

**AJMER VIDYUT VITRAN NIGAM LIMITED**

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

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

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No. AVVNL/ CE(COMML)/XEN(C-II) /F./2016-17/D. 3317 Ajmer Dated 15-9-16

Order

Sub:- Directions in respect of existing provisions of Clause 51(5)(6) of "TCOS-2004" (amended upto Dec'2012)- Redressal of Consumer's Grievances.

As per existing provisions of Clause 51 (2) of 'TCOS-2004' (amended upto Dec'2012) **Forum for Redressal of Grievances**, different level settlement committees have been framed for Redressal of consumer's grievances in monetary nature as well as non-monetary nature. Further as per existing provision of Clause 51(5)(6) of 'TCOS-2004' (amended up Dec,'2012), normally the grievance is to be disposed of within 30 days and in any case not exceeding 45 days from the date of its receipt registration.

In this context, it is generally observed that the applications are submitted by the applicant / consumer either without enclosing supporting documents or with incomplete details and thus such details are asked from respective field Officer(s). In spite of all efforts the Field Officer(s) generally do not furnish the complete details/factual report timely and in absence of desired information, the intimation to the consumer for depositing desired amount against the disputed amount & requisite fee of Settlement Forum is not only delayed but the cases are registered late under Grievance Redressal Cum Settlement Forum resulting which such cases are placed late before the Committee. Further, some consumers also approach to Hon'ble Electricity Ombudsman, Rajasthan, Jaipur as well as Court after expiry of 45 days.

In order to circumvent such situation, the field officers are directed to ensure the compliance of following directions:-

- (i) Ensure to furnish complete details of case along with relevant documents within a week time positively like checking report / audit assessment sheet, binder copy & copy of M.C.O's etc.
- (ii) While providing the factual report by the Field Officers to respective Committee, it will be ensured by him that the case be submitted with all relevant papers.

- (iii) Brief History of case & comments along with factual report shall also be provided to respective Committee.
- (iv) The Concerned Field Officer while attending the meeting of Grievance Redressal Cum Settlement Forum shall come with present status of case along with complete details & documents and shall brief the case to the Committee members.

In case, any field officer fails to submit such informations within specified time frame period, he shall be liable for charging as well as loss to the Nigam, in case any grant/ relief allowed to the consumer on account of delay in submission of complete factual report.



(B. M. Bhamu)
Chief Engineer (Comml.)