



AJMER VIDYUT VITRAN NIGAM LIMITED

Regd. Off: City Power House, Hathibhata, Ajmer-305001
Phone: +91-145-627718, Fax: +91-145-630636

No. AVVNL/CS/LEGAL/F /

/D-

No - 5235

17 January 2003

CIRCULAR

Sub: Recovery on the basis of audit para(s).

Internal Audit parties are sent to the field offices to check up the consumers' ledgers/accounts. Many a time, the audit parties detect the cases of lesser assessment and point it out to the concerned offices for the recovery of the same. In order to effect the recoveries, guidelines have been issued time to time with a clear emphasis on the observance of due process like issuing notices to the concerned consumers, indicate the reasons and then debit their accounts but it has been observed that the due process of Law is not being followed. As a result of which, the consumers whenever they approach the District Forum for Consumer Protection, the cases are adjudicated against the Nigam on the grounds of non observance of the due procedures for the recovery of the outstanding amount/audit para(s) either for lesser assessment or on the basis of average charges.

The non observance of the procedure by the field officers on one side has been causing simmering discontentment among the consumers on account of non explaining the reasons clearly and follow the procedure and on the other side the Nigam has to suffer financial losses in the event of the judgment pronounced against the Nigam by the DFCP. Sometimes, this practice is also resorted to by the consumers on the simple ground that the bills are raised after passage of a long time against their account/ledger for which no justified ground exist. In order to strengthen the system it is enjoined upon all concerned that in future due procedure must be observed as follows:-

1. As soon as Calculation Sheets are provided by the Audit Parties, the unit officer will take immediate action for issue of notices of hearing to the consumer alongwith the calculation sheet.
2. 15 days time shall be given to the consumer to submit his written or verbal representation as per the directions issued by the RERC.
3. Demand Notices for deposit of amount should not be issued unless an opportunity of hearing is given to the consumer concerned.

4. Before issuing notices on the auditors' remarks, the factual position be explained to them, as the audit parties may not be aware of the factual position about the consumer. Therefore, Auditors be convinced through factual explanation by the concerned unit office if the cases are not suffer for want of strong merits, to avoid unnecessary litigation which eventually tell upon the time, energy and finances of the Nigam.

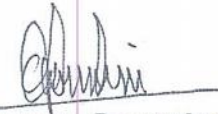
Strict Compliance of the directions given under this circular be ensured so as to avoid resentment among the consumers and also to reduce the number of cases being filed with the District Consumer Forums.

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(B. L. Arya)

Chairman & Managing Director

Copy to the following for kind information and necessary action:-

1. The Chief Engineer(O&M), AVVNL, Ajmer
2. The Zonal C.E..((UZ)/(JZ), AVVNL, Udaipur/
Jhunjhunu
3. The Dy. Chief Engineer (Comml.), AVVNL, Ajmer
4. The FA & COA, AVVNL, AVVNL, Ajmer
5. The Chief Accounts Officer, AVVNL, Ajmer
6. The Dy. Secretary (A&P-I)/ , AVVNL, Ajmer
7. The Superintending. Engineer (O&M),/Plan/ MM/
M&P AVVNL, _____. With the request to
forward the copies to all concerned field officers.



Company Secretary