



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

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NO / Jd.V.V.N.L. / CAO (B&R)/Sr. A.O. (REV.)/ F /D. 8

Dt. 2/4/18

Order 3

It has been come into notice of the management that consumers' grievance regarding billing and audit charges are not being redressed properly and timely. Consumers are not being heard at the sub-division level resulting in increase in consumers' resentment. Therefore, in order to increase the consumer satisfaction and redressal of their grievance promptly, the following committees are constituted for monitoring of such issues.

Circle Level

- | | |
|------------------------------|---------------------------------------|
| 1. Accounts officer- | Head |
| 2. TA to SE- | Member |
| 3. AAO (Revenue)- | Member (Secretary) for billing issues |
| 4. AAO (Audit) posted at HQ- | Member (Secretary) for audit issues |

Zonal Level

- | | |
|---------------------------------------|-----------------------------------|
| 1. Sr. Accounts Officer- | Head |
| 2. TA to ZCE- | Member |
| 3. AO (IA-Rev.)- | Member (Secy.) for audit issues |
| 4. AAO (Revenue) of concerned circle- | Member (Secy.) for billing issues |

The circle level committee shall review the grievances weekly and the zone level committee shall review the position fortnightly.

The committees shall ensure timely redressal of the consumers' grievances by the concerned. Zonal Sr. Accounts Officer will be overall incharge for the timely redressal of the consumer grievances. This bears approval of Managing Director, Jodhpur Discom, Jodhpur.

By Order,

Chief Account Officer (B&R)
Jodhpur Discom. Jodhpur

Copy to the following for information and necessary action:-

1. The Chief Engineer (O&M), Jodhpur Discom, Bikaner/Jodhpur/Barmer.
2. The Superintending Engineer (CC/DC/O&M), Jodhpur Discom.....
3. T.A. to Managing Director, Jodhpur Discom, Jodhpur.
4. The Superintending Engineer (IT), Jodhpur Discom, Jodhpur, for uploading on the website.
5. The Sr. Accounts Officer (JDZ/BKZ/BMZ/O&M), Jodhpur Discom,.....
6. The Accounts Officer (CC/DC/O&M/IA), Jodhpur Discom.....
7. The Assistant Accounts Officer (Revenue), Jodhpur Discom.....
8. The PS/TA to Director (Finance/Technical), Jodhpur Discom, Jodhpur.

Chief Account Officer (B&R)
Jodhpur Discom. Jodhpur