



# Jaipur Vidyut Vitran Nigam Ltd.

(Govt. of Rajasthan Undertaking)

JPR5 -52

No. JPD/CMD/ACE(C)/F.1(24)/D.1826

December 4, 2001

## OFFICE ORDER

To resolve the disputes of the consumers, Settlement Committees are functioning at various levels (with pecuniary jurisdiction) of the Vidyut Vitran Nigam. Apart from the disputes relating to the amount of bills on account of change in tariff, replacement of stopped/defective meters, debits raised due to Audit objections, increase in the sanctioned connected load of the consumer, checking of consumer premises by vigilance etc. there may be instances in which wrong billing could be attributed on the part of officials of the Discoms/ due to fast/erroneous running of the measuring equipment installed at the consumer's premises for which consumer can not be held responsible.

In order to resolve such disputes and making the functioning of the Settlement Committees more effective and transparent, it has been decided to co-opt a member in the existing Settlement Committees functioning at the level of AEN, XEN and Circle SEs. The co-opted member shall be nominated by the District Collector of the concerned district as under:-

AEN level settlement committee	Tehsildar of the area of jurisdiction of AEN
XEN level settlement committee	SDO of the area of jurisdiction of XEN
SE level settlement committee	ADM of the area of jurisdiction of SE.

Such committee with the co-opted member will hitherto entertain the cases of the consumers pertaining to Agriculture and domestic categories only. Categories of the rest of the consumers will be dealt as usual by the existing committees.

Consumers will also have liberty to approach directly the District level Public Grievances Committee (Zila Stariya Jan Abhav Abhiyog Nirakaran Samiti) headed by the District Collector for getting his dispute resolved, occurred due to defective/ fast running of the energy meter or owing to error/mistake on the part of any of the official of the Discom.

OFFICE ORDER

Consumer approaching either the Settlement Committee or District level Public Grievances Committee will have to deposit a minimum of 50% of the disputed amount along with prescribed fee in the concerned office of Discom before the application is entertained. Where the Committee decides that the consumer is entitled for a refund of amount due to error/mistake or for the reasons beyond the control of the consumer, the amount so refunded will be paid along with interest @ 18% from the date of deposit to the date of refund of such disputed amount. If considered appropriate, the amount of interest will be recovered from the defaulting official in addition to the disciplinary action to be initiated against the delinquent as per rules. All such disputes will be settled/decided within a period of 30 days.

(Dr. Ashok Singhvi)

Chairman & Managing Director

Copy to:

1. The Chief Engineer(O&M)/(M&P), Jaipur Discom, Jaipur
2. The Addl. Chief Engineer(Comml.), Jaipur Discom, Jaipur
3. The Dy. Chief Engineer(O&M), Jaipur Discom, Jaipur
4. The Superintending Engineer( ), Jaipur Discom alongwith  
Nos copies for XEN/AENs in his jurisdiction.
5. The C.A.O./FA&COA, Jaipur Discom, Jaipur
6. The Dy. Secretary(Admn.), Jaipur Discom, Jaipur.
7. The P.A. to CMD, Jaipur Discom, Jaipur.

Add. Chief Engineer(Comml.)