

JAIPUR VIDYUT VITRAN NIGAM LIMITED
Office of the Chief Engineer (Comml.)
VIDYUT BHAWAN, JYOTI NAGAR, JANPATH, JAIPUR

No. JPD /CE(C)/C.II/F. Comml. Review/D. **52** Dt. **6.1.09**

ORDER

Sub: Precautions to be taken while entertaining and disposing the cases by the Grievance Redressal cum Settlement Forum under "Terms & Conditions for Supply of Electricity-2004".

It has been observed that the compliance of the instructions issued vide order No. JPD/CE(C)/SE(C)/F.4(261)III/D. 1620 dated 17.11.2004 (JPR5-234) are not being followed fully particularly in respect of point No. 3 and 11 regarding deposition of the fee in the office of the Chairman of the concerned settlement forum and maintenance of settlement register in the respective offices in the proforma enclosed in the aforesaid order. The relevant points are reproduced hereunder:-

Point No. 3 - In order to avoid delay in disposal of cases, the fee for settlement be deposited in the office of the Chairman of the concerned settlement committee. For the sub divisional settlement committee, the prescribed fee is to be deposited in the office of the AEN and similarly for higher level settlement committee the fee need be deposited in the offices of XEN/SE/CE/CE



Superintending Engineer (T & CRP)

(Comml.) as the case may be. However, no fees shall be chargeable from the Central/ State Govt.

Point No.11 - In order to monitor and curtail an element of delay in disposal of settlement committee, a register in the prescribed format should be maintained by Officer/ Chairman of the concerned settlement committee. The proforma is enclosed at Annexure-A.

Officers of Commercial Wing will be deputed for inspection of record whether compliance of the directions are being made or not. In case of non compliance of directions disciplinary action would be initiated against defaulters.

It is therefore reiterated that strict compliance of the above order be made.

By order,

N.M. Sareen 6.1.2009

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

Copy submitted/ forwarded to the following for information and necessary action:-

1. The Director (Finance), JVVNL, Jaipur (with 45 spare copies).
2. The Director (Technical), JVVNL, Jaipur.
3. The Zonal/Dy. Chief Engineer (Zone/RP), JVVNL, Jaipur/Kota.
4. The Dy. Chief Engineer (MM), JVVNL, Jaipur.
5. The Addl. Supdt. of Police (Vigl.), JVVNL, Jaipur. (with 30 spare copies)
6. The Chief Personnel Officer, JVVNL, Jaipur.
7. The Chief Accounts Officer, JVVNL, Jaipur.
8. The Dy. Chief Engineer / Supdtg. Engineer (Power), RIICO, Jaipur.
9. The Supdtg. Engineer (), JVVNL, _____.
10. The Secretary, JVVNL, Jaipur.
11. The Sr. AO/AO/AAO (), JVVNL, Jaipur.
12. The Executive Engineer (), JVVNL, _____.
13. The Executive Engineer (), JVVNL, _____, alongwith 10 spare copies for sending the same upto AENs/JENs/AROs/Accountants level under his jurisdiction.
14. The Executive Engineer (Elect.), J.D.A./R.H.B., Jaipur.
15. Executive Engineer (Griev.), JVVNL, Jaipur.
16. The Company Secretary, JVVNL/RRVNL, Jaipur.
17. The TA/PA to CMD, RVPN / JVVNL, Jaipur
18. PA to MD, Jodhpur/Ajmer Discom, Jodhpur/Ajmer.
19. P.S. to Hon'ble Energy Minister, Rajasthan, Jaipur.
20. P.S. to Secretary (Energy), Govt. of Rajasthan, Jaipur.
21. The Public Relations Officer, JVVNL, Jaipur.
22. The Media Advisor, JVVNL, Jaipur.
23. Sr. Accounts Officer (FP-5), A.G. Audit, Shed No.14/1 Jaipur.
24. Sr. Accounts Officer (CAW-III), A.G. Audit, Shed No.4/1, Jaipur.
25. The Asstt. Engineer (), JVVNL, _____.
26. The Zonal Commissioner, Ombudsman, Mini Secretariat, Near Collectorate, Jaipur.
27. The Supdtg. Engineer (IT & CRP), Jaipur Discom, Jaipur for putting up the order on the website of Discom.
28. _____.

M. M. 6-1-2009
Chief Engineer (Comml)