



**JAIPUR VIDYUT VITRAN NIGAM LTD.  
OFFICE OF THE SUPERINTENDING ENGINEER (COMML.)**

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NO. JPD/SE (Comml.)/XEN (C-I)/F /D. 242

Dated: 28.04.2017

**ORDER**

**Sub: Regarding release of new industrial/ non-domestic connection and extension/reduction in connected load/contract demand.**

During the course of discussion in the Corporate Level Grievance Redressal Cum Settlement Form meeting it has been observed that the extension/reduction in connected load/contract demand applied by the industrial/ non-domestic consumer, not released in due time as per provisions of TCOS & SOP. Abnormal delay has also been observed in releasing new connection.

Above situation creates dissatisfaction among consumers and also spoil the image of Nigam. Further, due to delay in release of new industrial/ non-domestic connection and load extension/reduction, revenue loss is suffered by the Nigam.

Therefore, in order to avoid such a situation, the field officers are directed to adhere the time limits for release of new connection and load extension/reduction as prescribed in TCOS and Standard of Performance so as to avoid further complication.

Non compliance of the above instructions shall be viewed seriously and defaulting officer(s)/official(s) may attract disciplinary action.

By order,

**(A.K. Khandelwal)**  
**Chief Engineer (H.Q.)**  
**JVVNL, Jaipur.**