

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 50/MON/2011

From

Coordinator,
DHBVN, Hisar.

To

All CGMs/Operation, in DHBVN
All GMs/Operation, in DHBVN
All DGMs/Operation, in DHBVN
All AGMs/Operation, in DHBVN

Memo No: - **Ch- 144/Mon-260/Vol-1** Dated: - 07.03.2011.

Subject: - Redressal of public grievances.

It stands decided and already conveyed that quality supply to the consumers be ensured and grievances of the consumers/ public shall be resolved on priority and It also stand decided that meeting with customer care advisors shall be held on 11th of each month, their suggestions be considered and necessary action shall be taken accordingly so as to improve the customer services and create friendly relation between Nigam and the consumers. The Nigam's officers & officials shall treat the customers politely, resolve their grievances to create & maintain the friendly relations. But sometimes the relations are disturbed by some unscrupulous officers /officials by taking the illegal bribe. The Nigam has taken the serious view and decided that a notice board shall be provided in all the sub divisions under DHBVN for awareness of the public. .

For having similarity in all the sub divisions it has also been decided that the notice board being provided shall be of size 2' x 1¹/₂'. The colour of the board shall be **"RED"**. The matter shall be printed strictly as enclosed. Therefore, all AGMs (OP) shall provide the notice board in their S/Divn. as detailed above within 10 days positively. The DGMs (OP) shall direct all the AGMs (OP) under their jurisdiction for providing the board within above said period and shall ensure at their personal level that the boards have been provided in all the sub divisions under his division.

The GMs (OP) shall also visit some of the sub divisions randomly under his jurisdiction so as to ensure the compliance of above instruction has been made. The CGMs/GMs (OP) while visiting the sub divisions for inspection shall also verify / check that the above board stands provided by the sub divisions OR not and mention the status in his report if any.

It shall be ensured that above instructions are complied with meticulously with immediate effect.

This issues with the approval of MD, DHBVN.

DA/As above.

**Coordinator,
DHBVN, Hisar**

CC:

1. SPS to MD DHBVN for kind information of MD please.
2. SPS to Director (OP) for kind information of Director please.
3. SPS to Director/Project, DHBVN, Hisar for kind information of Director please.
4. SPS to Advisor/O&F DHBVN, for kind information of Advisor please.
5. CGM/P&D, DHBVN, Hisar.
6. CGM/Commercial, DHBVN, Hisar.
7. CGM/HR, DHBVN, Hisar.
8. CGM/MM, DHBVN, Hisar.
9. CGM/Finance, DHBVN, Hisar.
10. CGM/Accounts, DHBVN, Hisar.
11. CGM/Audit, DHBVN, Hisar.

दक्षिण हरियाणा बिजली वितरण निगम

सूचना

अगर इस कार्यालय का कोई भी अधिकारी/कर्मचारी आपसे किसी भी कार्य के लिए रिश्वत की मांग करता है तो आप इसकी सूचना निम्नलिखित दूरभाष पर सूचित करें। आपकी दी हुई जानकारी गुप्त रखी जाएगी।

रिश्वत लेना व देना दोनों जुर्म हैं।

दूरभाष न. 01662-223734