



AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.) (Website-www.avvnl.com)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

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No. AVVNL/ ACE(HQ.)/SE(Comm.)/XEN(C-II) /F. 12021-22/D 487 Dt. 08-06-2021

ORDER

Sub: "Procedure for Redressal of Consumer Grievance"

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, in exercise of the powers conferred on it by sub-sections (r) and (s) of Section 181 read with sub-sections (5) to (7) of section 42 of the Electricity Act, 2003 (36 of 2003), Ajmer Vidhyut Vitran Nigam Ltd. herein after called Nigam, hereby lays down the "Procedure for redressal of consumer grievance".

Clause-1

SHORT TITLE, COMMENCEMENT AND DEFINITIONS

The order shall be applicable in all the area of Nigam including franchisee area.

DEFINITIONS

- 1.1 The order has been construed harmoniously with the standard of performance Regulations of the distribution licensees and the Electricity Supply Code Regulations specified by the Commission under section 57 and section 50 of the Electricity Act, 2003. In case of any inconsistency with these Regulations, the standard of performance Regulations of the distribution licensees and the Electricity Supply Code Regulations shall prevail.
- 1.2 In this order, unless the context otherwise requires,
 - a) 'Act' means the Electricity Act, 2003 (36 of 2003) and its amendments;
 - b) 'Area of supply' means the area within which Nigam (including franchisee area) is authorized by his/her/their licence to supply electricity;

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- c) **'Chairperson'** and **'Member'** means the Chairperson and Member of the Forum;
- d) **'Commission'** means the Rajasthan Electricity Regulatory Commission;
- e) **'Complainant'** means-
 - (i) any Consumer or Consumers including their legal heirs or successors, having a Complaint against Nigam and lodging the same either directly or through their representatives; or (ii) any voluntary consumer association or associations, registered under the law for the time being in force and making the Complaints in the larger interest of the Consumers; or (iii) any Consumer(s)/voluntary consumer association(s) where the Licensee does not register or fails to register the Complaint of such Consumer(s)/voluntary consumer association(s); or (iv) any person whose electricity connection is disconnected; or (v) an applicant for a new connection for the supply of electricity.
- f) **"Complaint"** means any complaint made by a Complainant, either in writing including e-mail, online, or verbally over phone if such numbers are specified by Nigam for lodging complaints, or by visiting personally to such offices of the Nigam which are designated by the Nigam for registering the complaints with the Nigam, which may, without limitation, include complaints relating to:
 - i. any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by the Nigam in pursuance of a licence and/or any contract or agreement or under the Terms and Conditions for Supply of Electricity-2021 or in relation to Standards of Performance of Distribution Licensees Regulations, as specified by the Commission;
 - ii. any unfair trade practice or restrictive trade practice which has been adopted by the Nigam in providing Electricity Service; or
 - iii. Electricity Services which are being offered for use to the public in contravention of the provisions of any applicable law including safety code, rules and regulations, as prescribed by the competent authorities under the relevant laws or established through prudent industry practices, and as a result whereof the life and safety of the human beings, livestock or property is put at risk and endangered.
- g) **'Consumer'** means for the purpose of this Order shall be a consumer as defined under sub-section (15) of Section 2 of the Act and shall also include a person applying for new connection.

