

xkgd xklgk.ks fuokj.k ep

fo| r dk; nk] 2003 vrxr dye 42 1/5 1/2 vlo; s LFKfi r 1/2
egkjK^a jkT; fo| r forj.k da uh 1/e; khhr 1/2
i fjeMy] ukf'kd

nj/ouh 0-% 0253&6526484
QDI 0253&2591031
E.Mail : cgrfnsk@rediffmail.com

xkgd xklgk.ks fuokj.k ep
; kps dk; kzy;] [kjcnk i kdZ
ifgyk et yk] 115 rs 117]
} kj dk] ukf'kd 422011-

tk-0% l -l @xtxfue#uki @uk-xk-ea@euekM fo-@445@28&14@ fnukd &28@10@2014

1/4 jft Vj i kp Onkjs 1/2
Xkk&gk.ks nk[ky fnukd % 02@09@2014
fucky fnukd % 28@10@2014

i fr]

1 1/2 Jh-nfonkl l pno Hkkol kj]
10 0; adVs k i d kn]
dskl gksi ks
i ddk' kuxj] f' k [kjokMh]
ukf' kd jkM 422101
1/xk-d-077627069912%

} rOkj nkj

2 1/2 ukMy vf/kdkjh
e-jk-fot forj.k da uh 1/e; kZ 1/4
xkeh.k eMy dk; kzy;] fo| r
Hkou] ukf' kd jkM 422101

} oht forj.k da uh

3 1/2 dk; Bkjh vfHk; rk
e-jk-fot forj.k da uh 1/e; kZ 1/4
foHkfx; dk; kzy;] euekM
ft - ukf' kd

fu.kz i =

Jh- nfonkl l pno Hkkol kj] rk-ukn xko ftYgk ukf'kd ftYgk ukf'kd
gs oht forj.k da uhps N'kh xkgd vkgr- R; kauh oht forj.k da uhdMs l oZ
okjl kph l arh ul rkuk ns; kr vkysys 'krhi a kps ufou foti j oB; k ckr
rdkj vtZ l knj dsk- ek= forj.k da uhdMq l nj ckrhr dkghgh dkjokbz
>kysyh ukgh- rl p ; k fo'k; h egkjK^a jkT; fo| r forj.k da uhP; k vrxr
xkgd rOkj fuokj.k l ferhdMs rOkj nk[ky dsh- i.k vrxr xkgd
rOkj fuokj.k l ferh P; k fu.kz kus l ek/kku u >kY; kus vki ys xklgk.ks R; kauh

vudl ph ^v* e/; s epkdMs l knj dsys rs epkdMs Øekrd 159 vllø; s fn-02@09@2014 jkst h ukno.; kr vkys

epkP; k fn- 05@09@2014 P; k cBdhr gs iædj.k l ukko.khl ?ks; kpk fu.k? ?ks; kr vkyl- xklgk.ks vt kph l ukko.kh epkP; k dk; kzy; kr fn-30@09@2014 jkst h l - 11-30 oktrk fuf'pr dj.; kr vkyl- ; k l æa/khph l puk rØjnkj xkgd o forj.k dā uhr; k l æf/kr vf/kdkl; kauk fn-05@09@2014 jkst hP; k i=klø; s ns; kr vkyl- ; kp i=kl kcr rØkj vt kph ir ukMy vf/kdkjh] xkeh.k eMG dk; kzy;] ukf'kdjkm ; kauk nou rØkj vt kl d kj eð fugk; vfHk;k; 15 fnol kr epkdMs l knj dj.; kckcr o R; kph ir xkgdkyk ikgkfo.; kckcr l fpr dj.; kr vkys

l ukko.khl fo| r forj.k dā uhrQs ukMy vf/kdkjh Jh- ch- , u- l kor] mi dk; ðkj h vfHk; ark Jh- th- Mh- xVej l gk; d vfHk; ark Jh- ds vkj-ok.kh] foHkkf; ys[kki ky Jh- vsts tk/ko gs rj xkgd Lor% mi fLFkr gkrs

