

JODHPUR VIDYUT VITRAN NIGAM LIMITED
CONSUMER CHARTER

A Consumer Charter represents the commitment of the Discom towards standard, quality, reliability and time frame of service delivery, grievance redressal mechanism, transparency and accountability for the services provided by the Discom.

OBJECTIVE :

1. To improve the quality of services.
2. To inform the consumer about the kinds of services that provided by the Discoms.
3. To set the standard of service delivery.
4. To enable the consumers to protect themselves by creating an awareness regarding the rights available and quality of service that consumer may reasonably expect from Discoms.

The Consumer's Charter does not by itself create new legal rights, but goes a long way in enforcing existing rights.

**A) PROCEDURE FOR GETTING NEW CONNECTION/
CHANGE IN LOAD/NAME/TARIFF CATEGORY :**

1. To receive an application form (s) and agreement from (s), free of charge for applying for a new connection, increase/decrease of load/demand, shifting of connection etc. from concerned Sub Divisional office or may be downloaded from Jodhpur Discom Web Site www.jdvvn.com The existing Schedule of fee to be deposited along with application form is annexed at Annexure "B".

2. To know the status of their application and information about the reasons of non-disposal or rejection thereof, personal hearing, appeal and removal of deficiencies.
3. To receive a copy of the agreement (s) after the same has been executed for obtaining a new connection/change in load/demand, as the case may be.
4. To know the charges/fees that the applicant/consumer has to pay to get the supply/new connection, as the case may be as per schedule or charges approved by the R.E.R.C.
5. To receive supply within the time frame provided in standards of performance Regulations-2003 notified by the R.E.R.C. after following the correct procedure as laid down in "Terms and Conditions for Supply of Electricity -2004" notified by R.E.R.C. on payment of fees and charges as per Scale of Miscellaneous Charges, approved by the R.E.R.C.
6. To receive the receipt of fees and charges paid to the Jodhpur Discom.
7. If the supply is not effected by the Nigam within the prescribed time to a person who has applied for a new connection/increased load and has completed the formalities and paid the charges for such new connection/increase in load, he may lodge a complaint to the Grievance Cell of the Nigam at new power house BASANI, Jodhpur.

(B) BILLING :

1. Receive fortnightly/monthly/bi-monthly (as the case may be) bills with such detailed particulars (including due date for payment) as specified in the Supply Code notified by R.E.R.C. A duplicate copy of the bill can

also be demanded on deposit of prescribed fees in case of loss of the original bill and to know the amount of the bill (including due date for payment) from the office of the Discom designated for the purpose.

2. Demand From the Discom about the details of the basis of computation of the bill.

(C) PAYMENT OF BILL (S)

The Discom facilitates the consumers a grace period of 15 days to all consumers except PHED, where grace period shall be 19 days to deposit all bills of electricity either in cash or by pay order/demand draft/banker's cheque at collection centers authorized by the Discom. It is advised, in case the payable amount of the bill (s) exceeds Rs. 20,000.00 (Rupees Twenty Thousand only), the payment shall have to be made through Crossed Demand Draft or Banker's Cheque or pay order or cheque only as per the requirement of Section 40(A) (3) of Income Tax Act-1956.

(D) SECURITY DEPOSITE

1. The consumer shall have to deposit security amount as specified in “ Terms & Conditions for Supply of Electricity-2004”, approved by the RERC.
2. Consumers have the right to receive interest on the security deposit as specified in “Terms & Conditions for Supply of Electricity-2004”, approved by the RERC.

(E) DISCONNECTION OF POWER SUPPLY:

The power supply to any installation can be disconnected due to any of the following reasons:

1. Non Payment of Bill (s) :

The power supply to any consumer shall be disconnected, if the bill amount is not paid upto the last date indicated in the bill (s) after issue of clear 15 days notice and after expiry of notice period.

2. Unauthorized use of electricity and other offences :

The Discom shall be entitled to take action against a consumer/person for unauthorized use of electricity and other offences committed by him/her under the Section 126, 127 and 135 to 151 of the Electricity Act-2003.

