



COMML.JDP/ 288

JODHPUR VIDYUT VITRAN NIGAM LIMITED
(DEPTT.OF COMMERCIAL OPERATIONS)

No.JdVVNL/CE(CPM)/SE(RA-Comml.)/JU/2005-06/D. 1043

Dt. 23/9/05

ORDER

Sub: Paying attention to the representations made by consumers for redressal of grievances with the Ombudsman appointed by RERC.

In pursuance of the provisions under Section-42(6) of the Electricity Act-2003 Ombudsman has been appointed by the Rajasthan Electricity Regulatory Commission for redressal of the grievances of consumers. It has also been prescribed in the Clause-53 of the "Terms and Conditions for Supply of Electricity" that in case any consumer is aggrieved by non redressal of his grievances under Clause-51 & 52, he may make a representation for the redressal of his grievance to the Ombudsman. In a nut shell, the consumers are free to make references for resolving their grievances to the Ombudsman who is functioning in a quasi judicial manner. The consumers whose cases are not settled up to the level of Corporate Level Settlement Committee can approach the Ombudsman for redressal. Similarly, in case the grievance of the consumer is not resolved by the District Level Grievance Committee or the Corporate Level Forum under Section-51 (7) of the "Terms and Conditions for Supply of Electricity" the consumer can approach the Ombudsman for relief.

In addition to cases of grievances routed through Grievance/Settlement Committee(s) consumers send communications of their grievances relating to Discom to Ombudsman.

It has been reported that the references forwarded by the Ombudsman to the field officers are not given proper attention as a result, the replies are delayed normally. In some case even no replies are sent to the communications forwarded by the Ombudsman. This practice is not appreciated and it is to advise that whenever any reference for redressal of the grievances of any consumer is forwarded by Ombudsman to any field officers, the same should be properly attended to by the concerned field officers and the factual report in the matter should be sent to the Ombudsman. In case the grievances of the consumer can be redressed, the same should be promptly done and after redressal the matter should be reported back to the Ombudsman. If, however it is not covered under the rules, the factual report should be immediately brought to the notice of the Ombudsman without fail.

Above instructions should be strictly followed by all officers under your circle.

By order

(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 Commissioner, Jodhpur/ Bikaner.
- 3) The Chief Engineer (O&M-JDZ), Jodhpur Discom, Jodhpur.
- 4) The District Collector, Jodhpur / Pali / Barmer / Churu / Jalore / Sriganganagar / Hanumangarh / Bikaner / Jaisalmer / Sirohi.
- 5) The Financial Adviser & Controller of Accounts, Jodhpur Discom, Jodhpur.