

**JODHPUR VIDYUT VITRAN NIGAM LIMITED**

No.JdVVNL/MD/CE(C&amp;P)/SE(RA&amp;C)/JU/2008-09/D:1820 Dt. 14.1.08

**ORDER****Sub: Registration of complaints/grievances with "Grievances Redressal Cum Settlement Forum" within 90 days.**

In pursuance to the order dt.21-02-08 issued by the Hon'ble Rajasthan Electricity Regulatory Commission (RERC) thereby framing "Regulations" called the "Rajasthan Electricity Regulatory Commission (Guidelines for Redressal of Grievances) Regulations, 2008", Jodhpur Discom has issued order No.474 dtd.23-05-08 (Comml.JDP/436). Clauses-51 & 52 of "Terms & Conditions for Supply of Electricity-2004" denoting "Forum for Redressal of Grievances" and "Consumer's Dues Settlement/Committee" respectively, were merged and a new clause-51 denoting "Grievance Redressal cum Settlement Forum", was enacted.

The sub-clause-2 of new clause-51 (D) (3) denoting "Registration of Complaint/Grievances", stipulates as under :-

*"The "Grievance Redressal cum Settlement Forum" shall entertain an application only if the dispute had been raised with the Nigam within 90 days from the date of notice or due date of payment of first bill to which the charge relates, whichever is later".*

To implement above mentioned time limit for registering Complaints/Grievances within 90 days from the date of notice or due date of notice of payment of first bill to which the charge relate, whichever is later, the following guidelines are issued for dealing the cases of consumers who are approaching to various level Forums for Redressal of Grievances:-

1. Whenever a complaint/grievance is received within the prescribed period of 90 days as stated herein above, then the case be registered by accepting the registration fee or without taking any registration fee, if the grievances are of "Monetary in nature" or "Non-monetary in nature" respectively.
2. However, if the complaint/grievances is received after the said period of 90 days then the application be accepted without asking for depositing the registration fee. The complainant.

however, should be informed in writing by the Chairman of the respective "Forums", stating that their complaint/Grievance cannot be registered for disposal because the prescribed time limit of 90 days has already expired.

Above instructions should be strictly adhered to by all field officers.

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(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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