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- h) **'Electricity Ombudsman'** means an authority to be appointed or designated by the Commission, under subsection (6) of Section 42 of the Act and these Regulations.
- i) **'Electricity Service'** includes supply, billing, metering and maintenance of electrical energy to the Consumer and all attendant sub-services and also any other service which Nigam is required to provide pursuant to his licence or under any applicable law.
- j) **'Forum'** means Forum for Redressal of Grievances of Consumers' to be constituted by the Nigam in terms of sub-section (5) of Section 42 of the Act and these Order.
- k) **'Grievance'** shall mean a grievance of the Consumer arising out of the failure of the Nigam to register or redress a Complaint, and shall include any dispute between the Consumer and the Nigam with regard to any Complaint or with regard to any action taken by the Nigam in relation to or pursuant to a Complaint.
- l) **"Internal Grievance Redressal Cell" or "IGR Cell"** means such first authority to be contacted by the consumer for redressal of his/her Grievance as notified by the Nigam at the Sub-divisional, Divisional , Circle or District level as the case may be.
- m) **'Licensee'** means a distribution licensee, as defined under the Act.
- n) **'Prosumer'** means a person, who consumes electricity from the grid and can also inject electricity into the grid for Nigam, using same point of supply.
- o) **'Representation'** means the representation made to the Ombudsman by the complainant or on behalf of such a complainant who is aggrieved by the outcome of the Forum's proceedings in respect of his/her grievance (including not issuing the order within the specified time limit, dissatisfaction with the order issued, partial or full dismissal of the grievance).
- p) **'Zonal headquarter'** means headquarter of Zonal Chief Engineer of the administrative zone of the licensee having jurisdiction over the Superintendent Engineers of O&M circles as included in a particular zone by the Nigam.

1.3 Words and expressions used and not specifically defined in this orders but defined in the Electricity Act, 2003 shall have the meaning assigned to them in the Act. The other words and expressions used herein but not defined in this Orders or in the Act but defined under any law passed by the Parliament applicable to electricity industry in the State, Supply

Code and Standards of Performance Regulations shall have the meaning assigned to them in such law.

Clause-2

INTERNAL GRIEVANCE REDRESSAL CELL

- 2.1** The Nigam shall have an Internal Grievance Redressal (IGR) Cell to record and redress Grievances in a timely manner. The IGR Cell of the Nigam shall have office(s) at Sub-division, Divisional and Circle (District) level for ensuring the timely redressal of consumers' grievances in accordance with the guidelines contained in this Order.
- 2.2** The franchisee in their area should also have such IGR Cell.
- 2.3** IGR Cell shall issue speaking order and ensure that the grievances is redressed, within a maximum period of 30 days of filing of the grievance, keeping in view the provisions of applicable Regulations only.
- 2.4** The jurisdiction of the IGR Cell will be :
- (1) Grievances of Non-monetary/general nature such as relating to quality of supply, defects in service & Standard of Performance by the Nigam:
 - (a) Divisional level - Grievance of LT supply consumers of the Division
 - (b) Circle (District) level - Grievance of HT /EHT supply consumers of the Circle
 - (2) Grievance of Monetary nature relating to electricity bills, recovery of arrear, payment of demand raised by the licensee except the cases covered U/s 126 & 135 of the Act:
 - (a) Sub-divisional level - Monetary limit of Rs. 20,000/-
 - (b) Divisional level - Monetary limit of Rs. 50,000/-
 - (c) Circle (District) level - Monetary limit of Rs. 5,00,000/-
- 2.5** A consumer with a Grievance may intimate the IGR Cell of such Grievance in writing including through registered post/email/online mode form and manner within the time frame as stipulated by the Nigam in its procedures for redressal of Grievances.

Provided that where such Grievance cannot be made in writing, the IGR Cell shall render all reasonable assistance to the person making the Grievance orally to reduce the same in writing.

- a. The office of the IGR Cell shall issue acknowledgement of the receipt of the Grievance to the consumer within 24 hrs from the date of receipt of a Grievance.

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Where the Grievance has been submitted in person, the acknowledgement shall be provided at the time of submission.

Provided that where the Grievance is submitted by email to the IGR Cell acknowledgement of the receipt of the Grievance to the consumer shall be provided by return email as promptly as possible.

Provided further that where the Grievance is submitted by email hard copies of the same shall not be required to be submitted separately to the IGR Cell.

Provided also that the IGR Cells shall keep such electronic records in hard form for ease of retrieval.

