

**JODHPUR VIDYUT VITRAN NIGAM LIMITED
(DEPTT. OF COMMERICAL OPERATIONS)**

No Jd.VVNL/ CMD/CE(CPM)/ SE (Comm)/C II / F / D 2040 Dt 17.12.03

ORDER

**Sub:- Guidelines in pursuance of the Notification No.RERC/ Secy /
Reg. 15 Date 03.11.2003 - Procedure to be followed for
redressal of consumers grievances.**

The Rajasthan Electricity Regulatory Commission has issued guidelines for redressal of consumers grievances in the form of Regulation issued vide Notification dt.03.11.2003. In order to follow the procedure as notified by the Commission, the following guidelines / directions are issued hereunder :-

- (1) In terms of Clause - 3 of the Notification dt 03.11.2003 (Copy enclosed for ready reference) The grievance of consumers are required to be entertained as per the procedure laid down in the Notification. The grievances of the consumers have been broadly classified by the Commission in clause-3. The types of grievances mentioned under sub clause-2 (a) of Clause-3 are required to be entered as under:-

The complaints / grievances of the consumers under this sub clause shall be entertained in the office of the Jr. Engineer in rural areas. In case of urban areas , the grievances under sub clause -2 are to be entertained in the complaint center of the area concerned. The time schedule for such grievances as prescribed in SOP is as under :-

No voltage / interruptions in power supply on account of any reason including blowing of HT/LT fuse at consumers premises or distribution transformer.	Within 4 hours of receiving complaint in Industrial ,Municipal & cantonment area & also military & PHED installations within 24 hours in rural area.
Routine line faults.	Within 8 working hours of receiving complaints in Industrial , Municipal & Cantonment area & also Military & PHED installations. Within 24 hours of receiving complaints in rural areas.
Meter defective Complaint (stuck up, running slow, fast, creeping or improperly recording or not functioning as per specifications.) Complaint about working of meter	Replace the meter within 60 days of receiving complaint. Replace the meter within 15 days.

The JEN concerned is required to send daily report about pendency of complaints at the end of the day to his Assistant Engineer.

The Circle Superintending Engineer is also required to issue instructions for the field staff detailing the concerned Junior Engineer office as center for entertaining the grievance under this clause alongwith Telephone No. of office of the JEN. the circle SE is required to ensure that some educated complaint attendant is made available to the Jr. Engineer for entertainment of complaint.

In respect of the complaints mentioned under sub clause 2 (b) (c) & (d), the complaints are to be entered in the office of the AEn during the normal working hours. The time schedule for such grievances as prescribed in SOP is as under:-

Complaints regarding Low Voltage, Fluctuation in voltage etc.	Within 8 working hours of receiving complaint in Industrial, Municipal & Cantonment area & also Military & PHED installations. Within 24 hours of receiving complaint in rural area(S).
Improvement in voltage	Within 10 days. Within 180 days where upgradation of distribution lines, transformer or installation of capacitor's is required subject to availability of material & techno - economical viability.

The Telephone No. as well as person entrusted with the job of entertaining such complaints be notified for the notice of general public.

The Assistant Engineer is required to send weekly pendency of complaints in his sub-division to his Executive Engineer concerned.

(II) The complaints can be made by consumers orally or on telephone or in writing of the Duty -Incharge if the specified office. Such complaints are required to be entered in a register prescribed for the purpose by the Commission under the Standards of Performance Regulation-2003 & a number is to be allotted to each complaint & the same is required to be conveyed to the consumer.

(III) The Duty - incharge i.e. Jr. Engineer in case of rural areas and Assistant Engineer in case of urban areas is required to take appropriate measure for redressal of grievances of the consumer within the time frame prescribed in the Standards of Performance Regulations. The information relating to pending complaints as well as the complaints disposed off during the previous months are to be displayed at the concerned complaint center by the Duty Incharge. The monitoring of complaints under his divisions is required to be done by Executive Engineer concerned who shall monitor the same every fortnightly & furnish the monthly report in this regard to Circle Superintending Engineer.

(IV) In case the consumers grievances register with the concerned Jr. Engineer / Assistant Engineer as the case may be is not redressed or the consumer is not satisfied with the disposal of his complaints the consumer is free to approach District Level Forum for redressal of complaints.

The District Level Forum shall have the following constitutions:-

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|---|-----------------------|
| (a) Superintending Engineer of O&M Circle | Chairman of the Forum |
| (b) T.A. to S.E. of O&M Circle | Member Secretary |
| (c) Executive Engineer (O&M) of concerned Division | Member |
| (d) Accounts Officer of the Circle | Member |
| (e) Executive Engineer (M&P) of the area
In case made by Meter wing | Member |

OR

Representative of Internal audit wing present at the HQ not below the rank of A.O. (IA)
(In cases made by Internal Audit wing)

OR

Any officer of (S&V) wing not below the rank of AEN (Vig.) (In cases made by Vigilance Wing)

Minimum quorum for the meeting would be 50% Members required in the disposal of a particular case including the Chairman of the forum Districts under (O&M) circle where circle Superintending Engineer is not Head quartered shall also have the same circle level forum.

(V) The District Level Forum shall entertain the consumers grievances which could not be redressed by AEn/ JEn where the consumer is not satisfied with the disposal of complaints, the District Level Forum shall entertain the case of revenue up to the financial limit of Rs. 2 lacs. The District Level Forum is required to hold monthly meeting on a fixed day of the month & the grievances of the consumers should be redressed. The complainants whose complaints which are proposed to be intimated in advance for attending the meeting of the District Level Forum.

(VI) Cases which do not fall within the financial powers of the District Level Forum or in cases where the consumer is not satisfied with the disposal of complaints, are to be referred to the Corporate Level Forum which shall have the following constitution: -

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|---|-----------------------|
| (a) Chairman & Managing Director - | Chairman of the Forum |
| (b) Chief Engineer (CPM) | Member |
| (c) Zonal Chief Engineer (O&M) -
Jodhpur/Bikaner | Members |
| (d) F.A. & COA | Member |
| (e) Chief Accounts officer- | Member |
| (f) Superintending Engineer (Comml)- | Member Secretary |

(VII) The Corporate Level Forum shall convene monthly meetings for disposal of consumers complaints. The complaints shall be intimated in advance about the date on which the forum shall meet so that the complainant is able to attend the meeting of the forum. The minimum quorum for the meeting would be 50% members including Chairman of the forum.

(VIII) The District Level Forum shall be required to decide a case within 30 days whereas the Corporate Level Forum is required to decide a case within 45 days of date of receipt of grievances.

(IX) The name, location and Telephone Nos. of the specified officers for registration of complaints, District Level Forum are required to be given wide publicity through Newspapers, Radio & TV etc. The details of offices specified for registration of consumer's grievances should be displayed in the notice board of the Assistant Engineer concerned.

(X) The progress about the receipt & the disposal of grievance name - wise is required to be addressed to the Superintending Engineer (Comml) for monitoring of the same . The date on which a particular grievance was received and the date on which the same was disposed off is required to be indicated. The Superintending Engineer (Comml) , Jodhpur Discom, Jodhpur is required to send the quarterly report to the Commission.

Encl:-Notification Dt.3.11.03
In Hindi & English


(R.S.CHAUDHARI)
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