

JAI PUR VIDYUT VITRAN NIGAM LIMITED  
OFFICE OF THE CHIEF ENGINEER (COMMERCIAL)

JPR5-  
494

No.JPD/CE(C)/C.I/F.4(381)/D. 2143

Dt. 27.08.08

**CIRCULAR**

Sub.:- Accepting the application, from the consumer for getting registered with the "Grievance Redressal Cum Settlement Forum".

The "Rajasthan Electricity Regulatory Commission" (RERC) had issued "RERC (Guidelines for Redressal of Grievances) Regulations, 2003", prescribing the Guidelines for Redressal of consumers grievances. In pursuance to it, Jaipur Discom has issued an order vide No.JPR5-467 dt.12.5.08, thereby merging of existing Clause - 51 & 52 of TCS-04 and replacing them by forming "Grievance Redressal Cum Settlement Forum".

The grievance of the consumer has been classified as "Monetary in nature" and "General or Non-monetary in nature". For registering "General or Non-monetary nature" cases, no registration fee shall be charged. But for the cases of Grievance(s) of Monetary nature the registration fee has been prescribed under sub-item 4 of clause -51 "Grievance Redressal cum Settlement Forum".

*my*  
In this matter, reports are being received from the consumers, complaining that the Chairman, Grievance Redressal Cum Settlement Forum" are not entertaining their cases for registering the same. This is not fair. The higher authorities have

taken it seriously. The provisions under sub-item-(3)(9) & 5(b) of Clause - 51 are reproduced hereunder:-

**Sub-item-(3)(9) of Clause - 51 (Refer order No. JPR5-467)**

**9. The office of the Forum Chairman or the authorized officer/ official will acknowledge the grievance received, indicating the registration number and the date.**

**Sub-item-(5)(b) of Clause - 51 (Refer order No. JPR5-467)**

**(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.**

It is therefore, enjoined upon all the concerned officers to ensure that the Chairman of the respective committee must entertain the cases quickly and make arrangements for providing acknowledgement of the grievance received indicating registration number and the date.

By order,



(N.M. Sareen)  
Chief Engineer (Comml.)



P-2/2