From
G.M./Commercial,
UHBVN Panchkula.

To
All C.Es. (OP)/SEs (OP)/Xens/
SDOs/OP/JEs-I Incharge in UHBVN

Memo No.Ch-151/Billing-79-Vol-III
Dated: 01.07.2008.

Subject: Complaint Handling procedure.

During the course of meeting of COPU, members expressed their concern regarding the registration of consumer complaints and redressal thereof. Though there are instructions on the subject but the same are not being implemented as is evident from the reservation shown by the Hon'ble Members of the COPU, therefore, it is imperative that some concrete steps are taken in this regard to bring about a change in the procedure thereby strengthening the Complaint Handling Procedure. In view of the above, the action on the following points may be taken:

1. A complaint register may be placed in every Sub Division, which should be reviewed by the S.D.O. himself, daily. Further the Executive Engineer concerned should review the same on fortnightly basis.

2. They will ensure that the complaints received are attended to and the entry or removal of grievances is made in the register also and the time frame, as detailed in Complaint Handling Procedure is also being adhered to. A copy of the same is also enclosed for reiteration.

3. Presently the complaints are registered at the Complaint Centres, which can be 2 or 3 in each Sub Division. It is to be seen whether the J.Es. Incharge of the Complaint Centre sent the abstract of the complaint received on the previous day indicating the number of complaints attended and pending by indicating the reasons thereof. This will go a long way in analyzing the complaint at the level of S.D.O.

The above instructions be circulated to all the SDOs working under you, immediately.
In case of any laxity in compliance of the above instructions, the SDOs would be personally held responsible and liable to disciplinary action. As stated above, the Executive Engineers concerned would review the same on fortnightly basis. SEs and CE's would carry out surprise checking of the complaint centres and the complaint Handling Procedure.

G.M./Commercial,
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DA/As above.