

JAIPUR VIDYUT VITRAN NIGAM LIMITED  
(COMMERCIAL WING)

NO. JPD/CE(C)/SE(C)/F.

/D. 1285

Dt: 23/7/05

The Supdtg.Engineer ( )  
Jaipur Discom,  
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Sub: Paying attention to the representations made by consumers for redressal of grievance with the Ombudsman appointed by RERC.

In pursuance of the provisions under Section-42 (6) of the Electricity Act-2003 Ombudsman has been appointed by the Raj. Electy. Regulatory Commission for redressal of the grievances of consumers. It has also been prescribed in the Clause-53 of the 'Terms and Conditions for supply of Electricity' that in case any consumer is aggrieved by non redressal of his grievances under Clause-51 & 52, he may make a representation for the redressal of his grievance to the Ombudsman. In a nut shell, the consumers are free to make references for resolving their grievances to the Ombudsman who is functioning in a quasi judicial manner. The consumers whose cases are not settled up to the level of Corporate Level Settlement Committee can approach the Ombudsman for redressal. Similarly, in case the grievance of the consumer is not resolved by the District Level Grievance Committee or the Corporate Level Forum under Section-51 (7) of the "Terms and Conditions for Supply of Electricity" the consumer can approach the Ombudsman for relief.

In addition to cases of grievances routed through Grievance/Settlement Committee(s) consumers send communications of their grievances relating to Discom to Ombudsman.

It has been reported that the references forwarded by the Ombudsman to the field officers are not given proper attention as a result, the replies are