3. Prejudicial use of electricity :

The power supply of any consumer is liable for disconnection without any notice if he/she is found using any apparatus, which affects the Discom's supply to other consumers in the vicinity. The Disconnection of any installation shall be governed by the "Terms and Conditions of Electricity-2004".

(F) RECONNECTION:

A consumer seeking reconnection after disconnection is required to apply in prescribed form, which can be downloaded from Discom web site or may be obtained free of cost from the office of Assistant Engineer concerned. The reconnection shall be governed by "Terms and Conditions for Supply of Electricity-2004" amended from time to time by R.E.R.C.

(G) CAUTION REGARDING PROPERTY DUES:

Are you buying or selling property? Are you taking/leaving rented accommodation (including government quarters/ flats/bungalows)

Please remember to take “No Dues Certificate” from Nigam to avoid “outstanding dues” problem in future. The last Bill paid is not conclusive proof that no other dues are outstanding on the property. There could be other dues which can be broadly classified as follows:

- Power theft/Dishonest Abstraction of Electricity/ Malpractice.
- Average charging due to meter defective raised by audit at later stage.
- Adjustment of Bill from Provisional to Actual.
- Dues kept as deferred pending settlement of dispute.
- Dues kept as deferred for the installment not yet due.
- Dues of Temporary Connection on the Premises taken for construction/ renovation/social function etc.
- Cost of the meter which was tampered, burnt or found defective at the time of change of occupancy of the premise etc.

(H) STANDARDS OF PERFORMANCE:

Certain standards of performance of the Discoms are guaranteed under the R.E.R.C. (Distribution Licensee's Standards of Performance) Regulations, 2003 notified by the R.E.R.C. Consumers have right to receive service at such standards. A summary of the maximum time limits for various activities/redresal of complaints are annexed at Annexure-“A”.

(I) COMPLAINT HANDLING & GRIEVANCE REDRESSAL :

Consumers have the right to have their grievances redressed in accordance with R.E.R.C. (Guidelines for Redresal of Grievances) Regulations, 2008 notified by the

R.E.R.C. In light of aforesaid Regulation “Grievance Redresal Cum Settlement Forum” has been consisted for redresal of monetary as well as non-monetary nature of complaints:

(A) Grievances of Non-monetary nature

(Complaints related to electric supply):

| Sr. No. | Name of Forum | Complaints related to | App. fees |
|---------|---------------------|-----------------------|-----------|
| i. | Division forum | LT Supply | No fees |
| ii. | Circle (Dist.forum) | HT Supply | No fees |
| iii. | Corporate Forum | EHT Supply | No fees |

(A) Grievance of Monetary Nature: Consumer shall have to pay Registration Fee for monetary nature of grievance as detailed below:

| Forum | Monetary Limit | Registration Fee |
|------------------|-----------------------|------------------|
| Sub Div. Forum | Rs.10,000.00 | Rs.50.00 |
| Divisional Forum | Rs.25,000.00 | Rs.100.00 |
| Circle Forum | Rs.3,00,000.00 | Rs.250.00 |
| Corporate Forum | More than Rs.3.0 lacs | Rs.1,000.00 |

Normally, the grievance shall be disposed of within the time period as specified by the R.E.R.C. If the consumer is not satisfied with the disposal of his/her grievance, he/she may approach to the “Ombudsman” appointed by the Commission as per R.E.R.C. (Settlement of Dispute by Ombudsman) Regulations, 2010.

(J) TARIFF SCHEDULE:

Consumers have a right to obtain copy of Tariff Schedule on payment of prescribed charges. Also Tariff Schedule is printed on the back of Electricity Bill for certain categories of consumers.

