

**JODHPUR VIDYUT VITRAN NIGAM LIMITED**

No.JdVVNL/MD/CE(C&P)/SE(RA&C)/JU/2008-09/D. 1355 Dt. 23.9.08

ORDER

Sub: Accepting the application, from the consumer for getting registered with the "Grievance Redressal Cum Settlement Forum".

The "Rajasthan Electricity Regulatory Commission" (RERC) had issued "RERC(Guidelines for Redressal of Grievances) Regulations, 2003", prescribing the Guidelines for Redressal of consumers grievances. In pursuance to it, Jodhpur Discom has issued an order vide No.Comml.JDP/436 dtd.23-05-08, thereby merging of existing clause -51 & 52 of TCOS-04 and replacing them by forming "Grievance Redressal Cum Settlement Forum".

The grievance of the consumer has been classified as "Monetary in nature" and "General or Non-monetary in nature". For registering "General or Non-monetary nature" cases, no registration fee shall be charged. But for the cases of Grievance (s) of Monetary nature the registration fee has been prescribed under sub-item 4 of clause-51 "Grievance Redressal cum Settlement Forum".

In this matter, reports are being received from the consumers, complaining that the Chairman, Grievance Redressal Cum Settlement Forum" are not entertaining their cases for registering the same. This is not fair. The higher authorities have taken it seriously. The provisions under sub-item-(3) (9) & 5 (b) of Clause-51 are reproduced hereunder :-

Sub-item-(3) (9) of Clause-51 (Refer Order No.Comml.JDP/436)

9. The office of the Forum Chairman or the authorized officer/official will acknowledge the grievance received, indicating the registration number and the date.

Sub-item-(5) (b) of Clause-51 (Refer Order No.Comml.JDP/436)

- (b)The Chairman of the Forum, on considering the grievance, if satisfied, may grant an interim relief, pending final disposal of the grievance where prima-facie it appears to be genuine and the consumer is likely to suffer an irreparable loss, if an immediate relief is not provided.

It is, therefore, enjoined upon all the concerned officers to ensure that the Chairman of the respective committee must entertain the cases quickly and make arrangements for providing acknowledgement of the grievance received indicating registration number and the date.

(M.S. FAGERIA)
CHIEF ENGINEER(C&P)
JODHPUR DISCOM:JODHPUR

Copy Submitted/ forwarded to the following for information and necessary action:

- 1) The Secretary (Energy), Govt. of Rajasthan, Jaipur.
- 2) The Divisional Commissioner, Jodhpur/ Bikaner.
- 3) The District Collector, Jodhpur / Pali / Barmer / Churu / Jalore / Sriganganagar / Hanumangarh / Bikaner / Sirohi.
- 4) The Director (Finance), Jodhpur Discom, Jodhpur.
- 5) The Chief Engineer/Zonal Chief Engineer (O&M-BKZ/JDZ), Jodhpur Discom, Bikaner/Jodhpur.
- 6) The Dy.Chief Engineer (MM&C), Jodhpur Discom, Jodhpur.
- 7) The Chief Accounts Officer, Jodhpur Discom, Jodhpur.
- 8) The T.A. to Chairman & Managing Director, Jaipur Discom Jaipur, for kind perusal of the Hon'ble C&MD.
- 9) The T.A. to Managing Director, Jodhpur Discom / Ajmer Discom, Jodhpur / Ajmer, for kind perusal of the Hon'ble MD.
- 10) The Superintending Engineer (CC / DC / O&M / BFL / PP&M / TW / Vig./ M&P/MM&C), Jodhpur Discom, Jodhpur / Pali / Barmer / Churu / Jalore / Sriganganagar / Hanumangarh / Bikaner / Jaisalmer
- 11) The Personal Secretary to Energy Minister, Secretariat, Jaipur for kind perusal of Hon'ble Energy Minister, Govt. of Rajasthan, Jaipur.
- 12) The O.S.D. (Monitoring), Govt. of Rajasthan, Jaipur.
- 13) The Assisting officer to Ombudusman- Commissioner, Jodhpur, for kind perusal of Ombudusman.
- 14) The Addl. S. P. (Vigilance), Jodhpur Discom, Jodhpur. With spare copies for distribution amongst vigilance officers.
- 15) The Sr.Accounts Officer/Accounts Officer (O&M-CC / DC / Comml. / Audit), Jodhpur Discom, Jodhpur / Bikaner.
- 16) The Company Secretary, Jodhpur Discom, Jodhpur.
- 17) The Executive Engineer (O&M/DD...../A-B-C-Zone/City-I-II/ LC/ MIS/ DSM/ IA/ Training/Vigilance Jodhpur Discom,.....
- 18) T.A. to Chief Engineer(C&P), Jodhpur Discom, Jodhpur.
- 19) The Public Relation Officer, Jodhpur Discom, Jodhpur.
- 20) The Assistant Engineer (O&M...../Rural/CSD-I-II-III.), Jodhpur Discom, with spare copies for distribution amongst all the JENs/ARO under your control.
- 21) Sh.....MP/MLA/ Jila Pramukh,

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