



No. JPD/MD/TA / F. /D. 117

Jaipur, date: 09-03-21

ORDER

Sub:- Planned/unplanned shut down.

Directions have already been issued in past that whenever planned shut down is to be taken besides prior publication in local newspaper and intimation to call center this will invariably be uploaded with feeder detail in Urja Mitra App being maintained by the Government of India which is already integrated with JVVNL "Bijli Prabadhan App" so that the consumer connected on the feeder and their mobile number is already registered information of shut down be informed to them through SMS also. Login ID of all AEN/JEN for Urja Mitra App has already been provided by SE(IT), but it is being observed that this provision is not being implemented in its right spirit and consumers are not being aware regarding sudden interruption in power. The provision for unplanned situation like emergency break down, intimation were also made mandatory to inform call center as well as to be uploaded on Urja Mitra App so that the consumer remain updated. It is, therefore, once again advised to all ZCEs/SEs/XENs/AEns/JEns to get ensure implementation of these procedure strictly.

Non compliance of above directions shall be viewed seriously and liable for disciplinary action.

Navin Arora
(Navin Arora)
Managing Director

Copy submitted/ forwarded to the following for informaiton and necesasry action:-

1. The Director(Technical),Jaipur Discom.,Jaipur.
2. Zonal CE(J/B/K-Zone), Jaipur Discom, Jaipur/Bharatpur/Kota
3. The SE(JCC/JPDC)/(O&M)(I&S)(M&P), Jaipur Discom, Jaipur/ Dausa/ Alwar/ Bharatpur/ Kota/ Jhalawar/ S.Madhopur/ Karauli/ Dholpur/ Baran/ Tonk/ Bundi.
4. The SE(IT), Jaipur Discom, Jaipur for uploading on the website.

Navin Arora
TA to Managing Director