- b. Notwithstanding sub-clause (a), the written acknowledgement of receipt of grievance provided by officials of the Nigam at the concerned office (who may or may not be the part of the IGR Cell) shall be deemed to be the acknowledgement for the purposes of these Orders.
- c. The consumer may approach IGR Cell for redressal of grievance within 90 days from the date of cause of grievance.

Constitution of Internal Grievance Redressal Cell

(a) Sub-division Level

(1) The following shall constitute the forum:

- | | | |
|-----|---|------------------|
| (a) | The Assistant Engineer of the Concerned O&M sub-division. | Chairman |
| (b) | Asstt. Revenue Officer/Sub-divisional Accountant of the concerned sub-division. | Member Secretary |
| (c) | Junior Engineer (O&M) to be nominated by the concerned Executive Engineer amongst his Division. | Member |

(2) At least 50% members including the Chairman shall constitute the quorum.

(b) Divisional Level

(1) The following shall constitute the Divisional level IGR Cell:

- | | | |
|-----|---|------------------|
| (a) | The Executive Engineer (O&M) of the concerned Division | Chairman |
| (b) | Asstt. Engineer (O&M) of the concerned Sub-division | Member Secretary |
| (c) | Asstt. Revenue Officer of the concerned O&M Sub-division | Member |
| (d) | Representative of the Internal Audit wing posted at the headquarter not below the rank of Asstt. Accounts Officer and in his absence, AAO of the concerned Circle | Member |

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(for the case the dispute is arising out of Audit objection.)

OR

Executive Engineer (M&P) of the area or his
representative not below the rank of Asstt. Engineer
(For the cases made out by M&P Wing).

Member

OR

Asstt. Engineer (Circle Vigilance) or Asstt. Accounts
Officer to be nominated by the Vigilance wing
(For the cases made out by Vigilance wing)

Member

(2) At least 50% members including the Chairman shall constitute the quorum.

(c) Circle (District) Level

(1) The following shall constitute the Circle level IGR Cell:

(a) Superintending Engineer(O&M) of the Circle concerned Chairman
(b) Executive Engineer of the concerned Division. Member

Secretary

(c) Accounts Officer of the circle concerned Member
(d) Executive Engineer (Comml)/Sr. Accounts officer Member
if considered necessary to be nominated by the
Commercial wing.

(e) Superintending Engineer(M&P) of the area Member
or his representative not below the rank of
Executive Engineer (for the cases made out
By M&P Wing).

OR

Any Officer of the Vigilance Wing not below the rank Member
of AEN to be nominated by Vigilance wing
(for the cases made out by Vigilance)

OR

Any Officer of I.A. Wing not below the rank of Member
AAO to be nominated by IA wing
(for the cases made out by I.A. wing)

(2) At least 50% members including the Chairman shall constitute the quorum.

Reporting Requirements

2.6 Each IGR Cell shall submit a quarterly report on disposal of Complaints/Grievances to the Corporate Level CGRF. Corporate Level CGRF will have oversight on IGR Cell and shall monitor and review of the working of IGR Cell Regularly.

2.7 It shall be ensured that grievances are redressed within the Regulatory framework and IGR Cell passes speaking orders.

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Provided further that grievances of general nature and grievances such as factual errors, bill correction, correction of arithmetical errors and errors apparent on the record should be redressed promptly at the level of concerned officer only and should not be referred to IGR cell.

- 2.8 The report should be submitted within 15 days of close of the quarter to which it relates and should be submitted in accordance with the format as specified by Corporate level CGRF.

Clause-3

CONSUMER GRIEVANCE REDRESSAL FORUM

3.1 Zonal Level Forum

Number, Locations and Sittings of Zonal Level Forum

- 3.1.1 There shall be a Zonal Level Forum at each Zonal headquarter having jurisdiction on the Nigam area of entire zone including the franchisee area.
- 3.1.2 The Forum shall have sittings at the Zonal headquarters and/or at any other place in the Nigam's area as may be decided by the Chairperson depending upon the number of grievances.
- 3.1.3 The Forum(s) shall function as per provisions of the Act, Rules and Regulations framed and directions issued by the Nigam from time to time. Any undue hindrance in the independent functioning of the Forums can be reported to the Nigam.