(K) METERS:

1. The energy meter measures the amount of energy consumed, maximum demand and other electrical parameters of tariff applicable. These parameters are used by the Discom to determine the electricity bill of consumer. Authorized representative of Discom has right to access the meter for the purpose of installation, reading, repairing, replacing and testing the meter and allied equipments.
2. The consumer is required to pay along with Electricity Bill an amount towards rent if CT/CTPT, etc. or the consumer may opt of his own meter/metering equipments conforming to the specification and other features as notified by the Commission in RERC (Metering) Regulations, 2007. All such meters/metering equipments shall be tested/Calibrated and sealed by the Discom or accredited test lab before installation at consumer's premises.
3. Consumers have the right to get the meter/metering equipments tested for accuracy upon making a written request to the Discom and upon payment of prescribed testing fee. Consumers also have the right to get meter tested at such laboratories as approved by the R.E.R.C. Consumers have the right to receive a copy of the meter test report.
4. It will be the responsibility of the consumer to keep the meter intact, in whose premises it is installed.

(L) OPEN ACCESS:

For encouraging competition in the power sector and for enabling consumers to receive supply of electricity completely or partially from a person, other than Distribution Licensee of his area of supply, open access has been provided by E.A.-2003. Consumers with contract demand of 1.0 MVA and above and fulfilling the eligibility conditions as specified in RERC (Terms and Conditions for Open Access) Regulations, 2004 notified by the RERC, have the opportunity to choose the open access.

(M) Supply of Information, Publication etc.

The following publications, along with amendments if any, shall be made available by the Discom at its Head Office & Circle Offices for perusal of any consumer or person and on his/her request a copy thereof shall be supplied on payment of Rs.2.00 per page or the printed price, within seven working days.

- a) Tariff for Supply of Electricity.
- b) Terms & Conditions of Supply.
- c) Metering Regulations & Distribution Code.
- d) Safety Standards.
- e) Distribution License.
- f) RERC's Tariff Order(s).
- g) Standards of Performance.
- h) Annual report & statistics of company
- i) Abridged annual account of the company
- j) Any booklet, folder, pamphlets, public notices etc. issued in public interest by the Discom
- k) Guidelines for release of connections.

The formats/documents with which a consumer is directly concerned viz, (a) (b)(d)(g)(j) &(k) shall also be made available at offices of AENs.

The publications listed above will include separate publication of their subsets/extracts by the Discom, particularly those relating to sanction of a new connection.

HOW CAN YOU HELP US SERVE YOU BETTER

- Electricity is precious, please don't waste or misuse it.
- Please make your payments well in advance to avoid disconnections.
- Please renew worn out wiring in order to avoid accident.
- Please install proper rating of capacitors at proper place, so as to maintain the Power Factor and avoid Power Factor Surcharge.
- Inform immediately, when meter/allied equipments is stuck up or burnt out or damaged.
- Energy meter is a sensitive instrument; please do not over load it by connecting unauthorized load.
- Please use energy efficient devices/equipments approved by the Bureau of Energy Efficiency, New Delhi.
- Please switch off the equipments/device, when it is not in use.
- Whenever the Discom Officers/officials come over to your premises, cooperate them to carry out their duty.
- Discom is endeavor to maintain uninterrupted supply to its consumers, and try to minimize the shut down and break downs, but these are unavoidable pl. cooperate us in case of forced break down/shut down.

Electricity Calculator

An illustration to calculate your own power consumption

| Appliances* | <i>(a) Load (Watts)</i> | <i>(b) No. of Appliances</i> | <i>(C) Consumption (Hours/Day)</i> | <i>Units/Months axbxcx 30/1000</i> |
|---------------------------|-----------------------------|----------------------------------|--|--|
| Incandescent Bulb | 60 | 2 | 2 | 7 |
| Tube Light | 40 | 4 | 7 | 34 |
| Television | | | | |
| a) Colour | 100 | 60 | 1 | 1 |
| b) Black & White | 6 | 6 | 18 | 11 |
| Fridge | 250 | 1 | 10 | 75 |
| Desert Cooler | 250 | 1 | 8 | 60 |
| Geyser | 1500 | 1 | 2 | 90 |
| Air Conditioner | | | | |
| a) (1 ton) | 1500 | 2200 | 1 | 1 |
| (1.5 ton) | 5 | 5 | 225 | 330 |
| Water utility Pump | | | | |
| 0.25 HP | 180 | 1 | 1 | 6 |
| 0.50 HP | 360 | 1 | 1 | 11 |
| Table fan/ Ceiling fan | 60 | 3 | 12 | 64 |
| Exhaust Fan | 150 | 1 | 2 | 9 |
| Washing Machine | 500 | 1 | 1 | 15 |
| Computer | 150 | 1 | 2 | 9 |