xkgdkph ckt

- 1- vt h kj fuorR oht deþkj h vl u R; kph uknxkø ; Fks ofMyki kt h r l ā Rrh vkgs rs ukdjh fufeRr ukf'kd ; Fks LFkkf; d >kysys vkgs-
- 2- vt h kj kP; k ukokus uknxkø ; Fks fxj.kkjs f'kokjkr 'krhi ā kps duð' ku gkrs o rs rkRijrs Lo#ih cn dsys vkgs R; kl dkj.k dh] uknxkø ; Fkhy Hkkol kj xYyhr l pno fgjke.k Hkkol kj xkgdkps oMhy ; kP; k ukokus fotijøB; kps feVj vl u rFks R; kps ygku HkkÅ l fuy l pno Hkkol kj gs jkgkrkr- R; kauk 2005 njE; ku foteMGkps fQjrs iFkd ; kauh fot p kj h iædj.kkr #i; s 16000@ & ¼ kGk gtkj vkl ikl ½ nM dsys- R; kph ukn uknxkø oht dk; kzy; kr vkgs R; koj dksVfcd okn gkou uknxkø i ksyhl LVs kuyk HkkM.kkph rdkj >kysyh vkgs
- 3- 'krhi ā vt h kj kP; k ukokus vkgs 3 , p-i-h- , oth tkLr ykM oki #u foteMGkr dkeyk vl Y; kus ukdjh r =kl ns; kpk l hko gkrk- 7@12 [kkRQkM dj.; kckcr okn >kY; keGs ukbyktLro vt h kj kus ukokojhy 'krhi ā fotijøB; kps duð' ku rkRijrs cn dj.; kpk vtZ fnyk vkgs
- 4- ojhy xkVhph uknxkø o euekM dk; kzy; kr ; Fks ys[kh i=k0nkjs rdkj dsysyh vkgs i R; {k vf/kdk& kauk HkVp ufou 'krhi ā kps duð' ku noq u; ð R; koj dk; kzy; kdMpu dBYkkgh [kykl k dj.; kr vkysyk ukgh- ekfgrhP; k vf/kdkjkræ r ojhy ufou fotijøB; kph ekfgrh feGoyh vkgs R; kr R; kP; k vkpP; k ukokus vkRegR; pk [kkV/k vtZ noq dk; kzy; kph o brj okjl kps [kkV/ l ærhi = noq Ql o.kpl dsysyh vkgs R; kr dk; kzy; kus dBYghg pkd' kh u djrk , d iædjs dksVfcd oknkyk i kRI kgu ns; kps dke dsys vkgs

5- rl p 7@12 oj vl yš; k l ol okl nkjkph l ærh u ?kryyh vl rk o
 gjdr ?kryh vl rk rl p dksfcd iæ[k Eg.ku vkbP; k ukokus ufou
 'krhi ä kps duD'ku u nrk l fuy l pno Hkkol kj g; kP; k ukokus fnysys
 duD'ku i qkã .ks pðhps o cædk; nf'kj vkgš [kkRQkM d#up uohu
 duD'ku ns ks xjt ps gks; ijarq rl s u djrk dk; kÿ; kus ufou i ä
 fnY; ki kl u R; kauk 'krhoj ; Å nr ukgh- oGkoGh i ksyhl LVs kuyk rdkjh
 >kÿš; k vkgš- R; kauk 'krhgh d# nr ukgh- T; kP; k ukokus dk; kÿ; kus
 duD'ku fnysys vkgš rks , d xlgxkj iðRrhpk ½dæhuy½ vl u R; kP; k
 ukokus uknxkø i ksyhl LVs kuyk c&; kp xlg; kph ukn vkgš

xlgdkph ekx.kh %

- 1- iædj.kkph l [kksy pksd'kh gkou ns; kr vkyš; k ufou fotijob; kps
 duD'ku Rojhr cn dj.; kr ; kos o l ædkhr 0; Drhyk [kkRQkM
 >kÿ; kurj fotijobk ns; kr vkeph rdkj ukgh-
- 2- ojhy dkj.kkLro 2007 ikl u 'krh djrk ; r ukgh- rks , diækjs
 dk; kÿ; kdM u vU; k; >kÿyk vkgš R; kph uðl ku Hkji kbz ns; kr ; koh-

forj.k dæuhph ckt %

forj.k dæuhP; k orhus mi dk; ðdkjh vfHk; rk uknxko mi foHkx ; kauh
 i = fn- 29@09@14 Onkjs fnysyk vgoky] ukMy vf/kdkjh ; kps epkyk fnysys
 i = fn-29@09@14 o brj i =0; ogkj epki æs l knj dyk- vkiyh cktw ekM r kauk
 forj.k dæuhP; k ifrfu/kauh l kfxrys dh%

