

**OFFICE OF THE CHAIRMAN DISCOMS, RAJASTHN**

No. Chairman Discoms/ TA/F.389/D. 155

Jaipur, dated: 28.4.2021

**ORDER**

**Sub.: - Instructions for the various activities during May,2021.**

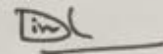
Looking to the outbreak of second wave of COVID-19, there is need to take strong measures for containment of pandemic and to protect life of consumers as well as Discom employees. The Discom employees frequently interface with public man for various activities to be performed by them for maintaining uninterrupted power supply. To avoid frequent interface of Discom employees with public man, door-to-door billing of consumers is also not possible.

Therefore, for safety of Discom employees and in larger public interest, following directions are hereby issued:

1. Only essential/safety related works are to be done in consumer's premises.
2. Electricity bills for the month of May,2021 for all categories of consumers may be issued to consumers on provisional basis in accordance with the provisions of Supply Code Regulations-2021 subject to adjustment after issuance of subsequent bill on actual reading basis.
3. Electricity bills be issued on actual consumption basis where meter reading is auto captured through smart meter/AMR metering.
4. Further, to facilitate consumers, the consumers can provide their meter reading (figure & Photo) with K. No. to Discoms call center/ whatsapp number/Discoms website or through Mobile App so that bills may be revised/generated accordingly.

5. Discoms will ensure to provide details of electricity bill amount and payment to consumers through electronic mode like e-mail, SMS, wherever registered and also through website link through Mobile App etc.
6. The domestic consumer of Jaipur Discom may avail the facility of self bill generation available on Bijlimitra.com/App. The Ajmer & Jodhpur Discom may also explore the possibility of the same on their website.
7. Wide publicity be ensured to create awareness among consumers to make use of online platform of Discoms for various services including payment of energy bills etc.
8. Connection of any consumer on outstanding amount of energy bills issued during billing month of April,2021 & May,2021 shall not be disconnected till 31<sup>st</sup> May,2021.

The above arrangements shall prevail till 31.05.2021.



(Dinesh Kumar)

**CHAIRMAN DISCOMS**

Copy to the following for information and necessary action:

1. The Principal Secretary, Energy Department, Govt. of Rajasthan, Jaipur.
2. The Managing Director, AVVNL/JVVNL/JdVVNL, Ajmer/Jaipur/ Jodhpur.



**CHAIRMAN DISCOMS**