Members of Zonal Level Forum:

- 3.1.4 Each Zonal Level Forum shall consist of 3 (three) members:

(i)	Chairperson	-	Zonal Chief Engineer of the Zone.
(ii)	Member Secretary	-	Sr. Accounts officer (CGRF) of the Zone.
(iii)	Independent Member		Nominated by the Commission.

- 3.1.5 By virtue of an appointment as a Member of the CGRF of a Distribution Licensee, the person shall not claim to be a permanent employee of the Nigam.

Member Secretary, Staff and functioning of the Zonal Level Forum

- 3.1.6 The finance member shall act as the member secretary of the Forum. There shall be a separate office of the forum. Member secretary and staff of the forum shall work on full time basis.
- 3.1.7 The staff of the Forum shall:
- a) receive Grievances and Complaints;
 - b) receive any other documents which may be required to be filed with the Forum;
 - c) maintain record of proceedings;
 - d) circulate matters to members of the Forum for directions and proper orders;
 - e) do all other acts and deeds in compliance with orders issued by the Forum; and
 - f) do all other acts and things required for the functioning and the proceedings of the Forum.
 - g) The office of the Forum shall remain open on all working days and shall observe the working hours of the Nigam.
- 3.1.8 The Chairperson of the Forum shall exercise general powers of superintendence and administrative control over his office including Members/Member Secretary/Staff and shall be responsible for the conduct of business of the office.

3.2 Corporate Level Forum

Number, Locations and Sitzings of Corporate Level Forum

- 3.2.1 There shall be a Corporate Level Forum at Corporate headquarter having jurisdiction on the entire Nigam area including the franchisee area.
- 3.2.2 The Forum(s) shall function as per provisions of the Act, Rules and Regulations framed and directions issued by the Nigam from time to time.

Members of Corporate Level Forum:

- 3.2.3 Corporate Level Forum shall consist of 3 (three) members:
- | | | | |
|-------|--------------------|---|----------------------------------|
| (i) | Chairperson | - | Managing Director, Ajmer Discom |
| (ii) | Member | - | Director (Finance), Ajmer Discom |
| (iii) | Independent Member | - | As nominated by the Commission. |
- 3.2.4 By virtue of an appointment as a Member of the CGRF of Nigam, any person shall not claim to be a permanent employee of that Niagm.

Member Secretary, Staff and functioning of the Corporate Forum

- 3.2.5 The Superintending Engineer (Commercial) shall act as ex-officio secretary of the Forum and shall provide secretarial assistance to the forum.
- 3.2.6 The staff of the Forum shall:
- receive Grievances and Complaints;
 - receive any other documents which may be required to be filed with the Forum;
 - maintain record of proceedings;
 - circulate matters to members of the Forum for directions and proper orders;
 - do all other acts and deeds in compliance with orders issued by the Forum; and
 - do all other acts and things required for the functioning and the proceedings of the Forum.
- g) The office of the Forum shall remain open on all working days and shall observe the working hours of the Nigam.
- 3.2.7 The Chairperson of the Forum shall exercise general powers of superintendence and administrative control over his office including Members/Member Secretary/Staff and shall be responsible for the conduct of business of the office.

