



AJMER VIDYUT VITRAN NIGAM LIMITED

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

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makadwali Road, Ajmer 305004

Tel No -0145 2644501 , Fax 01452644502, E-mail-cecomavvnl@gmail.com

No. AVVNL/ACE(HQ.)/SE(C)/XEN(C-II) /F. /2021-22 /D. 4655 Ajmer, Dt. 07/3/22

ORDER

Sub: Regarding compliance of the directions issued for “Procedure for Redressal of Consumer Grievance” (Comml Aj-831)

Earlier in pursuance to the Rajasthan Electricity Regulatory Commission (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) Regulations, 2021 issued by the Rajasthan Electricity Regulatory Commission, an order dated 08.06.2021 (Comml Aj- 831) was issued regarding “Procedure for redressal of consumer grievance”.

Various representation of consumers are being received regarding certain deviation being made by Nigam officers while implementing the RERC CGRF, Regulations-2021. To make strict compliance of the provisions of aforesaid order, all concerned are directed as under:-

1. No fee should be taken for registration of grievance.
2. In the case of the monetary nature disputes, it is not mandatory to deposit 50% of the disputed amount, however Chairman of the Forum / IGR Cell may ask the consumer to deposit reasonable amount as deemed appropriate towards the disputed amount.
3. Detailed guidelines issued vide Comml Aj- 831 for IGR cell be followed strictly.
4. Opportunity for hearing shall invariably be offered to consumers at all levels of IGR cell and Forums.

All concerned are directed to ensure strict compliance of the above directions.

By Order,


(M.C.Baldi)

**Addl.Chief Engineer (HQ.)
AVVNL Ajmer**