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## JAIPUR VIDYUT VITRAN NIGAM LIMITED

CIN: U40109RJ2000SGC016486

Regd. Office : Vidyut Bhawan, Jyoti Nagar, Jaipur-302005

Website : energy.rajasthan.gov.in | Email : ddpestt@jvvn.org



No. JPD/Admn/HR/Estt/ F.1(Gen) /D. 1584

Dated: 04/10-2021

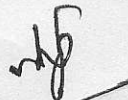
### ORDER

Prashashan Shehro Ke Sang Abhiyan and Prashashan Gaon Ke Sang Abhiyan has been commenced w.e.f. 02.10.2021. In these camps complaints are being registered by complainants through mobile application- Bijli Mitra and through web portal of JVVNL. Some complaints can also be received on the spot in these camps. It is necessary to resolve these complaints within time line of SoP.

All Subdivisional/Divisional/ Circles officers shall ensure prompt redressal of complaints. In order to ensure timely redressal of grievances it is hereby directed that Zonal Chief Engineers will be solely responsible for redressal of grievances registered in camps either in physical mode or through mobile application (Bijli Mitra) or through web portal of JVVNL.

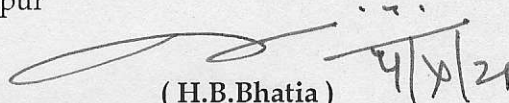
Disobedience of above instructions will be viewed seriously.

By order

  
(Jagjeet Singh Monga)  
Secretary (Admn)

#### Copy to the following for information and necessary action:-

1. CE/ZCE/Addl. C.E. ( ), Jaipur Discom, Jaipur/Kota/Bharatpur.
2. CCOA/CPO/Addl. S. P. (Vig.), Jaipur Discom, Jaipur.
3. TA/PS to Energy Minister, Energy Deptt. GoR, Jaipur.
4. CAO/JDP/CS( ), Jaipur Discom,
5. Superintending Engineer ( ), Jaipur Discom,
6. DDP/PO/AO ( ), Jaipur Discom, Jaipur.
7. XEN/AEN ( ), Jaipur Discom,
8. PS to Chairman Discoms, Jaipur.
9. PS/PA to MD/Director (Tech./Fin.), Jaipur Discom, Jaipur

  
( H.B.Bhatia )  
Jt. Director Personnel (HR)