

**xkgd xkdgks fuokj.k ep**

160 | r dk; nk] 2003 vrxt̩ dye 42 15½ vlo; s Lfk̩fi r½  
egk̩kV<sup>a</sup> jkT; fo|r forj.k diuh ½; khhr½  
ifjeMy] ulk'kd

nj /ouh Ø-% 0253&6526484

QDI 0253&2591031

**blesy** % cgrfnsk@rediffmail.com

xkgd xkúgk. ks fuokj. k ep  
; kps dk; kly; ] [ kjcnk i kdz  
i fgyk etykl 115 rs 117  
} kjdk] ukf' kd 422011-

**¼ jft Vj ikp Onkjs ½**

Xkk&gk. ks nk[ky fnukd % 23@02@15  
fudky fnukd % 24@03@15

i fr]

1½ Jh- I jsk xak/kj xkmz o  
Jh- I rh'k xak/kj xkmz  
dpjh jkm] eqi ksrk- vdky]  
ft Ygk vgenuxj 422601  
½xk-Øz 155040128445½

2½ ukMy vf/kdkjh

e-jk-fot forj.k diuh ½e; kzy  
l dI q eMy dk; kly; ] fo|r  
Hkou] vqenuxj

$3\frac{1}{2}$  dk;  $2\frac{1}{2}$  kjh vfhk; rk  $\frac{1}{4}x\frac{1}{2}$

e-jk-fot forj.k d̥uh ʌe; kzɪʃ  
foHkkfx; dk; kly; ] l æeuʃ

rØkj nkj

for j.k dia uh

**fu.kl i =**

Jh- I jšk xæk/kj xkM̥ o Jh- I rh'k xæk/kj xkM̥ rk- vdkys ft-  
vgenuxj ; kuh fot forj.k di uhdMs I æeujs 'kgjkrhy fl - I - ua 3531 ]  
E; q ?k- ua 452@114 gh bekjr R; kP; k ekydhp vI μ R; koj Fkdckdh vI rkuk  
I qnk nq & ; k t kxP; k mrk&; ko#u nq & ; k 0; Drhyk vuf/kdr oht duD'ku fnys  
rs jí- dj.; kckcr vtz I knj dyk- ek= forj.k di uhdMu dkghgh , d

i zØ- 47&14 Jh- I jsk xsk/kj xkMñ  
i "B 1@6

dkj okbz >kyh ukgh- ; k fo;k; h egkjkV' jkT; fo|r forj.k di uhp; k vrxi xkgd rØkj fuokj.k I ferhdMs rØkj nk[ ky dyl- i.k vrxi xkgd rØkj fuokj.k I ferh dMu foghr dkyko/khr dkskrgh mRrj iklr u >kY; kus vki ys xklgk.ksR; kuh vuq ph ^v\* e/; sepkdMs I knj dylsrssepkdMs Øekd 09 vlo; s fn- 23@02@2015 jkst h ukno. ; kr vky

epkP; k fn- 24@02@2015 P; k cBdhr gs idj.k I pko.khl ?ks ; kpk fu.kl ?ks ; kr vkyk- xklgk.ks vtkph I pko.khl epkP; k dk; kly; kr fn- 17@03@2015 jkst h I dkGh 11-30 oktrk fuf' pr dj.; kr vkyh- ; k I ckhph I puk rØkjnkj xkgd o forj.k di uhp; k I cf/kr vf/kdkh] kuh fn- 26@02@2015 jkst hP; k i =klo; sns ; kr vkyh- ; kp i =kl kcr rØkj vtkph ir ukMy vf/kdkjh] eMG dk; kly; ] vgenuxj ; kuh noiu rØkj vtkui kj ejfugk; vfHki k; 15 fnol kr epkdMsI knj dj.; kckcr o R; kph ir xkgdkyk i kgkpfo. ; kckcr I fpr dj.; kr vky

I pko.khl fo|r forj.k di uhrQmi dk; dkj h vfHk; rk eMy dk; kly; vgenuxj Jh- Ogh- th- ftkol kuh] vfrfjDr dk; dkj h vfHk; rk Jh- Ogh- vky- xkxVs rj xkgd Lor% mi fLFkr gks

