

**JODHPUR VIDYUT VITRAN NIGAM LIMITED**

NO.JdVVNL/CE(CPM)/SE(Comml)/CI/JU/2k3-04

D.2406 dt. 12-2-2004

**ORDER**

**Sub: Procedure for redressal of consumers grievances as  
Per RERC's directions communicated vide  
Notification dtd.03-11-2003.**

In pursuance of the notification No.RERC/Secy/Reg.15/Dt.03-11-03 of Rajasthan Electricity Regulatory Commission, Order No.JPD-183 issued vide No.D.2040 dt.17-12-2003 prescribing procedure to be followed for redressal of consumer grievances.

RERC had made its observations in respect of Order JPD 183 and based on these following additions/amendments/substitutions are made in the procedure of redressal of consumer grievances issued vide circular JPD 183 No.D.2040 dt.17-12-2003

1) The table in the concluding part of the Para-I be substituted by following:

S.No.	Name of Activity/ Type of Complaint	Prescribed Maximum Period
1	Complaints of no voltage /interruption in Power Supply on account of any reason including blowing of HT/LT fuse at consumer premises or of distribution transformer/ MCB trouble or due to loose connections/dis-connection at meter. MCB or service line, (not due to line fault or distribution and/or powertransformer(s) failure (complaints received during 8 AM to 10 PM)	4 hours in industrial, municipal and army/cantonment and PHED installations.  24 hours in rural areas.
2.	Individual complaints received during night times (10 PM to 8 AM)	4 hours on next day in industrial municipal and cantonment areas and military/PHED installations. Next day in rural areas.
3.	Routine lines faults	In 8 working hours in industrial municipal and cantonment areas and military/PHED installations 24 hours in rural areas.
4.	Failure of distribution transformer	Replacement of transformer and restoration within 2 days in industrial municipal and contonment areas and military/PHED installations 3 days in rural areas
5	Failure of power transformer/ associated switchgear	7 days, Restoration in two days, if technically feasible.

6.	<b><u>Quality of Power Supply</u></b>		
a)	Poor quality due to Neutral voltage exceeding 2% of due supply voltage.	Improvement in 7 days or to inform to consumer, if beyond licensees' control. Inadequacy of distribution system to be resolved in 180 days subject to material availability and Techno-economic feasibility.	
b)	Low or high voltage(i.e. phase voltage exceeding tolerance as per IE Rules)		
c)	Voltage fluctuations of flickering		
d)	High leakage current		
e)	Supply voltage with individual harmonics exceeding 1%		
f)	Streetlights off or not operating properly.		
g)	Inadequate electrical clearances.		
7.	<b>Scheduled outage</b>	Not to exceed 10 hours during day time on any day.	
8.	<b><u>Meters :</u></b> Regular inspection, checking and testing of large/MIP industrial and NDS consumers.	EHT Consumer	6 month
		Consumer with demand more than 500 KVA	6 month
		Consumer with demand less than 500 KVA	01 Year
9.	Regular inspection, checking and testing of other consumers	LT consumer other than domestic category	02 Years
		Domestic category	05 year
10.	Replacement of defective meter. On request of consumer	60 days	15 days
11.	<b><u>Billing Complaints</u></b> Complaints on wrong billing/incorrect tariff/non receipt of bill/inadequate time	Immediate-if reported in person or telephonically. 7 working days, if complaints received by post.	
12.	Complaints of arithmetical errors or not receipt or inadequate time for payment Clause 11(ii)	Same day, if made in person. On the day of acknowledgement, if complaint was sent by post.	
13.	Any other billing complaints	7 days.	
14.	Other complaints (including or recurring nature)	Enquiry in 30 days. Rectification within 60 days thereafter.	
15.	<b><u>Release of Connections:</u></b> New connection-Domestic /NDS. Issue of demand note release of connection	Within 21 days of receipt of application. 30 days deposit DN and completion of formalities in Urban Areas. 45 days in Rural Areas **	

