

COMML/JDP/89

JODHPUR VIDYUT VITARAN NIGAM LTD: JODHPUR
(DEPTT. OF COMMERCIAL OPERATIONS)

NO: JdVVNL/SE(COMML)/JU/S.CI/2k2/F...

D. 18/6
dt. 03/01/2002

O R D E R

In order to resolve disputes of Agriculture & Domestic consumers relating to the amount of bills on account of change in tariff, replacement of stopped /defective meters, debits raised due to Audit objections, increase in the sanctioned connected load of consumer, checking of consumer premises by Vigilance, fast /erroneous running of the measuring equipment installed at the consumer's premises and with a view to make the functioning of the settlement committees more effective and transparent, a Member has already been co-opted in the existing Settlement Committee functioning at the level of Assistant Engineer, Executive Engineer and Circle Superintending Engineers through Distt. Collector of the concerned district, as per Order No.1649 dated 04-12-2001 (Comml.83).

Such Committee with the co-opted member will hitherto entertain the cases of the consumers pertaining to Agriculture and Domestic Category only. Consumers will also have liberty to approach directly the District Level Public Grievances Committee (Zila Stariya Jan Abhav Abhiyog Nirakaran Samiti) headed by the District Collector for getting his dispute resolved, occurred due to defective/fast running of the energy meter or owing to error/mistake on the part of any of the official of the Discom.

Consumers approaching either the Settlement Committee or District Level Public Grievances Committee will have to deposit a minimum of 50% of the disputed amount alongwith prescribed fee in the concerned office of Discom before the application is entertained. Where the Committee decides that the consumer is entitled for a refund of amount due to error/mistake or for the reasons beyond the control of the consumer, the amount so refunded will be paid alongwith interest @ 18% from the date of deposit to the date of refund of such disputed amount. If considered appropriate, the amount of interest will be recovered from the defaulting official in addition to the disciplinary action to be initiated against the delinquent as per rules.

All such disputes will be settled/decided within a period of 30 days.

[Signature]
SUPERINTENDING ENGINEER (COMMERCIAL)
JODHPUR DISCOM: JODHPUR