


JPR5-1224

 <p>15 STATE OF RAJASTHAN 1956</p> <p>प्रभास्मि शशिसूर्ययोः</p>	<p>JAIPUR VIDYUT VITRAN NIGAM LIMITED (A Govt. of Rajasthan Undertaking) OFFICE OF THE SUPERINTENDING ENGINEER(Comml.) Regd. Office: Room No. 229, VidyutBhawan, Jyoti Nagar, Jaipur - 302005 Email - secomml@jvvn.org Tel - 0141-2747041 FAX - 0141 - 2744803 CIN: U40109RJ2000SGC016486</p>
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No.JPD/SE(C)/XEN(P&IA)/F./ D.1464 Jaipur,

Dated: 19-02-2026

ORDER


Sub: Facility to attend CLGRF meeting through online mode from Circle office by the applicant as well as JVVNL official

In reference to order JPR5-1061 Dtd. 08.06.21 regarding the Procedure for Redressal of consumer grievance, it is observed that the complainant has to travel long distance for the hearing of case. In order to encourage ease of hearing and for convenience of the consumer, an option to attend CLGRF meetings via online mode through Video Conferencing may be given to the complainant, provided that the VC shall be attended from the concerned circle office.

For online hearing consumer has to inform the FORUM before 3 days from the date of hearing, so that necessary arrangements may be made.

As per Regulation 143 issued by RERC, FORUM shall receive the complaint/Grievance in writing including through registered post/email (secomml@jvvn.org)/ online mode. The consumer can also register complaint online via portal - <https://www.bijlimitra.com>

By order,

 19.2.26
(T.C. Singhal)

Superintending Engineer(Comml)