16.	<b><u>New Industrial Connections</u></b> <b><u>Loads upto 60 HP</u></b> Issue of demand notice Release of connection	Within 21 days of receipt of application Within 30 days after compliance of demand notice/other formalities, if no augmentation is required, otherwise 45 days
	<b><u>Loads above 60 HP and upto 300 KW</u></b> Issue of Demand Notice Release of connection	Within 30 days of receipt of application. Within 60 days after compliance of Demand notice
	<b><u>Loads above 300 KW and upto 3000 KW</u></b> Issue of feasibility clearance Issue of Demand Notice Release of Connection	Within 45 days of receipt of application  Within 60 days of receipt of application Within 75 days after compliance of Demand Notice/formalities by prospective consumers
	<b><u>Loads above 3000 KW and upto 33KV Supply</u></b> Issue of feasibility clearance Issue of Demand Notice Release of Connection	Within 45 days of receipt of application  Within 60 days of receipt of application Within 90 days after compliance of Demand Notice/Formalities by prospective consumers.
	<b><u>132KV and higher voltage supply</u></b> Issue of feasibility clearance Issue of Demand Notice Release of connection	Within 90days of receipt of application  Within 120days of receipt of application Within 180 days after completion of Demand Notice/Formalities by the applicant, if no forest clearance is involved.
17.	Release of new Agriculture Connection**	120 days from receipt of DN amount or due date of DN, whichever is later.

\*\* subject to the condition that the distribution system exists and connection is technically feasible.

II) Following be added in the Para IV just after details of the constitution of the committee”.

The member secretary will receive/register all the complaints received by the forum and will report the progress to Chief Engineer(CPM).

Where the district level committee has jurisdiction over more than one district, the meeting of committee will take place at respective district headquarter for the consumers of that district regularly.

III) The last para of Clause IV be read as under :

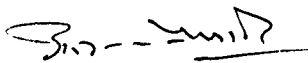
“Minimum quorum for the meeting would be 50% Members required in the disposal of a particular case including the Chairman of the forum. Districts under O&M Circle where circle Superintending Engineer is not Head quartered shall also have the same circle level forum. For Jodhpur, there would be two forums one for Jodhpur City Circle and the other for Jodhpur District Circle”.

IV) The last sentence of the Para-V be read as under :

“ The complainant whose complaints are proposed to be redressed should be intimated in advance for attending the meeting of District level Forum.

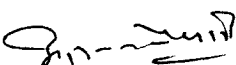
V) The following should be added after Clause V :-

“ Cases which are not redressed by the Assistant Engineer be forwarded by the Assistant Engineer to district level forum. Similarly, cases of revenue exceeding Rs.2 lakh received by the District forum be forwarded to the Corporate Level Forum.

  
**(R.S. CHAUDHARI)**  
**CHIEF ENGINEER (CPM)**  
**JODHPUR DISCOM:JODHPUR**

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

- 1) The Secretary(Energy), Govt. of Rajasthan, Jaipur.
- 2) The Financial Adviser & Controller of Accounts, Jodhpur Discom, Jodhpur
- 3) The Zonal Chief Engineer(O&M-JDZ/BKZ), Jodhpur Discom, Jodhpur/Bikaner.
- 4) The Chief Accounts Officer, Jodhpur discom, Jodhpur.
- 5) The Superintending Engineer(O&M-CC-DC-PP&M-MM&C-M&P-BFL), Jodhpur Discom Barmer/ShriGanganagar/ Bikaner/ Jaisalmer/ Jodhpur/ Churu/Hanumangarh/Pali.
- 6) The Company Secretary, Jodhpur Discom, Jodhpur.
- 7) The Sr.Accounts Officer(O&M-MM-Audit-Comm.), Jodhpur Discom, Jodhpur/Bikaner.
- 8) P.S. to Hon'ble Energy Minister, Govt. of Rajasthan, Jaipur.
- 9) Dy.Superintendant of Police(Vigilance-(CC-DC), Jodhpur Discom, Jodhpur/Bikaner
- 10) Dy.Director(P&A), Jodhpur Discom, Jodhpur.
- 11) The TA to Hon'ble Managing Director, Jodhpur Discom/Ajmer Discom/Jaipur Discom:for kind perusal of Hon'ble MD.
- 12) The Executive Engineer(L.C./MIS./Training/IA), Jodhpur Discom, Jodhpur.
- 13) The Executive Engineer(O&M/REC/DD/A-B-C Zone), Jodhpur Discom, ..... :With spare copies for distribution amongst all the AENs/JENs /AROs under your control.
- 14) The Public Relation Officer, Jodhpur Discom, Jodhpur.
- 15) TheT.A. to Chief Engineer(C.P.M.), Jodhpur Discom, Jodhpur.
- 16) .....

  
**CHIEF ENGINEER(CPM)**  
**JODHPUR DISCOM:JODHPUR**