

49. Redressal of grievance

- (1) A consumer may approach the "Grievance Redressal cum Settlement Forum, set up by the JAIPUR Discom for redressal of grievances, both monetary in nature & general or Non-monetary in nature.
- (2) The grievance of the consumer shall be classified as here-under:
- (i) **Monetary in nature:** Consumer grievance relating to electricity bills, recovery of arrear, payment of demand raised by the Nigam except the cases covered U/s 126 & 135 of the Act.
- (ii) **General or Non-monetary nature:** Consumer grievances such as relating to quality of supply, defects in service & standards of performance by the Nigam.

50. Grievance Redressal cum Settlement Forum.

(1) The jurisdiction of the Forum:

(A) Grievances of Non-monetary/general nature:

- (a) Divisional Forum - Grievance of LT supply consumers of the Division
- (b) Circle (District) Forum- Grievance of HT supply consumers of the Circle
- (c) Corporate Forum - Grievance of EHT supply consumers

(B) Grievance of Monetary nature:

- (a) Sub-divisional Forum - Monetary limit upto Rs. 10,000/-
- (b) Divisional Forum - Monetary limit >Rs.10,000/- & upto Rs. 25,000/-
- (c) Circle (District) Forum- Monetary limit >Rs. 25,000/- & upto Rs.3,00,000/-
- (d) Corporate Forum - More than Rs. 3,00,000/-

(2) Constitution of various Forums:

Following are 4-tier "Grievance Redressal cum Settlement Forum". The forum may be reviewed by the Board of Directors of the Nigam under intimation to the Commission and may be reconstituted from time to time:-

(A) Sub-Divisional Forum

- (1) The following shall constitute the forum:
- (a) The Assistant Engineer of the Concerned O&M sub-division. Chairman
- (b) Asstt. Revenue Officer/Sub-divisional Accountant of the concerned sub-division. Member Secretary

- (c) Junior Engineer (O&M) to be nominated by the concerned Executive Engineer amongst his Division. Member
 - (d) Independent person as nominated by RERC Member
- (2) At least 50% members including the Chairman shall constitute the quorum. The forum is empowered to entertain cases involving grievances of monetary in nature. Cases, which have been made out by Vigilance/Audit/M&P Wing, shall not be entertained by this forum.

(B) Divisional Forum

- (1) The following shall constitute the forum:
 - (a) The Executive Engineer (O&M) of the concerned Division Chairman
 - (b) Asstt. Engineer (O&M) of the concerned Sub-division Member Secretary
 - (c) Asstt. Revenue Officer of the concerned O&M Sub-division Member
 - (d) Representative of the Internal Audit wing posted at the headquarter not below the rank of Asstt. Accounts Officer and in his absence of AAO of the concerned Circle (for the case the dispute is arising out of Audit objection.) Member
 - OR
 - Executive Engineer (M&P) of the area or his representative not below the rank of Asstt. Engineer (For the cases made out by M&P Wing). Member
 - OR
 - Asstt. Engineer (Circle Vigilance) or Asstt. Accounts Officer to be nominated by the Vigilance wing (For the cases made out by Vigilance wing) Member
 - (e) Independent person as nominated by RERC Member
- (2) At least 50% members including the Chairman shall constitute the quorum.

(C) Circle (District) Forum

- (1) The following shall constitute the forum:
 - (a) Superintending Engineer(O&M) of the Circle concerned. Chairman

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| (b) | Executive Engineer of the concerned Division. | Member Secretary |
| (c) | Accounts Officer of the circle concerned | Member |
| (d) | Executive Engineer (Comml)/Sr. Accounts officer if considered necessary to be nominated by the Commercial wing. | Member |
| (e) | Superintending Engineer(M&P) of the area or his representative not below the rank of Executive Engineer (for the cases made out By M&P Wing). | Member |
| OR | | |
| | Any Officer of the Vigilance Wing not below the rank of AEN to be nominated by Vigilance wing (for the cases made out by Vigilance) | Member |
| OR | | |
| | Any Officer of I.A. Wing not below the rank of AAO to be nominated by IA wing (for the cases made out by I.A. wing) | Member |
| (f) | Independent person as nominated by RERC | Member |
| (2) | At least 50% members including the Chairman shall constitute the quorum. | |

(D) Corporate Forum

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| (1) | The following shall constitute the forum: | |
| (a) | Chairman & Managing Director | Chairman |
| (b) | Director (Finance) | Member |
| (c) | Director (Technical) | Member |
| (d) | Chief Engineer (HQ) | Member Secretary |
| (e) | Zonal Chief Engineer | Member |
| (f) | Chief Accounts Officer | Member |
| (g) | Executive Engineer(Legal-I) | Member |
| (h) | Independent person as nominated by RERC | Member |
| (2) | At least 50% members including the Chairman shall constitute the quorum. The Chairman may invite other Chief Engineer and/or officer if required, as special invitee. | |

(3) Registration of complaint/grievances:

- a. The Nigam will specify its offices where the complaints can be made and registered.

