



JODHPUR

VIDYUT VITRAN

NIGAM LTD

A GOVERNMENT OF RAJASTHAN UNDERTAKING)

New Power House, Industrial Area, Jodhpur - 342 003

No.FO/JdVVNL/MD/JU/CAO(B&R)/S.Rev./D.....41.....

Dt. : 15.04.2014

ORDER - (19)

Providing of various value added e-information services to the customers is need of the hour for greater satisfaction. Accordingly, Nigam has decided to serve various consumer interests i.e. information relating to issue of bill, reminder of payments, acknowledgement of amount received, intimation of power cuts and restoration of supply etc. through the mobile phone of the consumer concerned.

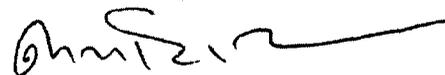
To implement the above, it has been decided to collect mobile numbers of all the consumers and get it updated in consumers' database on war footing basis.

In view of above, following instructions are hereby conveyed for strict compliance by all concerned:-

1. Unit Officers will ensure that mobile numbers of all the consumers are collected by the departmental / agencies meter readers, as the case may be, within a maximum period of two months. In case of non-availability of mobile with the consumer, landline number may be collected.
2. As far as possible, the above numbers are to be collected and recorded in consumers' binders. Alternatively, the same may be recorded in the bill delivery books or in the format enclosed at (Annexure-A), which may also be utilized as inputs. However, only one procedure needs adopted in the entire sub-division and record thereof is also required to be kept in the safe custody.
3. Whenever prospective consumer approaches sub-division for the new connection, the Assistant Engineer will ensure to record mobile number of such consumer in the application itself. For entering in consumer's database, this number should also be mentioned on the top of MF-1.
4. Whenever, any consumer visits the sub-division for whatever the reasons i.e. bill correction, re-connection, disconnection, load extension / reduction and meter change etc., AEN & ARO both will ensure that mobile numbers of such visiting consumers are also collected and taken on relevant records.

5. Since updating such information in consumers' database is a continuous process, collection of such data from the remaining consumers will remain continue round the year.
6. Implementation of above will be monitored strictly by the AEN & ARO both.
7. After receipts of inputs mentioned above, the ARO will ensure to arrange to update the consumer's database, accordingly.
8. Monthly report of the progress achieved will be provided by the Sub-division to the Circle AO.
9. The consumer's mobile number shall also be utilized as its ID in the database of Discom /Call Centre.

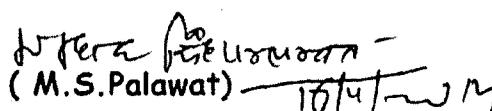
Compliance of instructions conveyed above will be monitored by the Circle AO concerned.



(N.M.Chohan)
Managing Director

Copy to the following for information and necessary action:-

1. The Chief Engineer /Zonal Chief Engineer (O&M-JDZ/BZ/BMR), Jodhpur Discom, Jodhpur/Bikaner/ Barmer.
2. The Chief Accounts Officer (IA&A/W&M), Jodhpur Discom, Jodhpur/Jaipur.
3. The Addl.SP(Vig.), Jodhpur Discom, Jodhpur.
4. The Superintending Engineer (), JdVVNL,.....with advice to please arrange to circulate this order among the AEns / XEns under his jurisdiction.
5. The Superintending Engineer (IT), Jodhpur Discom, Jodhpur for uploading this on website of Jodhpur Discom.
6. The Sr. Accounts Officer/Accounts Officer(),Jodhpur Discom,.....
7. The TA/PA to Director (Tech./Fin.), Jodhpur Discom, Jodhpur.
8. The Assistant Director (PR), Jodhpur Discom, Jodhpur.
9. M/s. K&D Engineers.....


(M.S.Palawat)
Chief Accounts Officer(B&R)
Jodhpur Discom, Jodhpur

