

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 55/MON/2011

From

Coordinator,
DHBVN, Hisar

To

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

Memo No: - Ch- 64/Mon-260/Vol-1 Dated: -11.8.2011.

Subject:- **Redressal of public grievances/complaints.**

As per directions of Hon'ble Power Minister, Haryana a computerized complaint cell has been set up in HVPN at Shakti Bhawan, Sector-6, Panchkula for redressal of complaints of consumers relating to Haryana Power Utilities. The Complaint Cell will provide round the clock service and any consumer can lodge the complaint through email with the complaint cell at email address complaintcellhpu@gmail.com . To give wide publicity for above said complaint cell to the consumers it has been decided that the above said details with email address shall be provided on **notice board** in all the sub division. Therefore, all AGMs (OP) shall provide the above on the **notice board** in their sub divisions with immediate effect. The DGMs (OP) shall ensure that the compliance of the above instruction is made in all the sub divisions under their jurisdiction. Sub Division wise compliance report in this regard be furnished to this office within a week.

The GMs (OP) shall also visit some of the sub divisions randomly under their jurisdiction so as to ensure the compliance of the above instructions.

This issues with the approval of MD, DHBVN.

**Coordinator,
DHBVN, Hisar.**

CC to:

1. SPS to MD, DHBVN for kind information of MD please.
2. SPS to Director/Operation, DHBVN for kind information of Director please
3. SPS to Advisor (O&F), DHBVN for kind information of Advisor please.
4. All CGMs, under DHBVN. They shall verify/ check that the above said instructions stand provided on the NOTICE BOARD of the sub division during their visit to sub division for inspection.