- b. Grievances Redressal Cum Settlement Forum shall entertain the application from the consumer for redressal of disputes.
- c. If a notice is received from any Civil Court or any Forum/Commission constituted under Consumer Protection Acts, the case may be taken up suo moto by the respective "Grievance Redressal cum Settlement Forum". In such case, no fee would be charged from the consumer. If a legal notice is received from an advocate of the consumer, the case may also be taken up by the respective settlement forum but in that case the fee would be charged.
- d. A case referred by the "State Consumer Forum", for settlement which falls under the jurisdiction of Sub-Divisional/Divisional Level Forum would, however, be heard by Circle (District) Forum.
- e. Complaints can be made orally in person or on telephone or in writing to the duty in charge at the specified office.
- f. Each complaint will be entered in a register meant for the purpose under the Rajasthan Electricity Regulatory Commission ('Distribution Nigams' Standards of Performance) Regulations, 2003, each complaint will be assigned a number which is to be conveyed to the consumer.
- g. In urban complaints centers, the Nigam will provide the facility of complaint registration via Interactive Voice Recording system through telephone in a phased manner for which a definite time frame will be given and acted upon.
- h. The Nigam shall endeavour its best efforts to redress the consumer complaint at the initial stage. However, in case of non-satisfaction, the aggrieved consumer may approach the appropriate Forum in person or through post for redressal of his grievance and may also request for interim relief, if so required.
- i. The office of the Forum Chairman or the authorized officer/official will acknowledge the grievance received, indicating the registration number and the date.

(4) Registration Fee:

- (a) No fee shall be payable by the consumer for the redressal of non-monetary nature of grievance.
- (b) The registration of monetary nature grievances will attract a fee of:
 - (i) at Sub-divisional Forum - Rs. 50/-
 - (ii) at Divisional Forum - Rs. 100/-
 - (iii) at Circle (District) Forum - Rs. 250/-
 - (iv) at Corporate Forum - Rs. 1000/-
- (c) In case of Central/State Government, fee shall not be chargeable.

(5) **Disposal of grievances:**

- (a) The Forum will redress the consumer grievances as per the mechanism for pre-litigative conciliation at the request of the consumer to arrive at possible settlement i.e. through compromise with fairness, equity and justice on merit of each case considering the provisions of the Act, Rules and Regulations and directions of the Commission and the provisions of the settlement forum.
- (i) Where the mutual consensus is arrived at settlement proceeding will be recorded and a copy thereof will be made available to the consumer.
- (ii) Where no mutual consensus is arrived at, the forum will pass speaking orders on merits indicating the contention of the consumer and ruling of the Forum.
- (iii) Consumer aggrieved by the decision of Sub-Divisional/ Divisional/Circle Forum will have the option to approach the Corporate Forum before making an appeal to the Ombudsman. For monetary nature of grievances, a fee of Rs.750/- be deposited while appealing the Corporate Forum.
- (b) The Chairman of the Forum, on considering the grievance, if satisfied, may grant an interim relief, pending final disposal of the grievance where prima-facie it appears to be genuine and the consumer is likely to suffer an irreparable loss if, an immediate relief is not provided.
- (c) Every Forum, at the office will display the date of meeting last held & the next meeting scheduled number of grievances settled and pending.

(6) **Time frame for disposal of grievances:**

Normally, the grievance will be disposed of in 30 days and in any case not exceeding 45 days from the date of its receipt registration.

(7) **Appeal:**

- (1) If a consumer's grievance is not redressed by the Forum within the specified time or the consumer is not satisfied with the disposal of his grievance, he will be free to approach the 'Ombudsman' appointed by the Commission as per RERC (Settlement of Dispute by Ombudsman) Regulation, 2010.
- (2) If an appeal is made by the aggrieved consumer due to non-disposal of his grievance by the Forum in the given time frame, the matter with the earlier Forum will stand dropped.

(8) **Wide publicity of Forum office:**

Complete address and telephone number of the Complaint Center and Grievance Redressal Forum must be intimated to the consumers through

electricity bills and wide publicity be given through press and media and in sub-divisional (AEn) Offices.

(9) Monitoring of grievances:

1. The Nigam will set up a mechanism at Circle level for close monitoring of the grievances redressal. The information will be compiled at corporate level ensuring the adherence of the time schedule laid down by the Commission.
2. The Nigam will send quarterly reports to the Ombudsman and to the Commission in the form specified by RERC, from time to time in respect of standards of performance, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances. Regular quarterly reports will be sent by the Nigam at the end of the month to the Commission.

(10) Consumer's Rights Protection:

Nothing contained in these Terms & Conditions shall in any way prejudice or affect the rights and privileges of the consumers under the other laws including the Consumer Protection Act, 1986 (Central Act No. 68 of 1986)

(11) Nomination of a Member in the Forum by the Commission:

The Commission will nominate one independent Member in each Forum, established by the Nigam. The qualifications and experience of the persons nominated as Member of the Forum and remuneration shall be as per guidelines specified by the Commission incorporating the manner and term of appointment, removal of Member etc.

(12) Ombudsman

Any consumer, who is aggrieved by non-redressal of his grievance under clause 51, may make a representation for the redressal of his grievance to the Ombudsman appointed by the Commission.