Procedure for Grievance Redressal

3.3 The jurisdiction of the Forums will be :

- Grievances of Non-monetary/general nature such as relating to quality of supply, defects in service & Standard of Performance by the Nigam:
 - Zonal level - Grievance of LT supply consumers and HT supply consumers.
 - Corporate level - Grievance of EHT supply consumers
- Grievance of Monetary nature relating to electricity bills, recovery of arrear, payment of demand raised by the licensee except the cases covered U/s 126 & 135 of the Act:
 - Zonal level - Monetary limit upto Rs. 5,00,000/-
 - Corporate level - More than Rs. 5,00,000/-

3.4 1) A Complainant can approach the appropriate Forum in the following events:-

- If the Nigam /IGR Cell fails to register a Complaint; or
- If the Nigam fails to resolve a Complaint through their Internal Grievance Redressal Mechanism in accordance with the Standards of Performance specified by the Commission; or
- If the Consumer/Complainant is not satisfied with the Redressal of the Complaint (including dismissal) even after taking up the issue at the level of division head/circle head or appropriate IGR Cell.

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- 2) The Forums shall receive the Complaint/Grievance in writing including through registered post/email/online mode. The Complaint/Grievance may be submitted in the format given in Annexure-I. However, no Complaint/Grievance shall be rejected by the Forum merely on the ground that it is not in the prescribed format.
 - 3) Nigam shall provide a link on its web portal and Mobile App for registration of complaints in CGRF and institute an online tracking system of complaints.
- 3.5 The Consumer may directly approach the Forum with a Complaint/Grievance at the office of the Forum, which the Forum may forward to the Nigam for the necessary action. In case of urgency of the issue involved, the Forum may initiate the procedure of redressing the Complaint/Grievance at its level.
 - 3.6 The consumer aggrieved by the decision of the Zonal Level Forum or if the grievance not resolved in prescribed time may appeal at the Corporate level Forum before making a representation to the Electricity Ombudsman.
 - 3.7 On receipt of the grievance, the Member Secretary or any other person, as may be authorized by the Forum, shall make an endorsement on the grievance subscribing his dated initial and shall send an acknowledgement to the complainant immediately on receipt of the grievance.
 - 3.8 Grievances received shall be registered and serially numbered for each year, and shall be referred e.g. C.G. No. 1/2019, 2/2019,..., 1/2020, 2/2020,... and so on.
 - 3.9 A copy of the grievance shall be forwarded within three (3) days of receipt, to the concern Executive Engineer(O&V)/ designated authorized officer of the Nigam for redressal or to file its reply in writing.
 - 3.10 The Executive Engineer(O&M) / designated authorized officer of the Nigam shall, within seven (7) days of intimation from the Forum or within such other time as may be directed, furnish its issue-wise comments on the grievance, to the Forum with a copy to the consumer and if there is any failure by the Executive Engineer(O&M) in providing such comments, the Forum may proceed on the basis of the material available on record.
 - 3.11 The Forum shall notify the Executive Engineer(O&M) / designated authorized officer of the Nigam and the complainant, the date of hearing of the grievance in writing, giving sufficient advance notice, of not less than five (5) days. Such information shall also be displayed on the website of the Nigam. The Forum wise link should be available on the website of the licensee.

- 3.12 A Complainant, Executive Engineer(O&M) or any other person who is a party to any proceedings before the Forum may either appear in person or authorise any person other than an Advocate (within the meaning of the Advocates Act, 1961) to present his case before the Forum and to do all or any of the acts for the purpose.
- 3.13 Where any person who has been a party to the proceedings before the Forum fails to appear, on the date of hearing as may be fixed, on more than two consecutive occasions, in this behalf, the Forum may decide the grievance ex-parte:
- Provided that no adjournment shall ordinarily be granted by the Forum unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing by the Forum.
- 3.14 The Forum may call any officer/any record or information of the Nigam or from the complainant for examination and disposal of the Grievance, and the parties shall be under obligation to provide such information, document or record as the Forum may call for. The Forum may undertake site inspection or direct the Nigam Officer for the same if necessary in the interest of grievance redressal.
- Provided that if a party fails to furnish such information, document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.
- 3.15 On receipt of the comments from the Nigam Officer or otherwise and after conducting or having such inquiry or local inspection conducted as the Forum may consider necessary, and after affording reasonable opportunity of hearing to the parties, the Forum shall, pass appropriate orders for disposal of the grievance, within a period of 30 days and in any case not exceeding 45 days of filing of the grievance.
- 3.16 The proceedings and decision(s) of the Forum shall be recorded and shall be supported by reasons.
- 3.17 Forum shall issue speaking order and ensure that the grievances is redressed keeping in view the provisions of applicable Regulations only.
- 3.18 The quorum for any sitting of the Forum shall be two (2). Each member shall have one vote. If the matter is heard by two members only i.e. Chairperson and Independent Member or Finance Member, then Chairperson shall have a casting vote in case of tie. Where the matter is heard by the Independent Member and Finance Member, the Independent Member shall have a casting vote in case of tie.
- 3.19 A certified copy of the order of the Forum shall be delivered to the parties in writing within three (3) days from the date of order. Such order shall also be displayed on the website of the Nigam.

