

**JODHPUR VIDYUT VITRAN NIGAM LIMITED**

New Power House, Industrial Area, Jodhpur-342003

No.JdVVNL/MD/CE(C&amp;P)/SE(RA&amp;C)/JU/2013-14/D. 1922 Dt. 21.11.13

**ORDER**

**Sub.: Instructions regarding disposing cases timely by Settlement Forum and recovery of the amount in dispute.**

The RERC (Guidelines for Redressal of Grievances) Regulation, 2008, specifies the time period for disposal of grievance registered at Grievance Redressal Cum Settlement Forum. Normally the grievance has to be disposed of in 30 days and in any case not exceeding 45 days from the date of its registration. However, it has been observed at number of times that the grievances are not disposed of within prescribed time frame. This not only increases avoidable litigation but also deprives the Nigam of its legitimate amount.

It has also been observed that once the case is registered at Grievance Redressal cum settlement Forum, the sub-division officers do not make efforts to recover the outstanding dues other than the disputed amount resulting which Discom has to suffer financial loss by not depositing the amount of current bills by the consumers. The situation has been viewed seriously.

It is hereby directed that whenever a case is registered at Grievance Redressal Cum Settlement Forum, the amount other than disputed amount(including current bills) shall be recovered invariably.

Further, it is also directed that various Settlement Forum must hold their meetings at least once a month. In case, decision could not be taken, the Chairman of the Forum may see if there is need to grant further stay. Cases in which the period of stay has not been extended by the Chairman of the Forum, the concerned AEN(O&M) should effect recovery promptly from such consumers by resorting to disconnections after issue of prescribed notices.

It is enjoined upon all concerned to ensure strict compliance of above instructions.

By Order,

*Shree 2/11*  
(P.S.SEKHAWAT)

**ADDL. CHIEF ENGINEER (C&P)  
JODHPUR DISCOM:JODHPUR**

Note: The order is also available on Jodhpur Discom's website [www.jdvvn.com](http://www.jdvvn.com).

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

- 1) The Principle Secretary (Energy), Govt. of Rajasthan, Jaipur.
- 2) The District Collector, Jodhpur/ Pali/ Barmer/ Jalore/ Sirohi/ Jaisalmer/ Sriganganagar/ Hanumangarh/ Bikaner/ Churu.
- 3) The Director (Finance / Technical), Jodhpur Discom, Jodhpur.
- 4) The Zonal Chief Engineer (O&M-JDZ/ BMR/ BKZ), Jodhpur Discom, Jodhpur/ Barmer/Bikaner.
- 5) The Dy. Chief Engineer(IT-Trg & M&P / MM&C), Jodhpur Discom, Jodhpur.
- 6) The Chief Accounts Officer(B&R / IA&A / W & M), Jodhpur Discom, Jodhpur/Jaipur.
- 7) The T.A. to Chairman & Managing Director, Jaipur Discom Jaipur, for kind perusal of the Hon'ble C&MD.
- 8) The T.A. to Managing Director, Jodhpur Discom / Ajmer Discom, Jodhpur / Ajmer, for kind perusal of the Hon'ble MD.
- 9) The Company Secretary, Jodhpur Discom, Jodhpur.
- 10)The Superintending Engineer (CC / DC / O&M / BFL / PP&M / TW / M&P/ MM&C/ RDPCC / Vig.), Jodhpur Discom, Jodhpur / Pali / Barmer / Sirohi / Jalore / Jaisalmer / Bikaner / Hanumangarh / Sriganganagar / Churu/ Jaipur.
- 11)The Superintending Engineer(IT & Trg.), Jodhpur Discom, Jodhpur for putting up the order on the website of Discom.
- 12)The Personal Secretary to Energy Minister, Secretariat, Jaipur for kind perusal of Hon'ble Energy Minister, Govt. of Rajasthan, Jaipur.
- 13)The TA to Ombudsman, Vidhyut Viniyamak Bhawan, Sahakar Marg, Near State Motor Garage, Jaipur, for kind perusal of Ombudsman.
- 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 / Audit/ Rev), Jodhpur Discom, Jodhpur / Bikaner.
- 16)The T.A. to Addl. Chief Engineer(C&P), Jodhpur Discom, Jodhpur
- 17)The Executive Engineer (O&M/ DD/ CTL/ A-B-C-Zone/ City-I-II/ Ligal/ IA / Training/ Vigilance), Jodhpur Discom,..... **for distribution amongst all the AENs/JENs/ARO under your control.**
- 18)The Public Relation Officer, Jodhpur Discom, Jodhpur.
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*Arora 21/11*  
**ADDL. CHIEF ENGINEER (C&P)**  
**JODHPUR DISCOM:JODHPUR**