



AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.) (Website-www.avvnl.com)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

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No. AVVNL/ ACE(H.Q.)/XEN(C-II) /F. /2017-18/D. 03 Dt. 2-4-18

ORDER

Sub:- Regarding to consider the cases at the Consumer Grievance Redressal Cum Settlement Forum.

It has been observed that field officer(s) generally stress the consumer to deposit 50% of disputed amount against the assessment raised by the Audit Wing/ M&P Wing/ Sub-division due to wrong billing or meter defective for considering the case at the Consumer Grievance Redressal Cum Settlement Forum, whereas, many times the actual chargeable amount comes even less than 50% of total assessed amount.

To redress the grievances of the consumer in right spirit, it has been decided that the cases in which the Audit Wing/ M&P Wing/ Sub-division have raised the assessment for wrong billing or defective metering equipment, may be considered at the Consumer Grievance Redressal Cum Settlement Forum by accepting 25% of disputed amount if deemed appropriate by the Chairman of the respective Committee.

The above instructions shall be strictly complied-with by all the respective field officers with immediate effect.

By Order,


(S.S. Mina)

Addl. Chief Engineer (HQ)
AVVNL Ajmer