- 3.20 The forum may pass such interim orders, on the request of the consumer as the forum considers appropriate pending final decision on the Grievance.
- 3.21 The Forum may settle any grievance in terms of an agreement reached between the parties at any stage of the proceedings before it.
- 3.22 The Forum shall not be bound to follow the procedure prescribed in the Civil Procedure Code 1908 (Act 5 of 1908) and subject to these Regulations, the Forum may evolve procedure conforming to the principles of fair play and natural justice for efficient discharge of its functions.
- 3.23 The order of the Forum shall invariably mention the contact details of the Electricity Ombudsman appointed or designated by the Commission and the period within which representation, if any, to be made to the Ombudsman under these Regulations.
- 3.24 The concern Executive Engineer(O&M) shall comply with the order of the Forum within a month and shall furnish a compliance report on the order of the Forum within 7 days from the date of compliance, to the Forum and to the Complainant.

Wide publicity of Forums and IGR Cell

- 3.25 The name, address, e-mail and telephone numbers of the Zonal/ Corporate Forums and the IGR Cells shall be widely publicised through print and electronic media and at notice boards of all the offices of the Nigam and shall be intimated to the Consumers through their Electricity Bills. Nigam shall within three (3) months of coming into force of these regulations, provide, information about the Forum/ IGR Cells on its websites through which Consumers may retrieve information such as the contact details of the Forum/ IGR Cells, the orders and directions (if any) issued by the Forum/ IGR Cells and the date of the next hearing.

Reporting Requirement

- 3.26 The Nigam shall submit a quarterly report of IGR cells and Forum on disposal of Complaints / Grievances to the Commission and Ombudsman. The report should be submitted within 15 days of close of the quarter to which it relates.
- 3.27 The quarterly report should be submitted in accordance with the format as specified in Annexure-II
- 3.28 The Nigam shall also furnish a yearly report containing a general review of activities of the IGR Cells and Forums during the financial year to the Commission and Ombudsman.
- 3.29 The report should be submitted within 45 days of close of the financial year to which it relates. Reports received by the Commission as above shall be placed on the Commission's website. Commission may also review the performance of Grievance Redressal Forums from time to time.

Representation before the Ombudsman

- 3.30** A Complainant may prefer a representation before the Ombudsman appointed/ designated by the Commission under the following circumstances:
- a) If the Complainant is aggrieved by the non-redressal of the Grievance by the Corporate Level/Zonal level Forum within the period specified. Ombudsman can be approached any time after the expiry of the specified period. In such cases the proceeding pending with the Forum shall be shifted to the Ombudsman.
 - b) If the Complainant is aggrieved with the order passed by the Forum. Such a representation may be made within a period of 30 days of the issue of order or expiry of the time limit specified for redressal of the grievance by the Forum.
- 3.31** In case a settlement is reached as per sub-clause 3.21 consumer shall have no right to make a representation before the ombudsman.

