

 <p>प्रभासि शशिसु</p>	CIN:U40109RJ2000SGC016486
	<p><b>Jaipur Vidyut Vitran Nigam Limited</b>          Regd. Office: Vidyut Bhawan, Jyoti Nagar, Jaipur-5          Tel: 2747039; Fax: 0141-2747039          Website: <a href="http://www.jaipurdiscom.com">www.jaipurdiscom.com</a>          E-mail: <a href="mailto:caoatr@jvvn.in">caoatr@jvvn.in</a></p>

No. JPD/CAO(R&amp;B)/Rev./F.

/D. 1663

Jaipur, dated: 6.02.2018

**ORDER**

As per "Standard of Performance of Distribution License Regulation-2014" hereinafter referenced to as Regulation notified by the RERC, compensation is payable by Nigam to the affected consumers for non-fulfillment of any of the guaranteed standard of performance (GSOP), as stipulated in the Regulation.

Since amount of the compensation is to be paid through adjustment in the ensuing energy bill, following directives / guidelines are hereby conveyed for strict compliance by the all concerned:-

1. All concerned officers/officials are advised in their personal interest to strictly comply with the time frame prescribed for GSOP. In case any of the employees is found responsible for non-compliance or defaulter, compensation payable shall be recovered from him/her besides initiating disciplinary action.
2. Whenever any affected consumer approaches for the compensation, details thereof shall be entered in a register maintained for the purpose, allotting pages for each and every GSOP.
3. The unit officer shall further ensure that verification about the non-fulfillment of the GSOP parameters required, if any, is completed within a maximum period of 10 days from the receipt of claim applied and the case is sent to the XEN concerned for sanction.
4. The XEN concerned shall first satisfy himself about the non-adherence of the GSOP as claimed by the applicant and the amount of compensation payable and ensure that sanction order is issued within 20 days of compensation applied.
5. In case any officer/official is found responsible for the non-fulfillment of the GSOP parameter(s), the XEN shall also recommend the name of the defaulter officer/employee to the disciplinary authority concerned and also to the ARO concerned for debiting the compensation amount to his / her account, besides issuing the sanction order as prescribed herein above at item-3.
6. The respective ARO shall ensure that amount of compensation sanctioned by the XEN is promptly credited in respective consumer's account through CC&AR and input advice CB-12, through transaction code 84.
7. Expenditure on account of the aforesaid compensations shall be booked under the accounting code 78.843 prescribed for "Compensation as per GSOP".

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8. Officers of the rank of SE and above shall be fully empowered to issue Suo-motto sanction orders of the compensation payable under their jurisdiction. Such orders may be issued for non-compliance of any of the "Guaranteed Standard of Performance", limiting to the period specified and shall not be require any further sanction, as required at item 3 above. Prior to issuance of such orders, the order issuing authority may however satisfy himself about the ceasing of such non-fulfillment of generally observed GSOP and specify the nature and period for such suo-motto compensation is payable for the GSOP specified, for the sake of discontinuance of any further hardships by the affected consumers.
9. All concerned are hereby directed to comply with the above timelines as specified in the Regulations referred above, failing which they shall be held personally responsible for payment of the compensation payable, if any, in addition to initiating disciplinary action for such defaults.
10. The billing agencies must take care that amount credited is processed as realization through adjustment and is reflected under the J.V. (adjustment) prescribed for MIS-3.2, specifically.
11. The above order is without prejudice to timely reporting in the formats as prescribed in the Regulation ibid.
12. Non compliance will be viewed seriously entailing disciplinary action against the defaulters besides recovery of compensation amount paid as stated above, from the officers / officials found responsible.

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(A.K. Joshi)

**Chief Accounts Officer (R&B)**

Copy to the following for information and necessary action:-

1. The Chief Engineer ( ), JPD, Jaipur.
2. The CAO (FM-W&M/IA), JPD, Jaipur
3. The Superintending Engineer ( ), JPD, ....for onward transmission to the concerned officers under his jurisdiction.
4. The Sr. A. O./A.O. ( ), JPD, .....
5. The TA to the Chairman Discoms / Managing Director, JPD, Jaipur
6. PA/TA to the Director (Technical / Finance), JPD, Jaipur.
7. M/S HCLI /BCITS, Jaipur.

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**Chief Accounts Officer (R&B)**