### xkgdkph ckt

1. vthkj nkqksHkkÅ eGpsl xeujs ; Fkhy dk; ejfgok' kh vkg- ukdjhfufeRrkus I jsk xak/kj xkmz ukf' kd ; Fks o I rh'k xak/kj xkmz vdkys ; Fks okLr0; kl gks nku o'kkiphz nkqkgh I okfuor >kys vkg- I xeujs 'kgjkrhy fl - I - ua 3531 R; kpk E; q ?k- ua 452@114 gh ckakho bekjr R; kps ofMykps jdkmlyk gkrh- rsnku okkkwhze; r >kys R; kposeR; urj vthkj okj I kgDdkus I njgq feGdrhpk ekydh gDdkus dj] VDI Hkj r vkg- R; kp; k ekydhP; k ?kjkojhy oht duD'kupsfcy fu; fer Hkj r vkg- ijrqokLr0; kl ckgj xkoh jgkr vI Y; keGs oht fcy enrhr R; kuh Hkj rk vkyh ukgh- oht fcy Fkdys vkg- ; kph dkskrhgh ekfgrh R; kuh feGkyh ukgh- di uhus oht fcy FkdY; kph dkskrhgh I puk fnyh ukgh fotok fot i joBk cn dj.; kr ; bly v'kh ukVhl fnyh ukgh o cdk; nf' kjjhR; k fot i joBk cn dyl-
2. vthkj kP; k ekydhP; k tkxr oht fcykph Fkdckdh vI rkuk Jh- fnid xak/kj xkmz ; kuh I xeujs dk; kly; krhy dkgh deplk&; kuh grkr' kh /k#u [kk/s dkxni = o [kk/s ifrKki = noiu cdk; ns khj oht duD'ku eitj d#u ?ksrys okLrfor i kgrk fnid xak/kj xkmz ; kuh fn- 25@08@2009 jkst h ; k ?kj k' kst kjhy I - ua 194@1v@181@3 {k= 135-68 pkf el- ekdGh fcu' krh lykW gk [kjnh ?ksrys grkr- R; kr dkskrhgh ckakdkke dsysys ukgh- R; k I nhkkrhy dkxni = noiu uohu cdk; nf' kj oht duD'ku ?ksrys
3. R; kckcr dfu"B vfHk; rk I xeujs ; kpdMs rk- 02@04@2014 jkst h rØkj vtl

dsyk gkrk- R; ki ~~phz~~R; kP; kdMs vud vtld#ugh R; kckcr dks krhgh dk; bkgh  
 dsyh ukgh- R; kurj fn- 13@06@2014 fn- 30@06@2014 fn- 02@08@2014 jkst h  
 I nj dkjokbzckcr dfu"B vfHk; rk] I ~~xeuj~~ mi dk; ~~dkjh~~ vfHk; rk I ~~xeuj~~] dk;  
~~dkjh~~ vfHk; rk I ~~xeuj~~; kpdMsLej.ki = noough R; koj dks krhgh dk; bkgh  
 dsyh ukgh- R; kckcr ekfgrhP; k vf/kdkj dk; lk[kkyh mi dk; ~~dkjh~~ vfHk; rk  
 I ~~xeuj~~ mi foHkkx 1; kpdMsduD'ku dks krsdkxni =kP; k vk/kkj sfnys; kckcr  
 ekfgrh ekxoyh vI rk R; kuh I nj ekfgrh fnyh ukgh- R; kurj dk; ~~dkjh~~  
 vfHk; rk foHkkxh; dk; kly; I ~~xeuj~~; kpdMs ekfgrhpsvf/kdkjkr vfi y dsys  
 I nj vfi ykr pkd'kh gkoyp pkd'kh vf/kdkjh; kuh I ~~ekjs~~ 23 fnol kurj ekfgrh  
 fnyh- R; kurj vfi yh; vf/kdkjh rFkk dk; ~~dkjh~~ vfHk; rk foHkkfx; dk; kly;  
 I ~~xeuj~~; kuh I nj i ~~dz~~.kkph pkd'kh d#u I nj psot duD'ku cdळ; nf'kj  
 fnyssxsysvkgs vI k fu"dkl dk<yk o mi dk; ~~dkjh~~ vfHk; rk mi foHkkx I ~~xeuj~~  
 1; kuh I nj i ~~dz~~.kkr nksh /k#u rkMh oht duD'ku dk<u Vkd. ; kckcr  
 I puk dsyh- ek= mi dk; ~~dkjh~~ vfHk; rk mi foHkkx I ~~xeuj~~ 1; kuh dks krhgh  
 dk; bkgh dsyh ukgh- Eg.ku ft Ygk vf/k{kd I kgc] egkj kV^ jkT; fo | r  
 forj.k dkh e; k<sup>z</sup> eMy dk; kly; ] vgenuxj ; kpdMs fn- 12@11@2014 jkst h  
 i R; {k HkV ?koyp ys[kh rØkj fnyh- R; kfBdk.kh vfi yh; vf/kdkjh Jh-  
 xkjs; kuh HkV yks vI rk R; kuh I nj psdke I ~~xeuj~~ vf/kdkjh; kuh djko; kI  
 gos gkrs rEgh bdMs ; k; ps dks krhgh dkj.k ukgh vI s Eg.ku R; kuh dkgh , d  
 Eg.k.ks, sdu u ?krk vklQhl e/ku gkdyu fnyso Eg.kkys dh] rEgh I ~~xeuj~~ yk  
 t k] dke djk vxj mi k<sup>z</sup>.kkyk cl k-

