



Customer Appeal Form

Customer's Name: _____

Address: _____

City: _____ District/ Village _____

State: _____ Pin Code _____

E-Mail ID: _____

Contact Number: (with STD Code) _____

MTS Product used:

Mobile - Prepaid Mobile - Postpaid Fixed Line Data Card

MTS Number:

Nature of Complaint:

Activation SIM Related RCV Related Value Added Services

Service Issue Handset Related Network Related Billing

Others, Pls specify _____

No of times the complaint was raised before the Appeal: _____

Service Request Number allotted by MTS executive: _____ Date _____

Reason for registering complaint with Nodal Officer: _____

Service Request Number allotted by Nodal Officer: _____ Date _____

Date of decision by Nodal Officer _____

Details of decision: _____

Reason for appeal to the Appellate Authority: _____

Summary : _____

Details of Proofs/ Documents Attached : _____

Exemption from appearing in person: Yes No

Form for Verification

I, _____ (Name in full and in block letters), the appellant, son / daughter of _____, do hereby declare that 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)
(Specify status of the appellant, whether a
company/ firm/ society/ individual/ others
_____)

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

Procedure for making appeals before the Appellate Authority:

1. Appeal must be in the prescribed format (in duplicate)
2. Every appeal must be filed within 3 Months from the date of decision of the Nodal Officer.
3. All appeals are generally disposed of within 3 Months from the date of filing of appeal.
4. Appeals only against the decision of the Nodal Officer are maintainable before the Appellate Authority, no other appeal / direct complaint shall be entertained
5. For detailed procedure on disposal of appeals by Appellate Authority please refer the TRAI Regulation on Consumer Protection and Redressal for Grievances (3 of 2007)