



JODHPUR VIDYUT VITRAN NIGAM LTD.

(A GOVT. OF RAJASTHAN UNDERTAKING)

Corporate Identity Number (CIN) : U40109RJ2000SG016483

New Power House, Industrial Area, Jodhpur - 342003

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No. JdVVNL / MD/ JU / S. / F. / D. 79 Dated : 25.1.05.1.2022.

OFFICE ORDER (07)

Number of consumers meet the undersigned for redressal of grievances related to day-to-day functioning of O&M wing and other wings Grievances as received from CMO/Energy Minister and other authorities. Presently these complaints are being marked to SE(PP&M) who in turn forward the same to respective office for obtaining factual position / reply through dak. This delays the process of resolving the consumers' grievances thereby delaying the feedback to CMO/Energy Minister / Energy Department and other offices of GoR.

Therefore, it is directed that henceforth, as soon as, the complaint is received by SE(PP&M), he will E-Mail it to the respective officers for apprising factual position and hard copy will also be sent. All concerned officers are instructed to send the reply of above grievances received. A hard copy of the reply of the respective grievance may be sent later on through dak.

Apart from above the reply of all pending grievances as on date received from CMO/Energy Minister/Chairman-Discoms /MD office etc. lying in respective offices be sent within 7 Days positively to SE(PP&M) for onward reporting.

(PRAMOD TAK)

MANAGING DIRECTOR

JODHPUR DISCOM, JODHPUR

Copy to the following for information and necessary action:-

1. The Director (Technical/Finance), Jodhpur Discom, Jodhpur.
2. The CE/ZCE/ACE (), Jodhpur Discom.
3. The SE(), Jodhpur Discom. He is advised to forward this order to concerned XEN/AENs(O&M) for compliance.
4. The SE(IT), Jodhpur Discom, Jodhpur for uploading on web site.
5. SE(PP&M), Jodhpur Discom, Jodhpur-for pursuing the matter with concerned officers,

TA TO MANAGING DIRECTOR

JODHPUR DISCOM, JODHPUR