



COMML.JDP/ 576

JODHPUR VIDYUT VITRAN NIGAM LIMITED

No.JdVVNL/MD/CE(HQ)/SE(RA&C)/JU/2012-13/D. 1832 Dt. 06/07/12.

ORDER

Sub: Regarding disposal of grievance through "Grievance Redressal cum Settlement Forum".

It has been observed that at number of occasions consumer files suit before court/consumer forums for redressal of his grievance for the reason that his grievance was not heard/dealt properly at various levels. This tantamounts to increase in number of court cases which results in increase in disputes and blockage of recoverable amount.

The matter was discussed during the Sr. Officers Meeting held on dtd.04th July, 2012 and accordingly all the field officers are advised that whenever a representation/legal notice is received from an advocate of the consumer for redressal of his grievance, except the cases covered under Section 126 and 135 of the Electricity Act, through settlement forum, the case may be heard by the respective settlement forum after getting deposited the requisite registration fee. In case consumer desires some relaxation for depositing the disputed amount, then the approval of the Chairman of the respective forum shall be taken, before depositing the registration fee.

Even in the matter where a consumer has lodged complaint against the Nigam before the District Consumer Forums and notice in respect thereof has been received, then the consumer be requested to avail an opportunity for redressal of his grievance at the circle level settlement committee, except the cases falling under Section 126 and 135 of the Electricity Act, 2003.

It is expected that initiating such pro active actions by the Nigam will serve a lot in avoiding court cases and Nigam's dues shall be recovered from the consumers without delay.

By order,

(D.C. BHURAT)

CHIEF ENGINEER (HQ)

JODHPUR DISCOM:JODHPUR

Note: The order is also available on Jodhpur Discom's website www.jdvvn.com.