4. R; kurj fn- 20@11@2014 jkst h vf/k{kd vfHk; rk] vgenuxj ; kpdMu  
 I ~~xeuj~~; Eky dk; ~~dkjh~~ vfHk; rk ; kuh i =k} kjs dkjokbz d#u R; kph ekfgrh  
 dGfo.kckcr I kfixrys vI rk ek- dk; ~~dkjh~~ vfHk; rk I ~~xeuj~~; kuh dks krhgh  
 ekfgrh fnyh vxj dk; bkgh dsyh ukgh- Eg.ku dk; ~~dkjh~~ vfHk; rk  
 I ~~xeuj~~; kps vklQhl e/ky vfrfjDr dk; ~~dkjh~~ vfHk; rk Jh- ; q vkJ-  
 xksVs; kuh HkV yks vI rk R; kuh Li "V 'kCnkr I kfixrys dh] vxEgh fnyssy  
 cdळ; nf'kj duD'ku dk<.kkj ukgh rEgkyk dk; djk; ps rs djk] vthkj  
 I okfuorR vI pu I ~~ekjs~~ 1 o'kkj kl pu dk; kly; kr vud oGk rØkj vtlnough  
 R; koj dks krhgh dk; bkgh dsyh ukgh Eg.ku vkfFkdl] ekuf d o 'kkjhfd =kI  
 fnyssy k vkgso R; kP; koj vU; k; >kyssy k vkgso

**xkgdkP; k ekx.; k %**

vthkj kP; k ?kjkrhy vuf/kNlr duD'ku dk<u Vkdks o I ~~dh~~ nksh  
 vf/kdk&; koj dkjokbz Ogkoh-

## forj.k diuhph ckt%

forj.k diuhP; k orhus dk; bkhj vfhk; rk] I xeujs ; kuh i = fnukd 16@03@2015 } kjsfnysyk vgoky o brj i=0; ogkj epki ks I knj dsys vki yh ckt% ekMrkak forj.k diuhP; k ifrfu/khuh ifri knu dsys dh %

