

**RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LIMITED**

(An ISO 9001-2015 Certified Company)

Corporate Identity Number (CIN) : U40109RJ2000SGC016485

**OFFICE OF THE SUPERINTENDING ENGINEER (MIS&IT)**

RVPN IT Centre, Chambal Power House Campus,

Hawa Sarak, Sodala, Jaipur-302006

Email: se.mis@rvpn.co.in

No. RVPN/SE/MIS&IT/XEN-I/F.

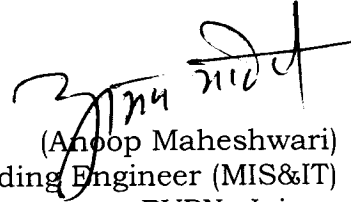
/ D. 1502 Date: 26/2/20

To,  
All RVPN Users

Sub: First level (L-1) of resolution of issues of SAP ERP

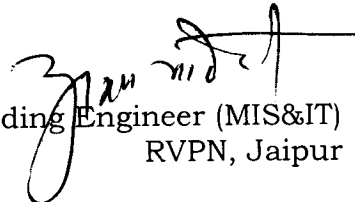
In reference to above cited subject, it is to intimate to all SAP-ERP users of RVPN that all the issues related to SAP-ERP should only be forwarded to respective circle AEN (ERP) at first instant. AEN(ERP) shall resolve the issue and reply back via email to the end user. However, if the issue could not be resolved by AEN (ERP) at his own level, then only the same shall be forwarded to concerned AEN (MIS&IT).

No direct mail from end user shall be entertained by AEN(MIS&IT) w.e.f. 1<sup>st</sup> April 2020.

  
(Anoop Maheshwari)  
Superintending Engineer (MIS&IT)  
RVPN, Jaipur

Copy to the following for kind information and needful:-

1. Chief Engineer (IT), RVPN, Jaipur,
2. TA to CMD, RVPN, Jaipur,
3. TA/PS to Director(Tech./Fin.), RVPN, Jaipur,
4. PS to Secretary (Admn.), RVPN, Jaipur

  
Superintending Engineer (MIS&IT)  
RVPN, Jaipur

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