It is enjoined upon all concerned to ensure strict compliance of above o

By Order,



(M.C. Baldi)
Addl. Chief Engineer (HQ)
Ajmer Discom

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

To

Date:

1. Name of the Complainant: _____
2. Full address of the Complainant: _____

 Pin code: _____
 Phone No. /Mobile No.: _____
 E-mail ID: _____
3. Nature of Connection and Consumer No. (*in case of having applied for a connection, state the application number*) _____

4. Distribution Licensee: _____
5. Name of the Sub-Division/Division/Circle [IGR Cell] and date on which complaint lodged with the licensee: _____ (enclose copy of order, if any)
6. Name of the Zonal Forum where complaint lodged (in case of appeal to Corporate Level CGRF) : _____ (enclose copy of order, if any)
7. Category of grievance (*please tick the relevant box/boxes*):
 - ☐ Wrong billing
 - ☐ Recovery of arrears
 - ☐ Faulty meter
 - ☐ Burnt meter
 - ☐ Supply interruption
 - ☐ Harmonics in supply
 - ☐ Supply voltage related
 - ☐ Deficient service
 - ☐ Delay in providing new connection
 - ☐ Reconnection
 - ☐ Change in connected load
 - ☐ Transfer of connection

☐ Others (please specify)

8. Name of the employee/employees (specify employee ID or department) or department against whom grievance has been filed (if any):

9. Details of the complainant, facts giving rise to the grievance (if space is not sufficient please attach separate sheet)

Nature of relief sought from the Forum

10. List of document enclosed (please enclose copies of any relevant document which support the facts giving rise to the grievance)

11. Declaration

- a) I/ We, the Complainant /s herein declare that:
 - i. the information furnished herein above is true and correct; and
 - ii. I/ We have not concealed or misrepresented any fact stated herein above and the documents submitted herewith.
- b) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by anyone of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.
- c) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.
- d) The subject matter of my / our Grievance has not been decided by any competent authority/ court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

NOMINATION – (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate
Shri/Smt _____ whose address
is _____

_____ as
my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or
rejection made by him/her shall be binding on me/us. He/she has signed below in my/ our
presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

FORMAT FOR FURNISHING QUARTERLY REPORT BY FORUM

Name of the Forum: _____
 Quarter: _____ Financial Year: _____

Format-I

Sr. No.	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter							
2	Grievances received during the quarter							
3	Total grievances (1+2)							
4	Grievances redressed during the quarter							
5	Balance grievances to be attended (3-4)							
6	Grievances successfully redressed during the quarter	Within 30 days						
		After 30 days along with reasons in brief						
		Total						
7	Grievances in the process of redressal							
8	Grievances pending for more than 30 days along with reasons in brief							
9	Number of Cases redressed in favour of the Licensee							
10	Number of Cases redressed in favour of the Consumers							
11	Others							
12	No. of sittings in the quarter							
13	No. of sitting attended by the Chairperson							
14	No. of sitting attended by the Finance Member							
15	No. of sitting attended by the Independent Member							

Format-II

Status of implementation of order of CGRF issued in favour of consumers (during the current quarter)

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/implementation (Provide date of compliance in case order is implemented)

Format-III

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/implementation (Provide date of compliance in case order is implemented)

Annexure-III

APPLICATION TO OMBUDSMAN FOR REDRESSAL OF GRIEVANCE

Date: _____

To

The Ombudsman

(specify full address)

Dear Sir/madam

Sub: - (please make a mention of the order of the Forum against which a representation to the Ombudsman is being made)

Details of the grievance are as under:

1. Name of the Complainant: _____
2. Full address of the Complainant: _____

Pin code: _____
Phone No. /Mobile No.: _____
E-mail ID: _____
3. Nature of Connection and Consumer No. (in case of having applied for a connection, state the application number)

4. Distribution Licensee: _____
5. Name and address of the Forum: _____
6. Date of submission of grievance by the Complainant to the Forum (please enclose a copy of the complainant/grievance):

7. Details of the representation, facts giving rise to the representation (if space is not sufficient please attach separate sheet):

