

JAIPUR VIDYUT VITRAN NIGAM LIMITED  
(COMMERCIAL WING)

JPRS-48

No. JP Discom/ACE (C)/XEN/C.II/F.2 (35)/D. 1692 Dt. 5.11.2001

ORDER

Sub : Refund of amount of security deposit in cases of temporary connections.

Instructions in respect of expeditiously refund of balance amount (if any), out of the advance consumption charges (security deposit) deposited by the consumer while taking a temporary connection were issued from time to time emphasizing that after the end of temporary connection, the final bill should be prepared immediately making the adjustment of amount already deposited by the consumers and if any amount is to be recovered from the consumer the same should be recovered immediately. The cases in which the consumer's amount remains balance with the Discom, must also be processed immediately for issuing a cheque of such balance amount in favour of the consumer without waiting for the consumers to approach the office. But it has been observed that such instructions are not being followed seriously in the field. The matter was therefore reviewed and decided that the balance amount (if any) refundable to the consumer out of the advance consumption charges recovered, should be refunded promptly in cases of temporary connections and if the refundable amount, (if any) is not refunded within a period of one month from the date of final disconnection of temporary connection, then a simple interest @ 12% per annum shall also be paid to the consumer on the refundable amount. Such amount of interest shall be recoverable from the defaulting officer/employee found negligent.

These instructions should be adhered strictly and any non compliance shall be viewed seriously.



(Dr. Ashok Singhvi)  
Chairman & Managing Director