

# Preface

- Complaint Resolution procedure Regulations, 2003 provide effective and efficient complaints redressal mechanism
- Complaint against a gas company is entertained if the consumer/person fails to get relief from the licensee
- Designated officers resolve the complaints after getting requisite information from complainant, concerned company and, if required, after giving hearing to the parties
- Any person aggrieved by the decision of the Designated officer has a right to appeal to the Authority for review of the decision
- Any person aggrieved by the decision of the authority has a right of appeal in the high Courts