



COMML.JDP/ 305

**JODHPUR VIDYUT VITRAN NIGAM LIMITED**

No.JdVVNL/CE(CPM)/SE(RA&C)/JU/2005-06/D. 1830

Dt. 25/01/06

**CIRCULAR**

**Sub: Clarification regarding redressal of consumer grievances through Forum or Settlement Committee and permission of advocates therein.**

As per TCOS-2004 (Clause 50), consumer has option to avail redressal of his grievances through **Forum or Settlement Committee**. However, cases registered under the Section 126, 127 and 135 to 151 of the Electricity Act-2003 shall not be entertained in Forum or Settlement Committees because they have been classified as theft/malpractice of electricity.

Settlement Committee will attempt to arrive at the settlement as may be mutually agreeable and will pass a speaking order accordingly, as each case is required to be decided on case to case basis on merits. Keeping this in view, lawyers are not allowed but consultant/advisors could be allowed.

On the contrary, District Level Forum (Revenue cases upto Rs.2 lacs)/Corporate Level Forums are mandated to pass speaking/reasoned and detailed orders based on rules and in their proceedings lawyers can plead the case.

The consumer may opt for either of the channels at his option but opinion once exercised in favour of one, shall not be allowed to approach the other at any stage. However, any consumer not satisfied with the final decision of the Forum/Settlement, including appeal/review process, may approach to Ombudsman appointed by the Commission for appeal.

It is worthwhile to mention here that provisional assessment & final assessment shall be made as per Comml.JDP 241 dtd.15-12-2004, sub clause (i) & (k) respectively. However, if consumer not satisfied with the final assessment/order made under sub clause (k) may within thirty days of the said order prefer an appeal to an appellate authority as prescribed in Comml.JDP/275 dtd.14-06-2005.

It is also directed to invite Industrial Associations, Chamber of Commerce, Farmer's Representative and NGOs interested in the power sector for attending the regular District Forum Meetings/Settlement Committee Meetings/District Grievance Meetings in order to avail better interface between consumer & utility.

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 Divisional Commissioner, Jodhpur/ Bikaner.
- 3) The Chief Engineer (O&M-JDZ), Jodhpur Discom, Jodhpur.