

**JAIPUR VIDYUT VITRAN NIGAM LIMITED
VIDYUT BHAWAN, JYOTI NAGAR, JANPATH, JAIPUR
302005**

No. JPD/CE(C)/C.I/F.4(381)/D. 2604 Dt. 31/10/2008

ORDER

**Sub: Registration of complaints/grievances with
"Grievance Redressal cum Settlement Forum"
within 90 days.**

In pursuance to the order dt. 21-2-08 issued by the Hon'ble Rajasthan Electricity Regulatory Commission (RERC) thereby framing "Regulations" called the "Rajasthan Electricity Regulatory Commission (Guidelines for Redressal of Grievances) Regulations, 2008", Jaipur Discom has issued order No. 1252 dt. 12-5-08 (JPR5-467). Clauses - 51 & 52 of "Terms & Conditions for Supply of Electricity - 2004" denoting "Forum for Redressal of Grievances" and "Consumer's Dues Settlement/Committee respectively, were merged and a new Clause - 51 denoting "Grievance Redressal cum Settlement Forum", was enacted.

The Sub-clause-2 of new Clause -51 (D) (3) denoting "Registration of Complaint/Grievances", stipulates as under:-

"The 'Grievance Redressal cum Settlement Forum' shall entertain an application only the dispute had been raised with the Nigam within 90 days from the date of notice or due date of payment of first bill to which the charge relates, whichever is later."

To implement abovementioned time limit for registering Complaints/Grievances within 90 days from the date of notice or due date of notice of

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Comp.2/Ch1/Order11

Submitted
R. S.
MEM

31/10/08
[Signature]

payment of first bill to which the charge relate, whichever is later, the following guidelines are issued for dealing the cases of consumers who are approaching to various level Forums for Redressal of Grievances:-

1. Whenever a complaint/grievance is received within the prescribed period of 90 days as stated herein above, then the case be registered by accepting the registration fee or without taking any registration fee, if the grievances are of "Monetary in nature" or "Non-monetary in nature" respectively.
2. However, if the complaint/grievances is received after the said period of 90 days then the application be accepted without asking for depositing the registration fee. The complainant, however, should be informed in writing by the Chairman of the respective "Forums", stating that their complaint/Grievance cannot be registered for disposal because the prescribed time limit of 90 days has already expired.

Above instructions should be strictly adhered to by all field officers.

By order,

M. N. Sareen 27.10.2008

(N.M.Sareen)

Chief Engineer (comml.)