

**PROFORMA FOR INVESTIGATION OF COMPLAINTS  
(Other than quality complaints)**

1. Complaint lodged by :  
(name and full address)
2. Against whom :  
(name and full address)
3. Whether the supplier is a merchant exporter :  
or a manufacturer exporter?
4. Particulars of complaint :  
(Please furnish details)
  - (a) Non-payment of commission
    - i) Export order/L.C. :  
(copy may be furnished)
    - ii) Agency agreement :  
(copy may be furnished)
    - iii) Export invoice :  
(copy may be furnished)
    - iv) Amount & due date as commission :
    - v) Copies of correspondence exchanged :  
(furnish)
    - vi) Any complaint in the past and mode :  
of settlement
  - (b) Non-execution of export order
    - i) Export order/LC :  
(copy may be furnished)
    - ii) Whether any sample was approved :  
(give details)
    - iii) Copies of correspondence exchanged :
    - iv) Was anything pending from your end? :
    - v) Reasons for delay/non-execution, :  
as far as known
  - © Short supplies
    - i) Whether any agency was nominated :  
for inspection prior to export?  
(Furnish details including inspection  
certificate, if any)?
    - ii) Short landing survey certificate :  
(copy may be attached)

- iii) Whether any survey was carried out at :  
Port of destination(please enclose copy)
  - iv) Packing list (please enclose copy) :
  - v) Reason for short landing as far as known :
  - vi) Copies of correspondence exchanged :
5. Whether imports were effected from the same :  
exporter in the past?
6. Any complaint on past supplies and mode of :  
Settlement
7. Whether further orders have been placed with the :  
same exporter?
- 8 .Any other information that would help in :  
investigation of the complaint.

The foregoing information/particulars are true to the best of our knowledge and belief.

Place:  
Date:

Signature  
Name  
Designation  
Seal with address & name of firm