

PUNJAB WATER SUPPLY & SEWERAGE BOARD



Complaint Registration Form

Consumer Details

Please tick any one of the following options

Account No.

Application Reference No. (Applicable for Pending for New Connection Complaint Type only)

Account No. Application Reference No.

Name Address Line 1

Address Line 2 ID Proof

Either Account No. or Application Reference No. must be provided.

Request/Grievance Details

Please tick any one case category

Account Related Meter Related Billing Related
 Sewer Related Water Supply Related

Water Supply Related

Mixing of Water Low Pressure
 Water Leakage from Pipe Others

Sewer Related

Manhole overflow/cleaning Manhole cover broken
 Sewer Line Cleaning Sewer Line leakage
 Others

Account Related

Category Change Correction of Address Correction of Name
 Pending for New Connection Release Pending for Disconnection/Reopening

Meter Related

Fast Meters Incorrect Meter Reading Meter Stuck Up
 Meter Leaking/Seal Broken Others

Billing Related

- Additonal Charge/Surcharge Dispute
- Non Receipt of Bill
- Inclusion of Surcharge Amount
- Late Receipt of Bill/Late Posting
- Wrong Imposition of Billing Category
- Wrong Bill Amount (Error in calculation/Wrong meter reading)
- Dispute Regarding Cost of Water Related to Civil Construction Activites
- Arrears Dispute
- Issue of Duplicate Bill
- Less Time Given to Deposit Bill

If 'Correction of Address' is ticked please fill up the following and provide supporting documents

Please select any one of the following options

- Bill Address
- Ward No.
- Locality
- Road Name/No.
- Pin Code
- House No.
- Sub Locality
- Society Name

Case Description

(Please provide new category if complaint type is 'Category Change' name and details of the name if complaint type is 'Correction of name' application reference no. and date on which you had applied if complaint type is 'Pending for New Connection Release', application reference no. and date on which you had applied if complaint type is 'Pending for Disconnection/Reopening', meter number if complaint is meter related and bill id if complaint is billing related)

Preferred Contact Type (Please tick One)

- Email
- Mobile

Contact Details

Email Id Mobile No.

Acceptance

Consumer Name

Signature of Consumer

Date

Instructions to fill The Complaint Registration Form

Consumer Details

Consumer has to select either **Account No.** Or **Application Reference No.** It is compulsory.

If **Account No.** is selected, consumer must provide **Account No., Name, Address.**

UID is optional.

If **Application Reference No.** is selected, consumer must provide Application Reference No. only.

Request/Grievance Details:

Consumer has to tick any one Request/Grievance type. It is compulsory.

Providing **Case Description** is compulsory.

If Request/Grievance type is **Category Change**, consumer must provide the new category in **Case Description.**

If **Correction of Address** is ticked as Request/Grievance type the consumer must mention the address which is to be corrected. The complete address must be provided. The **Bill Address, Pin Code, Ward No., House No., Locality, Sub Locality, Road Name/No., Society Name, Tehsil and District** may be provided. Supporting documents must be provided.

If **Correction of Name** is ticked as Request/Grievance type, the consumer must provide name and details of the name which is to be corrected in the **Case Description.**

If **Pending For New Connection Release** is ticked as Request/Grievance type, the consumer must provide the reference no. and date on which the new connection was applied, in **Case Description.**

If **Pending For Disconnection/Reopening** is ticked as Request/Grievance type, the consumer must provide the reference no. in **Case Description.**

If the Request/Grievance is **meter related**, the consumer must provide the meter number in **Case Description.**

If the Request/Grievance is **billing related**, the consumer must provide the bill id in **Case Description.**

Preferred Contact Type and Contact Details :

Consumer must provide his mobile number

Consumer must provide his email id, if email id is ticked as preferred contact type. In this case mobile number must be provided as well.

This form allows for change in Bill Address. Billing Address which may be used by **PWSSB** in future.