**SAFETY ALERT:
VERTICAL & HORIZONTAL CLEARANCES OF BUILDINGS**

Attention building/shop owners/residents & general public

Extending building, structures, projection, balconies chajjas or boundary walls etc during or after the construction of authorized electrical mains or associated electrical installations must comply with the provisions of Clause 60 & 61 of the Regulation called the Central Electricity Authority (Measures relating to Safety & Electric Supply) Regulation, 2010.

Minimum vertical & horizontal clearances required to be maintained from the electricity mains and electrical installations to avoid any mishap or fatal accident as per regulation Central Electricity Authority (Measures relating to Safety & Electric Supply) Regulation, 2010 are as under:-

| S. No. | Lines/Installations | Minimum vertical clearance where line is passing above a building/structure/ balcony etc. | Minimum horizontal clearance where line is passing adjacent to a building/structure /balcony etc. |
|--------|--|---|---|
| 1. | Low or Medium Voltage line and service line upto 650 Volts | 2.5 mtrs. from the highest point | 1.2 mtrs. from the nearest point |
| 2. | High Voltage line upto and including 11000 Volts | 3.7 mtrs. from the highest point | 1.2 mtrs. from the nearest point |
| 3. | High Voltage line above 11000 Volts and upto and | 3.7 mtrs. from the highest point | 2 mtrs. from the nearest point |

| | | | |
|----|--|--|---|
| | including 33000 Volts | | |
| 4. | Extra High Voltage line above 33000 line | 3.7 mtrs. (plus 0.30 mtrs. for every additional 33000 volts or part thereof) | 2 mtrs. (plus 0.30 mtrs., for additional 33000 Volts or part thereof) |

Owners/occupiers are advised to remove unauthorized structures, buildings, projections, balconies, boundary walls etc. immediately.

Note : Violators of the above Clause 60 & 61 of the Central Electricity Authority Regulation, 2010, will be held personally responsible for any direct/indirect loss (life, property etc.) and liable for prosecution as per applicable law.

TIPS ON ENERGY SAVING

White Roofing

Painting the roofs white or installing white tiles on commercial and residential roofing can cut air conditioning costs by around 20%. Experts claim converting 1,000-Square-foot roof with white material would offset 10 metric tons of greenhouse gases.

Lighting System

- Turn off lights and fans when not in use.
- As far as possible use task lighting which focuses light where it is needed.
- Clean tube lights and bulbs regularly-dirty ones waste upto 50% of the light through absorption.
- Use /replace ordinary tubelight chokes with power saving electronic chokes.

- Replace ordinary lamps with energy efficient CFLs which use 80% less energy. Savings between Rs.321 to Rs.525 (depending on wattage)per year can be done with just one CFL.
- Avoid keeping electronic appliances in the stand by mode since your electricity meter records such consumption.
- Use ISI marked & energy efficient gadgets to minimize consumption.

Refrigerator

- Make sure the refrigerator is placed away from any heat source including direct sunlight.
- Allow enough space around the refrigerator for continuous airflow. If the heat can not escape, the cooling system will have to work harder and use more energy.
- Defrost the freezer compartment regularly for a manual defrost refrigerator.
- Do not keep your refrigerator door open for too long.
- Periodically check the condition of the door gasket.

Computers

- Turn off the computer when not in use.
- The monitor uses more than half of the energy consumed. Turn it off even if you have to leave the computer on.
- Screen savers do not save energy. Start ups and shutdowns do not use any extra energy and nor do they harm the components, so shutting down computers when not in use actually reduces system wear and tear and also saves energy.

