



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483
Regd. Office : New Power House, Jodhpur- 342003

Phone No : 0291-2748970 : Fax No : 0291-5106121

E-mail : secyadm@yahoo.co.in Web site : www.jdvvn.com

NO.JdVVNL\MD\Secy.(Admn.)\JUS.Estt.\F.

NO. 88

dated 23/04/15

The Chief Engineer/Addl./Dy./Zonal Chief Engineer ()/
Chief Accounts Officer ()/ Addl. S.P. (Vig.)/
Superintending Engineer ()/Dy. Director Personnel ()/
JdVVNL.

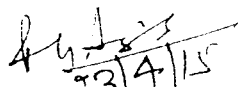
Sub:- Attending grievances on Sampark & Sugam Portals.

The Chairman (Discoms), Jaipur vide his D.O. letter No. F.1(15)Energy/ 2014 dated 20.04.2015 addressed to the Director (Technical), JdVVNL, Jodhpur (copy enclosed) wherein it has been pointed out that 401 No. of grievances as on 17.04.2015 at Sampark Portal & 53 No. of grievances at Sugam Portal are lying pending for disposal beyond the prescribed time frame. Further, it has been impressed upon to monitor the pendency of grievances personally by the concerned and ensure disposal of the same within the stipulated period. The fortnightly progress report has been desired, which may please be noted.

Therefore, it is advised to ensure daily disposal of the grievances being registered on Sampark & Sugam Portals relating to your circle/ zone/ office as the case may be and ensure to intimate fortnightly progress to this office for perusal of the Director (Technical) and onward appraisal of the same to the Chairman, Discoms.

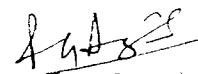
Further, please ensure to dispose of all the grievances pending as on 17.04.2015 by 30.04.2015 and intimate compliance to the undersigned.

This may be dealt on top priority and any lapse in this regard will be viewed seriously.


23/4/15
Secretary (Admn.)
JdVVNL, Jodhpur.

Copy to the following for information:

1. The T.A. to Managing Director, JdVVNL, Jodhpur/Jaipur.
2. The T.A./P.A. to Director (Technical/Finance), JdVVNL, Jodhpur.


Secretary (Admn.)
JdVVNL, Jodhpur.



सत्यमेव जयते

Sanjay Malhotra, I.A.S.

संजय मल्होत्रा, आई.ए.एस.

Pr. Secretary, Energy

प्रमुख शासन सचिव, ऊर्जा

GOVERNMENT OF RAJASTHAN

राजस्थान सरकार

Government Secretariat, Jaipur-302005

शासन सचिवालय, जयपुर-302005

DO No. F.1(15)Energy/2014

Dated: 20/4/15

Dear Mr Mehla,

Kindly refer to this department's letter of even number dated 12.8.2014, 22.8.2014, 20.10.2014 etc. regarding disposal of public grievances being registered on Sugam and Sampark portals.

You are aware that the State Government has prescribed time limits for disposal of applications/grievances received during the visits of Hon. CM and Hon. Ministers or officers or campaign or otherwise and registered on 'Rajasthan Sampark' and 'Sugam' portals. Copy of circular dated 12.8.2014 issued by Administrative Reforms Department prescribing time limits for disposal of grievances is again enclosed for ready reference.

A bare perusal of **Sampark Portal** by using the login administrator "Jodhpur Vidyut Vitran Nigam Ltd." clearly shows that **total 401** grievances (as on 17.4.2015) are pending for disposal. Apart from it, **53** grievances are pending for disposal at **Sugam Portal** which is against the mandates of launching these web portals. The progress of these portals is being regularly monitored by CMO.

You are, therefore, advised to monitor the pendency of grievances personally and ensure disposal of the same within prescribed timeframe. The fortnightly progress report may also be sent to the undersigned positively.

