

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 56/MON/2012

From

The DGM/Monitoring,
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- 113/Mon-260/Vol-III** Dated: - 4.10.2012.

Subject:- Customer services.

During recent meetings/Darbars, it has been noticed that proper services are not being given to the consumers and there have been resentment in the consumers, which is giving bad name to the Nigam. Therefore, to improve the same it has been decided that the officers/officials shall visit the field areas and listen the grievances of the consumers. Permanent action for redressal of general grievances be taken. The officers/officials may suggest the action to be taken to the Management so that further action for implementation shall be taken. Accordingly, it has been decided that the officers/officials shall visit at-least visit the field areas as per schedule mentioned against each.

1	Director	Two days in a week.
2	Chief Engineer	Three days in a week.
3	Superintending Engineer	Two Days in a week
4	Executive Engineer	Two days in a week
5	SDO	Three days in a week
6	JE (Urban)	Five days in a week.
7	JE (Rural)	Each village under his jurisdiction per month

The tour programme by all the above said officers/officials shall be finalized by clearly mentioning the date and station by 5th of each month and be furnished to Monitoring Cell as well as to concerned SE/Xen Op be placed on website for information of all concerned. Monitoring Cell will further put up the same to CMD. It shall be ensured that once the tour programme is finalized & circulated, then visit is mandatory, until and unless some important/priority meeting is to be taken by worthy CMD. All officers shall remain in their office from 9.00 to 12.00 hours to attend the public and office priority works and thereafter they may

visit the field areas. A wide publicity of the visits of senior officers i.e. Xen level and above be made in the concerned area. All officers after their visit shall prepare a report and send to Monitoring Cell, Hisar.

This issues with the approval of worthy C M D.

**Coordinator,
DHBVN, Hisar**

CC:

1. SPS to CMD DHBVN for kind information of CMD please.
2. PS to Director (OP) for kind information of Director please.
3. PS to Director/Project, DHBVN, Hisar for kind information of Director please.
4. PA to AMD, DHBVN, for kind information of AMD please.
5. CGM/M&P, DHBVN, Hisar.
6. CGM/P&D, DHBVN, Hisar.
7. CGM/Commercial, DHBVN, Hisar.
8. CGM/MM, DHBVN, Hisar.
9. CGM/Finance, DHBVN, Hisar.
10. CGM/Accounts, DHBVN, Hisar.
11. CGM/Audit, DHBVN, Hisar.
12. CCO DHBVN, Hisar.