Safety First Do's and Don'ts

Observe these simple Do's and Don'ts and help keep friends, family and yourself safe!

| Do's | |
|-------------|---|
| | Carry out all electricity related work only after switching off the power supply |
| | In case of an electrical fire immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water. |
| | Provide effective earthing for all electrical appliances and install Earth Leakage Circuit Breaker (ELCB) to prevent electrical shocks. |
| | Old and damaged wiring, where insulation has worn out, should be immediately replaced. |
| | For all electrical appliances use properly earthed 3-pins plugs. |
| | Electrical appliances should be kept away from damp & hot surfaces and from flammable goods. |
| | Contact a qualified electrician in case of dim or flickering lights, sparks and buzzing sounds from electrical appliances. They are signs of a potential hazards. |
| | Keep away from overhead electricity lines and cables and do not touch broken wires. |
| | Avoid joints in the wiring. All necessary joints should have proper taps/insulation. |
| | |

Don't's

| | |
|--|---|
| | Don't go near any place where "Danger/Caution board is placed |
| | Don't Climb a tree that has power lines running through or near it. |
| | Never climb utility poles or play near fencing around substations. |
| | Don't touch switches/plugs with wet hands |
| | Don't fly kites near High Tension electrical wires. |
| | Don't use broken electrical fittings, replace them immediately. |
| | Don't use metallic wires near electric cables for hanging wet clothes |
| | Don't use electrical appliance or talk on the phone during an electric storm. |
| | Don't insert wires directly into the plug socket without a matching plug pin. |
| | Don't touch a bare wire i.e. without insulation. It may be live. |
| | Don't provide a fuse on a neutral circuit. |

ANNEXURE-'A'

**STATEMENT INDICATING MAXIMUM TIME LIMITS FOR
VARIOUS ACTIVITIES/REDRESSAL OF COMPLAINTS
APPEARING IN THE S.o.P.**

| S. No. | Name of Activity / Type of Complaint | Prescribed Maximum Period |
|--------|--|---|
| 1. | Complaints of no voltage/ interruption in Power Supply on account of any reason including blowing of HT/LT fuse at consumer premises or of distribution transformer/MCB trouble or due to loose connections/disconnection at meter, MCB or service line, (not due to line fault or distribution and/or power transformer(s) failure (Complaints received during 8 A.M. to 10 P.M.) Clause 4(i) | 4 hours in industrial, municipal & army/cantonment & PHED installations. 24 hours in rural areas |
| 2. | Individual complaints received during night times (10 P.M. to 8 A.M.) Clause 4(i) | 4 hours on next day in industrial municipal & cantonment areas military/ PHED installations Next day in rural areas |
| 3. | Routine line faults Clause 4(iii) | In 8 working hours in industrial municipal & cantonment areas & military/PHED installations. 24 hours in rural areas |
| 4. | Failure of distribution transformer Clause 4(iv) | Replacement of transformer & restoration within 2 days in industrial municipal & cantonment areas & military/ PHED installations 3 days in rural areas |
| 5. | Failure of power transformer/ associated switchgear Clause 4(v) | 7 days, Restoration in two days, if technically feasible. |

| | | |
|-----|---|---|
| 6. | <p>Quality of power supply</p> <p>(a) Poor quality due to - Neutral voltage exceeding 2% of the supply voltage.</p> <p>Low or high voltage (i.e. (b) (b) phase voltage exceeding tolerance as per IE Rules).</p> <p>(c) Voltage fluctuations or flickering.</p> <p>(d) High leakage current.</p> <p>(e) Supply voltage with individual harmonics exceeding 1%</p> <p>(f) Streetlights off or not operating properly.</p> <p>(g) Inadequate electrical clearances.</p> <p>Clause 5</p> | <p>Improvement in 7 days or to inform to consumer, if beyond licensees' control.</p> <p>Inadequacy of distribution system to be resolved in 180 days subject to material availability and techno-feasibility.</p> |
| 7. | <p>Scheduled outages</p> <p>Clause 6</p> | <p>Not to exceed 10 hours during daytime on any day.</p> |
| 8. | <p>Meters</p> <p>Regular Inspection, checking & testing of large/MIP industrial & NDS consumers.</p> <p>Clause 9(i)(a)</p> | <p>Once in six months.</p> |
| 9. | <p>Regular Inspection, checking & testing of other consumers.</p> <p>Clause 9(i)(b)</p> | <p>Once in three years.</p> |
| 10. | <p>Replacement of defective meter.</p> <p>On request of consumer</p> <p>Clause 9(i)(d)</p> | <p>60 days.</p> <p>15 days.</p> |
| 11. | <p>Billing Complaints</p> <p>Complaints on wrong billing / incorrect tariff/ non receipt of bill/ inadequate time</p> <p>Clause 11(i)</p> | <p>Immediate if reported in person or telephonically.</p> <p>7 working days, if complaints received by post.</p> |