- 1- fn- 08@11@2007 jksth Jherh #ikckbz l pno Hkkol kj ½vfi ykFkph
 ekrksJh ½ ; kauh l nj fotijobk Rojhr ns; kl kBh vxggh vtz d#u
 fotijobk u fnY; kl mikk.k d#u rl p R; kph eys vkRegR; k djrhy
 vl k b'kkjk fnyk gkrk- rl p fotijob; kr dkgh U; k; ky; hu okn
 mnHkoY; kl dVp iæ[k ; k ukR; kus l ä wkl tckcnkjh ?ks ; kph y[kh geh
 gkrh-
- 2- ; k l ol dkj.kkeGs rRdkyhu vf/kdk&; kauh fotijobk l # dyk gkrk-
 oht fnyš; k fofgj hph ekydh , dqk vkb fgLLknjkph vl u R; kr
 vfi ykFkhz ; kph l ærh th fotijob; kP; k oGh Jh- l fuy l pno Hkkol kj
 ; kUkh ?kryyh uOgrh] rh Rojhr l knj dj.ks ckr Jh- l fuy Hkkol kj
 ; kauh y[kh i = dæ l gk-vfHk-@uknxkø@erkahd@564 fn- 17@04@2014 jksth
 dGfo. ; kr vkyys vkgš

vrxr rdkj fuokj.k d{kph dk; bkg-%

- 1- vrxr rdkj fuokj.k d{k ukf'kd xkeh.k eMy dk; kzy; ; Fks iklr >kys; k vkiY; k rdkjhoj fn- 17@06@2014 jkst h I pko.kh Bb.; kr vkyh gkr-h-
- 2- ; k idj.kkl nHkkar d{k kus [kkyhyiek.ks vknk fn- 05@07@2014 ; k i=k} kjs i kjhr dsk%
 - 1- 7@12 mrkjk g; kph [kkRQkM djkoh gh ckc vrxr rdkj fuokj.k d{k dk; kzy; k'kh I cf/kr ukgh-
 - 2- fnsyh oht tKM.kh [kMhr djkoh o >kys upl ku Hkji kbz feGkoh v'kh rdkjnkj g; kph ekx.kh vekU; dj.; kr ; r vkgs

epkps fu'dkz %

- 1- ekydh gDdkpk okn vl rkuk [kkv; k dkxni=kP; k o ekfgrhP; k vk/kkjs forj.k da uhus Jh- I pny I pno Hkkol kj ; kP; k ukos cdk; ns khjhr; k oht tKM.kh fnyh vkg] vl s vt h kj kps Eg.k.ks vl u gh tKM.kh [kMhr djkoh] v'kh ekx.kh R; kauh epkDMs dsh vkgs rlp ; k dkj.kkLro vt h kj kps upl ku >kys vl u R; kph Hkji kbz ns[khy forj.k da uhus | koh] vl gh R; kps Eg.k.ks vkgs
- 2- ek= e-jk-fo- vk; kx %xkgd xklgk.ks rOkj fuokj.k ep o fo|r ykdi ky% fofu; e] 2006 P; k fofu; e 2-1 %B% ud kj] vt h kj kps Eg.k.ks Bxklgk.kP ; k lnjkr ; r ukgh- ; k fofu; r xklgk.; kph 0; k[; k [kkyhycek.ks dshyh vkg%

“the “Grievance” means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a Distribution Licensee in pursuance of a licence, contract, agreement or under the Electricity Supply Code or in relation to standards of performance of Distribution Licensees as specified by the Commission and includes inter alia (a) safety of distribution system having potential of endangering of life or property, and (b) grievances in respect of non-compliance of any order of the Commission or any action to be taken in pursuance thereof which are within the jurisdiction of the Forum or Ombudsman, as the case may be.....”

; kuq kj vt h kj kl forj.k da uhus xkgd Eg.kuu vk; kxkus fofufnV dsh; k oht ij oBk I fgrs[kkyh fdok forj.k ijokus/kkj d kP; k dkefxjhP; k ekud kP; k I nHkkar dks krkgh nkS] viwkrk]=h fdok vijj.kk vk<Gr vl sy rj rs ^xk&gk.k** Bjr s

- 3- forj.k da uhus Jh- I pny I pno Hkkol kj ; kauh fnyh; k oht tKM.khps ckrhr dkgh vfu; ferrk >kyh vl sy rj rh ckc forj.k da uhp; k c'kkl dh; d{kR ; rsvt h kj ; kckr ; kX; R; k I {ke vf/kdkU; kdMs nkn ekxw 'kdrkr vFkok dk; ns khj dkjokbz d# 'kdrkr- ek= gh ckc epkP; k vf/kdkj d{kR ; r ukgh- Eg.kuu ep gs Bxklgk.kP QMkGr vkgs

