



RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM

Regd. Office: Vidyut Bhawan, Jyoti Nagar, Jaipur 302 005
(Corporate Identity Number(CIN):U40109RJ2000SGC016485)

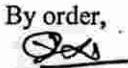
No. RVPN/System Analyst/Level officer/D. 362 Dated: 3-8-17

ORDER

In view of letter No .F.21(46)Energy/2017 dated 27.06.2017 of the Principal Secretary, Energy Department, Govt. of Rajasthan and letter No.F.21(46)Energy/2017 dated 27.07.2017 of the Dy. Secretary, Energy Department, Govt. of Rajasthan following officers are hereby nominated as designation wise Level-I, II, III & IV officers for CM helpline-181 module with the object to redress the grivences of the public at large in a time bound manner for each level redressal in RVPN. The concerned officers will redress the grivences expediously and in case of non-redressal the grivences would be auto- escalated after certain period (15 days) to the next level and so on.

Nature of grivences	Level-G	Level-I	Level-II	Level-III	Level-IV		
(i). Damage Transmission lines. (ii). Matter related to RVPN. (iii). New electric industrial connection. (iv). Shifting/repairing of EHV Trans. lines. (v). Compensation to deceased persons/employees due to electric accident by EHV 132 KV & above lines. (vi). Officer/Official related matters (vii). Compliants regarding payments/tenders etc. (viii) Power supply matters.	Grivence will directly reach to the level-G, who will mapped the grivence and forwarded it to level-I.	Call Centre CM helpline-181. Grivence will be forwarded by level-G to the level-I officer for disposal.	Concerned Superintending Engineer for their respective jurisdiction offices.	If the level-I officer does not dispose the grivence to the satisfaction of the applicant within the prescribe timelines. It will automatically get escalated to level-II officer for disposal.	Concerned Chief Engineer for their respective jurisdiction offices. If the level-II officer does not dispose the grivence to the satisfaction of the applicant within the prescribe timelines. It will automatically get escalated to level-III officer for disposal.	Secretary (Admn.) RVPN. If the level-III officer does not dispose the grivence to the satisfaction of the applicant within the prescribe timelines. It will automatically get escalated to level-IV officer for disposal.	Managing Director RVPN

The Secretary (Admn.), RVPN, Jaipur is hereby nominated as Nodal officer for implemenatation of CM helpline-181 module in RVPN.

By order,

(Pukhraj Sen) 3/8/17
Secretary (Admn.)

Copy to the following for information and necessary action:-

1. The Principal Secretary, (Energy/Adminstrative Reforms), GoR, Jaipur.
2. The Chief Engineer (T&C/Civil/PP&D), RVPN, Jaipur/Jodhpur/Ajmer.
3. The TA to CMD, RVPN, Jaipur.
4. The Superintending Engineer (), RVPN, _____.
5. The Executive Engineer (), RVPN, _____.
6. The PA to Director (Finance), RVPN, Jaipur.
7. The PA to Secretary (Admn.), RVPN, Jaipur.


Secretary (Admn.)