



COMML.JDP/306

JODHPUR VIDYUT VITRAN NIGAM LIMITED

No.JdVVNL/CE(CPM)/SE(RA&C)/JU/2005-06/D.1937

Dt.16-02-2006

ORDER

Sub: Redressal of grievances of consumers.

1. It has been observed that the redressal of the grievances of the consumers are not being attended properly in the field as a result of which the consumers have to roam about in the corporate office. It may be appreciated that if the grievances of the consumer is resolved at the level of JEN/AEN then not only consumers gets satisfaction but he is also saved from extra financial burden incurred in visiting higher offices.
2. Clause 51 of the TCOS-2004 prescribes that the grievance related to "Standard of Performance" are to be resolved properly at JEN/AEN level and in case the consumer does not get satisfaction he can approach the District Level Forum for redressal. The constitution of the District Level Forum has been laid down in the said clause. Similarly, if the grievances of the consumers does not gets resolved at the level of District Level Forums the consumer is free to approach the Corporate Level Forum for redressal. As prescribed in clause 53, the consumer has an opportunity of approaching Ombudsman in case the corporate level forum does not resolved the grievances of the consumer to his satisfaction.
3. Besides above mentioned forums, the "Grievances Redressal Committees" have been formed at the AEN level and SE level which are prescribed to meet regularly on the 10th and 20th of every month. It should be ensured that the consumers' grievances are properly dealt and handled by AEN and SE Level Forum in an effective manner. It has been observed that the meetings of the Sub Division and District Level Forums are not convened as a result of which the grievance remain unresolved. It should be ensured that such meetings are regularly held and record of meetings is properly maintained for inspection by higher officers.
4. Similarly for redressal under clause 51 with regard to "Standard of Performance" duly approved by R.E.R.C., the procedure as prescribed under Comml.JDP/183 and Comml.JDP/188 should be strictly followed.

The intension of issuing of these orders is to give due attention to the aspect of the redressal of consumer's problems/grievances so that Discom is able to earn goodwill from the consumers and consumers in turn also gets quick, effective and satisfactory solution of his grievances/problems relating to the electricity.

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.
- 4) The District Collector, Jodhpur / Pali / Barmer / Churu / Jalore / Sriganganagar / Hanumangarh / Bikaner / Jaisalmer / Sirohi.