- 1- Jh- fni d xak/kj xkm% ; kuh oht forj.k diuhMs fn- 18@07@2013 jkst h foghr uey; kr v&1 Qkl o brj dkxni =s t l s dh] 7@12] fl -vh- l -ua 114@1v% 182@3] VLV fji kVl ifrKki = I knj dsys R; kP; k vulaxkus xkgdkus forj.k diuhP; k fu; ekuj kj ; kX; R; k JDdepk Hkj .kk dY; koj R; k u 01@08@2013 jkst h fo|r ijoBk dj.; kr vkyk- xkgd Øekd 155040319895-
- 2- R; kurj fn- 02@04@2014 jkst h Jh- I jsk xak/kj xkm% o Jh- I fr'k xak/kj xkm% ; kuh ojhy duD'ku cdk; nshj vI Y; kckcr rØkj vtlnk[ ky dsys ; k ckcr Jh- fni d xak/kj xkm% ; k u dGfoysvl rk R; kuh ojhy feGdrh ckcr Hkph vfhkys[k vgenuxj ; kpdMs vihy pkyqvl Y; kus l nj ps oht duD'ku dk; l kus cn djrk ; skkj ukgh vI s l kfxrys
- 3- Jh- I jsk xak/kj xkm% ; kP; k ukos vI ysys fo|r duD'ku xkgd Øekd 155040128445 fn- 25@11@2013 jkst h FkdckdhLro dk; eLo#ih cn dj.; kr vkyk vkg
- 5- ojhy feGdrhph i kg. kh dyl vI rk vI sfun'kukl vkydsdh] ojhy feGdrhps ckckdkekr l -ua452@114 o l -ua 114@1v@182@3% e/; s l kekbz d vkg
- 6- dkxni =kph i kg. kh dyl vI rk vI s fun'kukl ; rs dh] l -ua452@1 i dh lyk% ua 10 ; Fkhy nku et yh ckckdke Jh- xak/kj cki qh mQz ckGkl kgc xkm% ; kuh eR; i =k0nkjs vki yh nq jh i Ruh l ks i Hkkorh xak/kj xkm% egypt fni d xak/kj xkm% o l p l ks T; krh fni d xkm% ; k u fnysh vkg i jrq Jh- I jsk xak/kj xkm% ; kuh l nj dsys ; k ekyeRrk d 452@114 e/; s l ks i Hkkorh xak/kj xkm% o fni d xak/kj xkm% ; kps uko ukgh- l nj tkxp; k okj l k ckcr Hkph vfhkys[k vgenuxj ; kP; kdMs vihy l # vkg Jh- fni d xak/kj xkm% o Jh- I fr'k xak/kj xkm% gs l ko= HkkÅ vI p R; kpk feGdrhckcr U; k; ky; kr okn pkyq vI Y; kps fnl p ; rs
- 7- ; k ckcr fo/kh l Yykxkj eMy dk; kly; ] vgenuxj ; kP; kdMs ekxh'ku ekfxrys vkg R; kps ekxh'ku uq kj i khy dk; bkgh dj.; kr bly- epkps fu'dk%
- 1- epkus l puk i =klo; s forj.k diuhP; k uMy vf/kdkjh rFkk dk; bkhj vfhk; rk] eMy dk; kly; vgenuxj ; k u xkgdkp; k rØkj vt kph çr noiu rØkj vt kph kj eifugk; vfhkç; 15 fnol kr epkdm s I knj dj.; kckcr o R; kph çr xkgdkyk i kgkpo.; kckcr rl p l pko. kh Lor%

vFkok foHkkxh; dk; Zdkjh vfHk; rk ; kuk gtj jkgk. ; kckcr I fpr dysgkrs i . k ukMy vf/kdkjh ; kuh vki yk efsugk; vfHkçk; epkyk I knj dysk ukgh- rI p rsLor% vFkok dk; Zdkjh vfHk; rk ] I æeujs foHkkx gsIuko.khl gtj jkfgysukghr- dk; Zdkjh vfHk; rk ] I æeujs foHkkx ; kuh vki ysmRrj epkyk FkV I knj dysvkg ; k i=kph çr rØkjnkj xkgdki fnysyh ukgh- rI p Iuko.khl dk; Zdkjh vfHk; rk ] I æeujs foHkkx ; kuh mi foHkkxh; dk; kly; kps vfrfjä dk; Zdkjh vfHk; rk ; kuk çkf/k-r dysvkg ek= Lor% gtj u jkg. ; kps dBygh I a fä d dkj.k epkyk dGoys ukgh- Iuko.khl dk; Zdkjh vfHk; rk Lrjkps vf/kdkjh mi fLFkr u0grs gk xkgd xkulg.ks fuokj.k ep o fo|r ykdiky] fofu; e 2006 P; k fu; e Ø- 2-1 ½% forj.k di uhp; k e[; vfHk; rk ½def' kly y½ ecbz ; kP; k i fji=d Ø- 37 fn- 29@04@2006 e/khy I pukpk Hkax vkg gh ckc ukMy vf/kdkjh ] rFkk dk; Zdkjh vfHk; rk] eMy dk; kly; vgenuxj ; kpsckcr okjokj ?kMr vI u r'kk uknh epkusR; k&R; k oGh fudkyi=kr ?ksY; k vkg - ek= ; kckcr I qkkj.kk vkg<Gu ; r ukgh vI s ep [knkus uem djhr vI u gh ckc iulgk ; kx; R; k dkjokbzI kBh e[; vfHk; rk] ukf'kd i jheMy ; kpsfun'kukl vkg. ; kr ; r vkg