8. Whether the consumer has received the final decision of the Forum (if yes, please enclose copy of the Forum's order conveying its final decision)

9. Nature of relief sought from the Ombudsman

10. List of document enclosed (please enclose three copies of all relevant document which support the facts giving rise to the grievance)

11. Declaration

a) I/ We, the Complainant /s herein declare that:

i. the information furnished herein above is true and correct; and

ii. I/ We have not concealed or misrepresented any fact stated herein above and the documents submitted herewith.

b) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by anyone of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

c) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

d) The subject matter of my / our Grievance has not been decided by any competent authority/ court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

NOMINATION – (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt _____ whose address is _____

_____ as my/our

REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/she has signed below in my/ our presence.

ACCEPTED

(Signature of Representative)

Copy to the following for information and necessary action:-

1. The Zonal Chief Engineer (O&M), AVVNL, Jhunjhunu/ Udaipur/ Ajmer.
2. The Addl.Chief Engineer (MM / T&S-CSS), AVVNL, Ajmer.
3. The Secretary (Admn.), AVVNL, Ajmer
4. The Chief Accounts Officer (IA-W&M/ATP/ERB), AVVNL, Ajmer/Jaipur
5. The Superintending Engineer (O&M/ADC/ACC), AVVNL, -----with-----
Nos. of _____ spare copies for circulating among field officers.
6. The Superintending Engineer (M&P/Plan/MM/TW/DDUGJY/Vig/Legal), AVVNL,Ajmer/ Udaipur /
Sikar/Jaipur.
7. The Superintending Engineer (IT), AVVNL, Ajmer for uploading the above circular on website.
8. The Addl.S.P. (Vig), AVVNL, Ajmer.
9. The Company Secretary, AVVNL, Ajmer
10. The Addl. Chief Secretary, Administrative Reforms (TIMES) Department, Jaipur on
email ID : cmv@rajasthan.gov.in
11. The TA to MD, AVVNL, Ajmer
12. The TA to Director (Technical), AVVNL, Ajmer.
13. The Executive Engineer (), AVVNL, -----.
14. The Sr.Accounts Officer (), AVVNL, -----.
15. The Executive Engineer (CommI-II), AVVNL, Ajmer.
16. The Public Relation Officer, AVVNL, Ajmer.
17. The PA to MD, Ajmer Discom, Ajmer for perusal of MD Sir.
18. The PA to Chairman Discoms Jaipur.
19. The Secretary General, Consumer Unity & Trust Society,('CUTS'), D-217, Bhaskar Marg Bani
Park, Jaipur
20. The Chief Electrical (General)Engineer, North Western Railway, Near Jawahar Circle, Jagatpura,
Jaipur
21. Sh K.L.Jain Honorary Secretary General, Raj. Chamber Of Commerce & Industries, Raj. Chamber
Bhawan, M.I.Road Jaipur.
22. Sh Hazari Lal Gujar, B-57, Shakti Nagar, Tonk Road Jaipur.
23. Sh. Mani Lal Labana, 381, Indra Nagar, Near 132 KV GSS, Dungarpur.
24. Sh D.S. Agarwal, Rudraksh Energy, R-15-A, Yudhishtar Marg C Scheme, Jaipur
25. Sh R.A.Gupta, Professor, MNIT, JLN Road, Malviya Nagar Jaipur.
26. The PA to MD, Jaipur/Jodhpur Discom, Jaipur/Jodhpur.
27. The PA to Director (Finance), AVVNL, Ajmer.
28. The PA to Electricity Ombudsman, GOR, Sahakar Marg, Jaipur.
29. The Head Corporate Affairs, M/s TPADL (Distribution Franchisee), Vaishali Nagar Power House,
Ajmer.
30. The Corporate Head, M/s Secure Metering & Service Pvt Ltd. (MBC), 13, Gandhi nagar, near Punjab
& Sindh Bank Bhilwara.


Addl. Chief Engineer (H.Q.)
AVVNL Ajmer