

Jaipur Vidyut Vitran Nigam Limited ° Ajmer Vidyut Vitran Nigam Limited ° Jodhpur Vidyut Vitran Nigam Limited

No. Chairman Discoms/TA/F. /D. 195

Jaipur, Dt.: 3/4/14

The Managing Director,
Jaipur / Ajmer / Jodhpur Discom,
Jaipur / Ajmer / Jodhpur.

Sub:- Use of Toll Free Number by the consumers.

You will kindly recall that the District (Circle O&M) wise Toll Free Numbers have been provided in all the Discoms which are being directly monitored by the concerned SEs. However, as per the information available upto 3rd April, 2014, total 50 grievances have been registered in the AVVNL, 51 grievances have been registered in JdVVNL and 419 grievances have been registered in JVVNL. This data relates to the whole month of March, 2014.

It appears that the awareness amongst the consumers about the availability of Toll Free Number is not proper and not many consumers are using the Toll Free Services. There can be the case when the consumers are trying to use the above services, but the officer attending the Toll Free Number is not properly entering the received complaints in the software.

It is, therefore, advised that the officers may be instructed to enter the received complaints properly in the software as well as awareness campaign may be launched to encourage for utilization of the Toll Free Services.


(R.G. Gupta)
Chairman Discoms

Copy to the following for information and necessary action:

1. The Director (Technical/Finance), Jaipur/Ajmer/Jodhpur Discom, Jaipur / Ajmer / Jodhpur.
2. The Chief/Zonal/Dy.Chief Engineer(O&M), Jaipur/Ajmer/Jodhpur Discom, _____
3. The Superintending Engineer (O&M), Jaipur / Ajmer / Jodhpur Discom, _____


(P.K. Jaimini) 3/04/2014
SE-TA to Chairman Discoms