| | | |
|-----|--|--|
| 12. | Complaints of arithmetical errors or non receipt or inadequate time for payment Clause 11(ii) | Same day, if made in person. On the day of acknowledgment, if complaint sent by post |
| 13. | Any other billing complaints Clause 11(ii) | 7 days. |
| 14. | Other complaints (including of recurring nature) Clause 13 | Enquiry in 30 days. Rectification within 60 days thereafter. |
| 15. | Release of Connections New Connection-Domestic/NDS Issue of demand note. Release of connection. Clause 10 | Within 21 days of receipt of application 30 days of deposit of DN and formalities in completion of Urban Areas and 45 days in Rural Areas**. |
| 16. | New Industrial Connections Loads up to 60 HP Issue of Demand Notice Release of connection Loads above 60 HP and up to 300 KW Issue of Demand notice. Release of connection | Within 21days of receipt of application. Within 30 days after compliance of demand notice/ other formalities, if no augmentation is required otherwise 45 days. Within 30 days of receipt of application. Within 60 days after compliance of Demand Notice. |

| | | |
|-----------------------|--|--|
| 17 | Loads above 300 KW and up to 3000 KW cont. | |
| | Issue of feasibility clearance | Within 45 days of receipt of application. |
| | Issue of Demand notice | Within 60 days of receipt of application. |
| | | days |
| | Release of connection | Within 75 after compliance of Demand Notice/formalities by prospective consumers. |
| | Loads above 3000 KW and up to 33 KV Supply. | |
| | Issue of feasibility clearance | Within 45 days of receipt of application. |
| | Issue of Demand notice | Within 60 days of receipt of application. |
| | Release of connection | Within 90 days after completion of Demand notice/formalities by prospective consumers. |
| | 132 KV and higher voltage supply | |
| | Issue of feasibility clearance | Within 90 days of receipt of application. |
| | Issue of demand notice | Within 120 days of receipt of application. |
| Release of connection | Within 180 days after completion of Demand notice/formalities by the applicant if no forest clearance is involved. | |
| Clause 10 | | |

| | | |
|-----|--|---|
| 18. | Release of New Ag. Connection** Clause 10 | 120 days from receipt of DN amount or due date of DN, whichever is later. |
|-----|--|---|

**Subject to the condition that the distribution system exists and connection is technically feasible.

ANNEXURE “B”

1. Application Fee

(1) For LT Supply:

(a) Agriculture connection

(i) General Category Rs.75/-

(ii) Special Category Rs.250/-

(b) Others

i. LT Single Phase Rs. 200/-

ii. LT Three Phase Rs. 500/-

(2) For HT Supply

(i) 11 KV Rs. 1000/-

(ii) 33 KV Rs. 2000/-

(iii) 132 KV Rs. 4000/-

(iv) 220 KV Rs. 4000/-

2. Expenses for providing electric line / plant and extension of distribution mains and/ or service line

A. Amount to be deposited with application

(1) For LT Supply

| S.N. | Category of Consumer | Amount to be deposited (Rs.) |
|------|------------------------|--|
| 1. | Domestic | Tribal sub plan - 750/ Rural - 1500/- in Abadi area Kachhi Basti - 2000/- Urban - 3000/ |
| 2. | Non domestic | <u>Rural</u> Load up to 1 KW - 2000/- 1 KW 5 KW - 3000/- 5 KW 10 KW - 5000/- above 10 KW additional sum @ Rs. 250/- for each KW or part there of beyond 10 KW <u>Urban</u> Load up to 1 KW - 3000/- 1 KW 5 KW - 4000/- 5 KW 10 KW - 6000/- above 10 KW additional sum @ Rs. 250/- for each KW or part there of beyond 10 KW |
| 3 | Public Street Lighting | @ Rs. 5000/- per connection. This does not include line/network cost. |

