

ORDER

Sub. : Introducing the scheme of providing facility of release of new electric connections to the prospective consumers under Domestic & Non-domestic categories in Jaipur City Circle at their door step (optional for the consumer)

In the matter of applying for new connections by the prospective consumers, it has been reported that they are being harassed by the middle-men due to lack of knowledge of right office, departmental procedures etc.

With a view to facilitate the prospective consumers of Jaipur City Circle the matter was placed before the BODs of Jaipur Discom, in its 140th meeting held on 25.06.08. The Board of Directors discussed the proposals in detail and approved the following scheme :-

- (1) This scheme for registration of new connections (Domestic and Non-domestic) is optional for the consumers & the present facility of registering their application in the office of concerned AEN (O&M) will remain continue.
- (2) The applicant shall contact to Toll Free Number of Central Room of Jaipur City Circle i.e. 155333 & intimate his home address, telephone number and category of connection required etc.
- (3) The person of Control Room will pass this information to the concerned sub-division.
- (4) The representative of the Nigam will contact the person at his contact number and advise to keep ready the required documents, tentative amount to be deposited by him etc. and also fix up date & time of meeting. The representative of the Nigam with his identity proof will

contact the prospective consumer either in the morning, or evening (excluding office hours) and get the application filled up, deposit the application fees and other charges as per TCS-2004, provide receipt and will also guide regarding furnishing the balance documents in the office. If the applicant fails to furnish the same on fixed time then he has to visit the AEN office.

- (5) In lieu of rendering this service to the prospective consumer, a Facility Fee of Rs. 50/- (Rupees fifty only) will be charged for each application from the consumer and it will be passed on to the representative of the Nigam as incentive.
- (6) The Superintending Engineer (JCC) will issue separate guidelines for smooth implementation of order.

The above scheme shall come into force with immediate effect.

sd/-
(S.C. Malhotra)
Chief Engineer (Comml.)
