

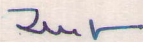
JAIPUR VIDYUT VITRAN NIGAM LIMITED
OFFICE OF THE CHIEF ENGINEER (COMML)

No. JPD/CE(C)/SE(C)XEN(RA&R)/F.19III/D. 1634 Dt. 20.11.04

ORDER

In compliance to Standard of Performance Regulation 2003, the following detailed instructions for proper maintaining the printed complaint register at various levels are hereby issued to remove the shortcomings in disposal of complaints as per Standard of Performance.

1. All the complaints made by a consumer whether verbally or in writing (particularly in rural area) should be registered in the printed complaint register (Annexure-A) already made available as per Standard of Performance. The no current complaint should be registered at respective complaint centres and complaints regarding quality of power supply should be registered at JEN/AEN office. The complaints regarding meter, meter boxes & bills etc. should be registered in the office of AEN concerned. The complaint number allotted to each complaint be conveyed to the consumer and it shall be ensured that all complaints are redressed timely/promptly.
2. The operation & maintenance of most of the substations is being carried out by the contractor. The printed complaint register as per Standard of Performance should be made available to the person deployed by the contractor and suitable instructions should be given so that they may register the complaint in the prescribed printed register only with allotment of complaint number.
3. Implementation of above instructions as per Standard of performance should be checked / verified during the visit of substations/sub-divisions by the AEN/XEN/SE.


(R.P. Goyal)
Chief Engineer (Comml.)