- 2 ekydh gDdkpk okn vI rkuk forj.k di uhus [kkV; k dkxni=kP; k o ekfgrhP; k vkg/kkj Jh- fni d xak/kj xkmz ; kP; k ukos cdk; nshjjhR; k oht tkm.kh fnyh vkg] vI s vthkjkps Eg.k.ks vI u gh tkm.kh [kmhr djkoh] v'kh ekx.kh R; kuh epkdlMs dysh vkg
- 3 ek= e-jk-fo- vkg; kx ½xkgd xkulg.ks rØkj fuokj.k ep o fo|r ykdiky% fofu; e] 2006 P; k fofu; e 2-1 ½% u k] vthkjkps Eg.k.ks Bxkulg.kP ; k I njkr ; r ukgh- ; k fofu; r xkulg. ; kph 0; k[ ; k [kkyhyçek.ks dysyh 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.....”

; kuf kj vthkjkl forj.k di uhs xkgd Eg.ku vkg; kxkus fofufnN dysy; k oht i joBk I fgrs[kkyh fdok forj.k i jokuskkjdskP; k dkefxjhP; k ekudkP; k I nHkkj dks krkg h nk] viwkhk]=vh fdok vijs .kk vkg<Gr vI y rj rs p xkulg.ks Bjrs

4 forj.k di uhus Jh- fni d x&k/kj xkM; kuk fnyY; k oht t kM. khsckcrhr dkgh vfu; ferrk >kyh vl y rj rh ckc forj.k di uhP; k ç' kkl dh; d{kr ; rs rl p vki Y; k fuonukr vthkjkuh forj.k di uhP; k depkú; kcí y o vf/kdkú; kcí y cü; kp xHkj rØkjh dY; k vkg- R; kojhy dkjokbz l cf/kr l {ke vf/kdkú; kp; k dk; d{kr ; rs vthkj ; kckcr ; kX; R; k l {ke vf/kdkú; kdMs nkn ekxw' kdrkr vFkok dk; ns khj dkjokbz d# 'kdrkr- ek= gh ckc epkP; k vf/kdkj d{kr ; r ukgh- Eg. k u ep gs Bxkúgk. k QV/kGr vkg

xkgdkps i froru ] fo|r forj.k di uhpk [ kykl k o l knj dj. ; kr vkysh dkxni =s; k l olckchpk fopkj d#u ojhy fu' d'kkP; k vk/khu jkgu ep gs xkúgk. ks fudkyh dk<hr vkg

; k fu. k k fo#/n rØkj nkj ; k u k vihy djko; kps vl Y; kl ] egkj kV<sup>a</sup> fo|r fu; ked vk; kx xkgd xkúgk. ks fuokj.k ep o fo|r ykdi ky<sup>1/2</sup> fofu; e 2006 e/khy fu; e Ø- 17-2 uj kj ek- fo|r ykdi ky ; kpdMs ] 10nkjk & egkj kV<sup>a</sup> oht fu; ked vk; kx] 606] ^ds kok\*\* cxyk cknk dklyDI 1/2 epb 400051<sup>1/2</sup> ; Eks ; k vknk kkP; k fnukdkikl u 60 fnol kP; k vkr rs vihy d# 'kdrkr-

**Yktu fl - dyd. kl ½      ¼ jesk o- f'konkl ½      ¼ I jsk ika ok?k ½**  
 l nL;                          l nL; &l fpo rFkk                          v/; {k  
 dk; ZvfHk; rk

**xkgd xkúgk. ks fuokj.k ep - ifjeMG ulf'kd**

- ir ekfgrhl kBh o ; kX; R; k dk; bkghl kBh vxfr %  
 1 e[ ; vfHk; rk] e-jk-fo-fo-dale; kZ<sup>1/2</sup> fo|r Hkou] ifjeMG dk; kly; ]  
 ulf'kdj kM  
 2 vf/k{kd vfHk; rk 1/2 o[ q<sup>1/2</sup> e-jk-fo-fo-dale; kZ<sup>1/2</sup> vgenuxj

i zO- 47&14 Jh- I j\$ k x@k/kj xkmz  
i "B 7@6