

AJMER VIDYUT VITRAN NIGAM LIMITED

VIDYUT BHAWAN, PANCHSHEEL NAGAR, MAKARWALI ROAD, AJMER-305004

OFFICE OF THE CHIEF ACCOUNTS OFFICER (REVENUE),

No. AVVNL/CAO (R&C)/ F. /D.

389

Dated 5.6.2014

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ORDER

Providing of various value added e- information services to the customers is need of the hour, for greater satisfaction Accordingly, Nigam has decided to deliver various consumer interests i.e. information relating to issue of bill, reminder of payments, acknowledgment of amount received, intimation of power cuts and restoration 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 consumer's database, on war footing basis.


In view of above, following instruction 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 consumers, landline number may be collected.
2. As far as possible, the above numbers are to be collected and recorded in consumer's binders. Alternatively, the same may be recorded in the bill delivery books or in the enclosed format of (Annexure-A), which may also to be utilized as inputs. However, only one procedure needs be adopted in the entire sub-division and records there of are 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



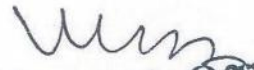
- will ensure that mobile numbers of such visiting consumers are also collected and taken on relevant records.
5. Since updating such information in consumer's database is a continuous process, collection of such data from the remaining consumers will remain continue round the year.
 6. Implementation of above will be monitored by the AEN & ARO both strictly.
 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 data base of Discom/call center.
- Compliance of instruction conveyed above will be monitored by the circle AO concerned.

Encl:- A.A.


Managing Director
AVVNL, Ajmer

Copy to the following for information please:-

1. The Director (Finance/Technical), AVVNL, Ajmer.
2. The Chief Engineer (Comml./IT), AVVNL, Ajmer .
3. The Chief Accounts Officer (ATB/W&M), AVVNL, Ajmer
4. The Zonal Chief Engineer (Zone), AVVNL, _____.
5. The Addl. S.P. (Vig.), AVVNL, Ajmer.
6. The Superintending Engineer (IT/O&M)AVVNL, _____
7. The Sr. Accounts Officer (Zone) AVVNL, _____.
8. The Accounts Officer (IA/O&M), AVVNL, _____


Chief Accounts Officer (R&C)

