



No.JdVVNL/MD/CE(HQ)/SE(RA&C)/JU/2021-22/D. 2122 Dt. 03.03.22

ORDER

Sub: Regarding compliance of the directions issued for “Procedure for Redressal of Consumer Grievance” (COMML.JDP/968).

Earlier in pursuance to the Rajasthan Electricity Regulatory Commission (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) Regulations, 2021, issued by the Rajasthan Electricity Regulatory Commission, an order dated 10.06.2021 (COMML.JDP/968) was issued regarding “Procedure for redressal of consumer grievance”.

Various representations of consumers are being received regarding certain deviations being made by Nigam officers while implementing the RERC CGRF, Regulation-2021. To make strict compliance of the provisions of aforesaid order, all the concerned are directed as under:

1. No fee should be taken for registration of grievance.
2. In the cases of the monetary nature disputes, it is not mandatory to deposit 50% of the disputed amount, however Chairman of the Forum/ IGR Cell may ask the consumer to deposit reasonable amount as deemed appropriate towards the disputed amount.
3. Detailed guidelines issued vide COMML.JDP/968 for IGR cell be followed strictly.
4. Opportunity for hearing shall invariably be offered at all levels of IGR cell and Forums.

All concerned are directed to ensure strict compliance of the above directions.

By Order,



(R. S. BADIYASAR)

**SUPERINTENDING ENGINEER (RA&C)
JODHPUR DISCOM, JODHPUR**

Copy submitted/ forwarded to the following for information and necessary action:

- 1) The Director (Finance / Technical), Jodhpur Discom, Jodhpur.
- 2) The Zonal Chief Engineer (O&M-JDZ/ BMR/ BKZ), Jodhpur Discom, Jodhpur/ Barmer/Bikaner.
- 3) The Addl. Chief Engineer(S&T-CSS/ MM/IT&M&P), Jodhpur Discom, Jodhpur.
- 4) The Chief Accounts Officer(B&R/IA), Jodhpur Discom, Jodhpur.
- 5) The T.A. to Chairman, Discoms, Vidhyut Bhawan, Jaipur, for kind perusal of the Hon'ble Chairman.
- 6) The T.A. to Managing Director, Jodhpur Discom/Jaipur Discom/Ajmer Discom, Jodhpur /Jaipur/ Ajmer, for kind perusal of the Hon'ble MD.
- 7) The Company Secretary, Jodhpur Discom, Jodhpur.
- 8) The Superintending Engineer (CC / DC / O&M / BFL / PP&M / TW / M&P/ MM&C/ Vig.), Jodhpur Discom, Jodhpur / Pali / Barmer / Sirohi / Jalore / Jaisalmer / Bikaner / Hanumangarh / Sriganganagar / Churu/ Jaipur.
- 9) The Superintending Engineer(IT), Jodhpur Discom, Jodhpur for putting up the order on the website of Discom.
- 10) M/s Bikaner Electricity Supply Company, IInd Floor, 3-K-9, Pavanpuri, Bikaner(Raj). 334001 for circulating amongst officers under your control.
- 11) The P. S. to Hon'ble Energy Minister, Secretariat, GoR, Jaipur.
- 12) The P.S. to Secretary (Energy), Govt. of Rajasthan, Jaipur.
- 13) The TA to Electricity Ombudsman, Vidhyut Viniyamak Bhawan, Sahakar Marg, Near State Motor Garage, Jaipur, for kind perusal of Ombudsman.
- 14) The Addl. S. P. (Vigilance), Jodhpur Discom, Jodhpur. With spare copies for distribution amongst vigilance officers.
- 15) The Sr. Accounts Officer/Accounts Officer (O&M-CC / DC / Audit/ Rev), Jodhpur Discom, Jodhpur / Bikaner.
- 16) The Executive Engineer (O&M/ DD/ CTL/ A-B-C-Zone/ City-I-II/ Legal/ IA / Training/ Vigilance), Jodhpur Discom,..... **for circulating amongst all the AENs/JENs/ARO under your control.**
- 17) The Public Relation Officer, Jodhpur Discom, Jodhpur.
- 18)


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