

**JAIPUR VIDYUT VITRAN NIGAM LIMITED  
(COMMERCIAL WING)**

No. JPD/CE ©/C.I./F.4 (210)/Pt.VIII/D. 967

Dt. 19.5.05

**ORDER**

Sub: Internal Audit of decisions/settlements reached in  
Settlement Committee (s).

It was prescribed vide Order No. 510 dt. 22-3-05 (JPR5-258) interalia that the Internal Audit Wing is not supposed to carry out the Audit of individual cases decided by various Level Settlement Committees constituted at AEN/XEN/SE/CE Levels. It was mentioned therein that the functions of the Internal Audit parties, however, is to check-up that prescribed register for registration and monitoring of the settlement cases has been maintained by the field officers for various Settlement Committees at Sub-division/Division/Circle Level.

The matter was put up in the 82<sup>nd</sup> meeting of the Coordination Committee held on 30-4-05 wherein it was discussed that the settlement of consumer's disputes is basically a mutually agreement within two parties i.e. the Nigam and the consumer which has been registered on the basis of merit of individual case. It was, therefore, decided that the decision/settlement reached by various Settlement Committees does not fall under the purview of Audit by Internal Audit Wing of the Nigam. The Internal Audit parties deputed for carried out the Internal audit of various Sub-divisions/Division may however, be specifically directed by FA&COA to check-up that the prescribed registers are maintained properly by the Sub-divisions/Divisions/Circles and the cases are entertained and settled as per the provisions contained under TCOS-2004. It should also be ensured that the Minutes of the Settlement reached are prepared timely and in the form

