

**JODHPUR VIDHYUT VITARAN NIGAM LIMITED JODHPUR  
(DEPTT. OF COMMERCIAL OPETATION)**

NO:JdVVNL/MD/CE(CPM)/SE(COMML)/SCI/JU/2k4-05/D/923Jodhpur, dated:- 15/12/04

**ORDER**

**Sub :- Precaution to be taken while entertaining and disposing the cases by  
the Consumers Dues Settlement Committees under Sec.52 of " Terms  
and Conditions for Supply of Electricity-2004"**


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The Settlement Committee (s) constituted during the regime of erstwhile RSEB in the year 1990 have been included in the "Terms & Conditions for supply of Electricity-2004" under Clause 52 with some modification. Now while deciding the case under these committee (s), following points be kept in view.

- 1) The settlement committee shall entertain application for settlement only if the dispute has been raised in a period of 90 days from the date of notice or due date of payment of the first bill to which the charges relates whichever is later. Thus the settlement committees should not take up case dating back to more than 90 days for disposal.
- 2) The detailed representation of the consumer mentioning the issues for which the settlement is sought shall be invariably taken from the consumer before registration of the case.
- 3) In order to avoid delay in disposal of cases, the fee for settlement be deposited in the office of the Chairman of the concerned settlement committee. For the sub-divisional settlement committee, the prescribed fee is to be deposited in the office of the AEn and similarly for higher level settlement committee the fee need be deposited in the offices of XEN/SE/CE/CE(CPM) as the case may be. However, no fees shall be chargeable from Central/State Govt.
- 4) The prescribed fee for entertainment of cases by a particular level dues settlement committee have been detailed under item 15(A) of the part-II of the "Terms and Conditions for supply of Electricity". Similarly, the fee for appeal to the next higher level settlement committee has been prescribed under item 15 (B). which need be recovered for appeal cases. There shall be no appeal against the decision taken by Corporate Level Settlement Committee.
- 5) Cases of unauthorized use of electricity and illegal abstraction of energy i.e. theft of energy cases are not to be entertained for settlement by Consumer Dues Settlement Committee (s). Instead action is to be taken as per clause 48 (B) and 48(C) of Terms and Conditions for Supply of Electricity as the case may be.
- 6) Orders conveying the final disposal in a particular case should be issued by the sub-divisional settlement committed within 60 days and by other committee (s) within 90 days from the date of registration.
- 7) The copies of the orders of the settlement committees/minutes should be conveyed within a period of 30 days to all concerned from date of meeting of committee.
- 8) The order conveying the decision of the settlement committee in the form of minutes should be a detailed speaking order which should elaborate the issues, raised by the applicant and also the reliefs allowed to the applicant along with reasoning and the logic, which became the basis for waiver of the dues of applicant. It is once again reiterated that since decision of the settlement committees are subject to Audit, the orders/ minutes should be prepared keeping in view the above aspect.
- 9) The Lower Settlement Committee can refer any matter to higher level settlement committee in case some important policy issue is involved.


- 10) Appeal can be filed by the applicant within a period of 90 days from the date of issue of the minutes of the meeting against which the appeal is to be filed. The settlement committee should not entertain appeal cases in which limitation of 90 days has expired.
- 11) In order to monitor and curtail an element of delay in disposal of settlement committee, a register in the prescribed format should be maintained by officer/chairman of the concerned settlement committee. The proforma is enclosed at Annexure-A.

Encl :- Proforma-"A"

  
[H.S.DEORA]  
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 (CC/DC/O&M/PP&M/MM&C/M&P/BFL) Jodhpur Discom, Jodhpur/Pali/Barmer/Bikaner/Churu/Hanumangarh/Shri-Ganganagar/Jaisalmer
6. The T.A. to Chairman, Discoms, Vidhyut Bhawan, Jaipur, for kind perusal of Hon'ble Chairman.
7. The Assistant to Obdusman-Commissioner, Collectorate, Jodhpur for kind perusal of Obdusman.
8. Addl. Superintendent of Police (Vig.) Jodhpur Discom, Jodhpur With.....spare copies for distribution amongst vigilance offices
9. The Sr.Accounts Officer (O&M/MM&C/Audit/Comml.) Jodhpur Discom, Jodhpur/Bikaner.
10. The Company Secretary, Jodhpur Discom, Jodhpur
11. The T.A to Managing Director, Jodhpur Discom/ Ajmer Discom/ Jaipur Discom Jodhpur, Ajmer, Jaipur, for kind perusal of Hon'ble MD.
12. The Executive Engineer (LC/MIS/Training/IA) Jodhpur Discom, Jodhpur.
13. The Executive Engineer (O&M/REC/DD/A-B-C Zone) Jodhpur Discom,..... With 10 spare copies for distribution amongst all the AENs/JENs/AROs under your control.
14. The Public Relation Officer, Jodhpur Discom , Jodhpur.
15. The T.A. to Chief Engineer (CPM) Jodhpur Discom, Jodhpur.
16. ....
- 17.

  
Superintending Engineer (Comml.)  
Jodhpur Discom, Jodhpur

JP/Comm

S. No.	Date of Registration along with CR NO.	Name of consumer with address	Name			Account No.	Category	Amount of dispute under settlement	Period to which dispute relates	Date of settlement	Relief allowed	Date of issue of minutes	Remarks
			Circle	Division	Sub-division								
1	2	3	4	5	6	7	8	9	10	11	12	13	14