| | | |
|---|--|---|
| 4 | Agriculture | As per Agriculture policy of State Government. |
| 5 | Small industry, Medium Industry & Mixed Load | Load up to 1 KW - 3000/- 1 KW 5 KW - 4000/- 5 KW 10 KW - 6000/- above 10 KW additional sum @ Rs. 250/- for each KW or part there of beyond 10 KW |

Note :-

1. In addition to above, expenses for extension of electrical infrastructure security against elect. consumption and electric meter cost of meter box etc. shall be payable by the applicant as per TCOS-2004 (annexure).
2. This schedule of fee may get amended from time to time, as per RERC directions.

List of XENs
JODHPUR CITY CIRCLE

| S. No. | Designation | Mobile | CUG No. | Telephone No. |
|--------|--------------|------------|---------|---------------|
| 1 | XEn (A Zone) | 9413359106 | 39106 | 0291-2517887 |
| 2 | XEn (B Zone) | 9413359107 | 39107 | 0291-2651296 |
| 3 | XEn (C Zone) | 9413359108 | 39108 | 0291-2556236 |

JODHPUR DISTRICT CIRCLE

| S. No. | Designation | Mobile | CUG No. | Telephone No. |
|--------|--------------------|------------|---------|---------------|
| 1 | XEn (DD) | 9413359208 | 39208 | 0291-2517897 |
| 2 | XEn (O&M), Bilara | 9413359210 | 39210 | 02930-222052 |
| 3 | XEn (O&M) Mathania | 9413359209 | 39209 | 02926-222858 |
| 4 | XEn (O&M) Phalodi | 9413359211 | 39211 | 02925-223646 |

PALI CIRCLE

| S. No. | Designation | Mobile | CUG No. | Telephone No. |
|--------|-----------------|------------|---------|---------------|
| 1 | XEn (O&M) PALI | 9413359302 | 39302 | 02932-281401 |
| 2 | XEn (O&M) Sojat | 9413359303 | 39303 | 02960-222088 |
| 3 | XEn (O&M) Falna | 9413359304 | 39304 | 02938-233053 |

SIROHI CIRCLE

| S. No. | Designation | Mobile | CUG No. | Telephone No. |
|--------|-------------------|------------|---------|---------------|
| 1 | XEN(O&M),Sirohi | 9413359305 | 39305 | 02972-222337 |
| 2 | XEN(O&M),Abu-Road | 9413359306 | 39306 | 02974-222995 |
| 3 | XEN(O&M),Reodar | 9413359337 | 39337 | 02975-282250 |

JALORE CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|-------------------|------------|--------|----------------|
| 1 | XEN(O&M),Jalore | 9413359485 | 39485 | 02973-222263 |
| 2 | XEN(O&M),Sanchore | 9413359487 | 39487 | 02979-224359 |
| 3 | XEN(O&M),Bhinmal | 9413359486 | 39486 | 02969-220091 |

BARMER CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|---------------------|------------|--------|----------------|
| 1 | XEN(O&M),Barmer | 9413359396 | 39396 | 02982-220374 |
| 2 | XEN(O&M),Balotra | 9413359395 | 39395 | 02988-240378 |
| 3 | XEN(O&M),Gudamalani | 9413359394 | 39394 | - |

JAISALMER CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|---------------------|------------|--------|----------------|
| 1 | XEN(O&M), Jaisalmer | 9413359397 | 39397 | 02992-252132 |
| 2 | XEN(O&M),Pokaran | 9413359456 | 39456 | 02994-223166 |

