on every appeal placed before Committee to respective appellate authority.
7	By Executive-HQ	Within 2 Days	Place before Appellate Authority the Appeal, Record, Document, Advice of Advisory Committee
8	Appellate Authority	Within 10 Days	To 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 then 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 appellants to present his case.
9	Appellate Authority		Appellate Authority will take administrative/Financial approval of GM concerned as the case may be.
10	Executive-HQ	Within 3 Days	The Executive-HQ shall intimate the decision of Appellate Authority to Appellant; keep record of the case and forward copy to GM (OP) Unit for record and report purpose.