**Solution to Exercise 11.1**

**To examine the procedure for satisfactory redressal of complaints of consumers.**

**The points to be examined could be the following;**

*i.* Whether regulator has been able to secure suppliers' responsibility for dealing with all complaints received from consumers satisfactorily and timely and provides for necessary incentives/ disincentives,

ii. Whether the system for lodging complaints is well publicised and clearly understood by the consumers,

iii. Whether the system is simple and fool-proof and secures the interests of the consumers,

iv. What mechanism the regulator has set up for obtaining information regarding the nature and status of complaints and whether the information so collected is used for bringing out improvements.