

Annexure - 6

Report of Committee constituted for study and suggestions on
Large number of unnecessary litigations regarding collection,
billing, metering and are pending against Discoms in various
forums.

A Large number of unnecessary litigation regarding connections, billing, metering etc. are pending against Discom in various Forum. To reduce the litigation in various forums, Field Officers are directed time to time to resolve the grievances of consumers regarding connections, metering, billing etc. at Sub division level, so the litigation could not escalate to higher level. Training Program are also organized at Circle Level for JEN's & AENs and they are conveyed about the provisions of Tariff and TCOs, so that they can work as per existing provisions and Grievance of consumers can be minimized. Field Officers are also advised to adhere the timelines prescribed on SOP for various consumer services for better consumer satisfaction. At Corporate Level also the grievances of consumers are resolved at MD level daily. Grievance Redressal Camps are organized at a fixed date every month at Sub division level. Apart from above, efforts are being made to minimize litigation in various forums by resolving them through **Public Lok Adalat**.

In some areas there is ban by Rajasthan High Court on release of new connection which lead to theft of electricity by the residents of those areas. To avoid such situation a petition is filed by Discom in RHC to allow new connections to residents of such areas who have already constructed their houses and living there. Further, regular Vigilance drive are organized in these areas to curb the theft of electricity. In past 7 Years 3435 theft cases are detected in these areas and Rs.544.61 Lacs recovered from defaulters.

At present there is no any provision/scheme of appreciation and reward where a person who inform the Discom about theft cases. However, Discom is preparing such scheme and shall issue shortly.

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