



No. JPD/MD/TA / F. /D. 362

Jaipur, date: 02/08/2024

The Zonal Chief Engineer (J/B/K-Z),
The Superintending Engineer (JCC/JPDC)/(O&M),
Jaipur Discom,
Jaipur/Dausa/ Alwar/ Bharatpur/ Kota/ Jhalawar/
S.Madhampur/ Karauli/ Dholpur/ Baran/ Tonk/ Bundi

Sub:- Regarding monitoring of consumer complaint and maintaining un-interrupted power supply.

It is being observed that field officers specially JEN/AEN/XEN are either not responding consumer phone call or not replying properly at the time of complaint of power failure. It is also being observed that there are certain officers who are leaving their head quarter without prior permission of the competent authority. Such type of act is highly undesirable. It is, therefore, directed that circle SE and ZCEs will ensure that no employee/officer leave their head quarter without prior permission of competent authority. ZCE/Circle SEs are responsible for daily monitoring of no current, safety, billing and other complaints as registered in Central Call Center along with power failure in the areas on daily basis and shall ensure their timely redressal. Circle SE/ZCEs shall make sudden checking drive in their areas to check the attendance of employee/officers at head quarter and shall immediately taken strong disciplinary action against officer/employee found absent from head quarter. Similar action needs to be taken no response on phone calls.

Navin
(Navin Arora)
Managing Director

Copy forwarded to the TA to Director(Technical), Jaipur Discom., Jaipur for information and necessary action:-

G. Arora
TA to Managing Director