JODHPUR DISCOM

RR No.
1. DIR (E)
2. SEY (ADM)
3. CAO ()
7. COMP. SEY.
9. XEN (LEGAL)
11. (AEN)
XEN. TA

DATE
1. CE (M/M/C&P/IT-M&P)
2. EDE (J/DZ/BMZ)
3. SE ()
4. ASP (VIG.)
10. PRO
12. PJESTT.
DIR (T)

Yours sincerely,

(Sanjay Malhotra)

Shri Sunil Mehta
Director (Technical)
Jodhpur Vidyut Vitran Nigam Ltd.
Jodhpur

401 Sampark Portal
53 Sugam Portal

The petition may be
offered to undersigned
by Monday
positively.

20/4/15

Government of Rajasthan
Administrative Reforms (Gr.-1) Department

F.16 (1)/ AR/Gr-I/14/ Bik Div./ follow up

12th
Jaipur, Dated: August, 2014

1. All Divisional Commissioners
2. All District Collectors
3. All Heads of Departments

--Circular--

Subject:- Prescription of time limits for disposal of the applications/grievances received during the visits of Hon'ble Chief Minister and Hon'ble Ministers or officers or campaign or otherwise and registered on 'Rajasthan Sampark' portal.

The State Government is committed to redress the grievances of the people in a time bound manner and provide them opportunity of hearing. In this direction, the State Government has started a unique programme known as 'Sarkar Apke Dwaar' (Government at people's door steps). Till now, Hon'ble Chief Minister and Hon'ble Ministers have visited the villages, Panchayat Samitis and Districts of Bharatpur and Bikaner Divisions in the months of February and June 2014 respectively. During these visits, a large number of applications/complaints/grievances have been received. To dispose/redress such complaints/grievances effectively, efficiently and in a time bound manner, the State Government has developed 'Rajasthan Sampark Portal'.

With a view to ensure disposal/redressal of applications/complaints/grievances received during the visits of Hon'ble Chief Minister/Hon'ble Ministers or officers or campaign or otherwise and registered on 'Rajasthan Sampark Portal', the following directions are issued to all the concerned officers and employees:

1. Applications/complaints/grievances received for seeking service(s) covered under the Rajasthan Guaranteed Delivery of Public Services Act, 2011, shall be disposed of within the stipulated time limit as prescribed under the Act. In case, the application is not made to the concerned designated officer, additional time of 7 working days shall be allowed. It shall be obligatory on the part of the officer receiving such application to transfer/forward it within 7 days to the

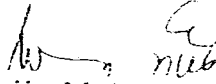
concerned designated officer or the officer in charge responsible for delivering the service or redressing the grievance.

2. Applications/complaints/grievances received for seeking service(s) not covered under the Rajasthan Guaranteed Delivery of Public Services Act, 2011, shall be disposed in the time limits as mentioned below:

S.No.	Category of application /grievance	Time limits for disposal of applications/grievances by the concerned officer
1.	Immediately implementable	7 days
2.	Implementable but require time	15 days
3.	Implementable but require approval of Government	i. If not received in the office of the concerned officer, then forwarding it to the concerned officer - 7 days ii. Submission of proposals to Govt.- 7 days iii. Decision by the Administrative Department in the Govt.- 15 days iv. After receipt of the decision of the Govt., delivery of service or communication of decision of the Govt. to the applicant - 7 days

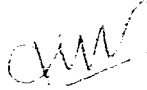
3. While computing the stipulated time limit, the public holiday shall not be counted.
4. In case application/complaint/grievance is made to other than the concerned officer, it shall invariably be forwarded to the concerned officer/authority within 7 working days.
5. The applicant/ complainant shall be informed of the decision by the concerned officer within the stipulated time limit.

All the concerned officers/authorities are directed to ensure compliance of the above directions. Non compliance of these directions shall be viewed seriously and disciplinary action shall be initiated against the defaulting officers/employees as per relevant service rules.


(Rajiv Mehrishi)
Chief Secretary

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

1. Secretary/special Secretary to Hon'ble Chief Minister
2. All Addl. Chief Secretaries/ Pr. Secretaries/ Secretaries to Government
3. P.S. to Chief Secretary
4. All Chief Executive Officers of Zila Parishads/PSU/Boards/Corporations


(Rakesh Verma)
Addl. Chief Secretary