BIKANER CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|--------------------|------------|--------|----------------|
| 1 | XEN(C.D.-I)Bikaner | 9413359543 | 39543 | 0151-2226210 |
| 2 | XEN(CD.II),Bikaer | 9413359551 | 39551 | 0151-2231551 |
| 3 | XEN(DD.I),Bikaner | 9413359544 | 39544 | 0151-2226212 |

| | | | | |
|---|--------------------|------------|-------|--------------|
| 4 | XEN(DD.II),Bikaner | 9413359545 | 39545 | 0151-2236214 |
|---|--------------------|------------|-------|--------------|

SRIGANGANAGAR CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. NO |
|-------|------------------------|------------|--------|----------------|
| 1 | XEN(CD),Sriganganagar | 9413359746 | 39746 | 0154-2442093 |
| 2 | XEN(DD),Ganganagar | 9413359692 | 39692 | 0154-2442058 |
| 3 | XEN(O&M),Raisinghnagar | 9413359695 | 39695 | 01507-220158 |
| 4 | XEN(O&M),Suratgarh | 9413359693 | 39693 | 01509-220297 |
| 5 | XEN(O&M),Anupgarh | 9413359694 | 39694 | 01498-223529 |

HANUMANGARH CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|-------------------|------------|--------|----------------|
| 1 | XEN(O&M),HMGH | 9413359633 | 39633 | 01552-260528 |
| 2 | XEN(O&M),Nohar | 9413359635 | 39635 | 01555-221083 |
| 3 | XEN(O&M),Sangaria | 9413359636 | 39636 | 01499-221146 |

CHURU CIRCLE

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|--------------------|------------|--------|----------------|
| 1 | XEN(O&M),Churu | 9413359750 | 39750 | 01562-251417 |
| 2 | XEN(O&M),Ratangarh | 9413359753 | 39753 | 01567-222058 |
| 3 | XEN(O&M),Sujargarh | 9413359752 | 39752 | 01568-222601 |

VIGILANCE WING

| S.No. | Designation | Mobile No | CUG No | Office Tel. No |
|-------|---------------------|------------|--------|----------------|
| 1 | XEN(Vig.CC),Jodhpur | 9413359112 | 39112 | 0291-2517897 |
| 2 | XEN(Vig.DC),Jodhpur | 9413359213 | 39213 | 0291-2517894 |
| 3 | XEN(Vig.),Jalore | 9413359488 | 39488 | 02973-226467 |
| 4 | XEN(Vig.),Pali | 9413359308 | 39308 | 02932-281270 |
| 5 | XEN(Vig.),Sirohi | 9413359940 | 39940 | - |
| 6 | XEN(Vig.),Barmer | 9413359398 | 39398 | 02982-220374 |
| 7 | XEN(Vig.),Bikaner | 9413359547 | 39547 | 0151-2222627 |
| 8 | XEN(Vig.),HMGH | 9413359637 | 39637 | 01552-261177 |
| 9 | XEN(Vig.),SGNR | 9413359692 | 39692 | 0154-2443236 |
| 10 | XEN(Vig.),Churu | 9413359754 | 39754 | 01562-250428 |
| 11 | SHO-APTPS-City,JU | 9413359202 | 39202 | 0291-2512610 |
| 12 | SHO-APTPS-Rural,JU | 9413359271 | 39271 | 0291-2517021 |
| 13 | SHO-APTPS-Jalore | 9413359203 | 39203 | 02973-226465 |
| 14 | SHO-APTPS-Pali | 9413359461 | 39461 | 02932-281400 |
| 15 | SHO-APTPS-Sirohi | 9413359895 | 39895 | 02972-224329 |
| 16 | SHO-APTPS-Barmer | 9413359465 | 39465 | 02982-225691 |
| 17 | SHO-APTPS-Jaisalmer | 9413382692 | 32692 | 02992-203152 |
| 18 | SHO-APTPS-Bikaner | 9413359467 | 39467 | 0151-2222627 |
| 19 | SHO-APTPS-HMGH | 9413359469 | 39469 | 01552-260159 |
| 20 | SHO-APTPS-SGNR | 9413359700 | 39700 | 0154-2485236 |
| 21 | SHO-APTPS-Churu | 9413359468 | 39468 | 01562-252027 |
| 22 | SHO-APTPS-Rural,BKN | 9413870373 | - | - |