

JPR5- 238

JAIPUR VIDYUT VITRAN NIGAM LIMITED
OFFICE OF THE CHIEF ENGINEER (COMML)

No.JPD/CE(C)/SE(C)XEN(RA&R)/F.62/D. 1657 Dt. 23.11.04

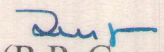
ORDER

Sub: Guidelines to be followed for redressal of consumer grievances against Notification No. RERC/Sec/ Reg.15 dt. 3.11.03

The detailed procedure for redressal of consumer grievances in the form of regulation issued by RERC vide notification no. Reg.15 dt.3.11.03 has been prescribed vide Discom's order no. JPR5-149 & JPR5-155.

It has been prescribed therein that consumer grievances should be registered in prescribed format and their redressal be ensured within time frame prescribed in SOP Regulation 2003. The Asstt.Engineers/Executive Engineers were required to intimate pendency of complaints weekly and fortnightly respectively to their immediate controlling officer. It was also directed to entertain complaints in district level forum for disposal thereof within 30 days if disposal is not made or consumer is not satisfied and to make wide publicity of the Distt. Level Forum through News Paper, radio, TV etc. After inspection of field offices by RERC's Sr. officers, it was commented by them while making annual review of SOP that provisions mentioned therein are not being followed especially in rural areas.

It is, therefore, enjoined upon all the field officers that provisions regarding redressal of consumer grievances issued vide JPR5-149 dt. 11.12.03 & JPR5- 155 dt. 28.1.04 be complied strictly. The progress be monitored by Sr. officers regularly. The progress about receipt and disposal of grievances consumer wise in district level forum and disposal of complaints at complaint centres/substations/subdivisions in Annexure-B of SOP be sent to this office by each circle every month. It is further directed that all the grievances sent by RERC and forwarded by this office for their redressal in district level forum besides grievances directly received by District Level Forum be redressed within prescribed time limit.


(R.P. Goyal)
Chief Engineer (Comml.)