



AJMER VIDYUT VITRAN NIGAM LIMITED
POWER HOUSE, HATHI BHATA, JAIPUR ROAD, AJMER

L-26

NO. AVVNL/CMD/DS(A&P-I)/F. No. 2489

Date:-

19 AUG 2002

CIRCULAR-1/2002

Sub: Redressal of grivances efficiently.

The Chairman and Managing Director while addressing the Senior Officers in the maiden meeting on 16th of August, 2002; had expressed concern for expeditious disposal of problems/redressal of grievances by the concerned officers in a time bound manner to provide desired relief to the consumers.

It is established through emperical studies across the organisations that the field officers instead of initiating action at their own level to resolve the problems, have started adopting a new approach of avoiding the responsibility under the garb of having referred the matter to the higher ups for guidance/instructions etc. This tendency is found at all levels in a hierarchical order such as AENs making a refernce to the XEN, XEN making a reference to the SE so on and so forth, inspite of full knowledge of the facts that such matters fall well within their jurisdiction and competency. Such an attitude on the part of officers can not be appreciated by any stretch of imagination because the delay in providing relief to the consumer results into the multiple problems like simmering discontentment among affected persons, increasing litigations against the Nigam, wastage of time and efforts besides financial losses etc. which could have been gainfully utilise for betterment in the requisite areas.

Since, the inaction on the part of anybody is not a healthy approach hence, the CMD had desired all the officers to apply their mind to find out appropriate solutions to the problems at their own level locally instead of making unwanted/un-desirable references to shift the problems in the other's court.

The officers are expected to refrain from making unjustified/unwanted/ undesirable references to avoid delay in settlement of problems/grievances. If, still the references are made without any rhym or reasons, then it shall be inferred that either the officers lack in competence or deliberately indulging in avoidance of their responsibilities within their jurisdiction. The negligence on the part of officers to take immediate action may lead to invoke disciplinary action against the defaulters and financial liabilities, if any, arising out of their inaction in the matters pending in their offices either due to Court order or otherwise, shall be the sole responsibility of the said officers and any loss caused to the Corporation shall be recovered from such officers/employees depending upon the merit of each case.

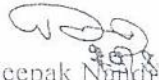
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Whenever it is inevitable to make reference to the higher ups for due guidance/instructions, it must be ensured that the case so referred contains complete facts and justifications. Any reference made without proper examination of facts and circumstances may unnecessarily lead to unproductive prolonged correspondence. This tendency needs to be curbed.

It is, therefore, enjoined upon all the officers of the Nigam to take suitable decisions at their own level in respect of the matters falling within their own competence barring, of course, the issues on which policy decisions are required or the issues which might have financial implications. The laches in handling such matters as well as redressal of public grievances shall be viewed very seriously.

It is hoped that the field functionaries shall attend to public grievances promptly and will not force to take unpleasant action against them.

By Order


(Deepak Nungthi)
Dy. Secretary (A&P-I)

Copy submitted to the following for information & necessary action:-

1. The ZCE(O&M), AVVNL, Ajmer/Udaipur/Jhunjhunu.
2. The F.A. & Controller of Accounts, AVVNL, Ajmer.
3. The Chief Accounts Officer, AVVNL, Ajmer.
4. The Officer on Special Duty, AVVNL, Jaipur.
5. The Dy. Chief Engineer(CM&V), AVVNL, Ajmer.
6. The Superintending Engineer(O&M/Plan/MM/Civil/M&P), AVVNL,
7. The Dy. Secretary(A&P-II), AVVNL, Ajmer.
8. The Company Secretary, AVVNL, Ajmer
9. The Executive Engineer(), AVVNL, _____.
10. The Dy. Director Personnel(O&M), AVVNL, _____.
11. The Dy. Controller of Stores, AVVNL, Ajmer.
12. The Sr. Accounts Officer(), AVVNL, _____.
13. The Accounts Officer(), AVVNL, _____.
14. The Personnel Officer(), AVVNL, _____.
15. The Assistant Engineer(), AVVNL, _____.
15. Office Copy/Master File.
16. P.A. to CMD, AVVNL, Ajmer


Assistant Secretary(A&P) 1977