

**CENTRAL ELECTRICITY AUTHORITY
SEWA BHAWAN
R.K. PURAM
NEW DELHI-110066**

GRIEVANCE REDRESS MECHANISM

SEVOTTAM COMPLIANT GRIEVANCE REDRESS MECHANISM

1. RECEIPT & MONITORING

Particulars of grievance Officer/Website url to lodge Grievances.

A.	Name and contact details of Grievance Officer	Shri Bhim Rai, Chief Engineer & Director (Grievance) Central Electricity Authority Room No. 623, Sewa Bhawan (North Wing) R.K. Puram, New Delhi-110066 Tel.No. 26109336
B.	Helpline number/Website url of lodge grievance	The citizens can lodge their grievances from any internet facility on www.pgportal.gov.in introduced/implemented by Deptt. of Administrative Reforms & Public Grievances. All guidelines are available on DARPG website www.darpg.nic.in The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is in place in Central Electricity Authority. A link to http://pgportal.gov.in under the heading ' <i>Public Grievances</i> ' on the home page of the website of Central Electricity Authority has also been created for compliance of Sevottam Complaint Grievance Redress Mechanism.

2. REDRESS:

Determination of time norms for grievance handling:

Sl.No	Grievance Category	Time Norms for redress
1.	Service matters	3 months
2.	Allegation of harassment/misbehavior	3 months
3.	Other references relating to Power Sector	2 months
4.	Miscellaneous	2 months

3. **PREVENTION:**

Identification of grievance prone area

Grievances prone areas related to complaints/representations to Central Electricity Authority

Pension matters relating to CEA employees

4. **ACTION ON GRIEVANCE PRONE AREAS THROUGH ANNUAL ACTION PLAN:**

Periodic Review:

As per prescribed norms by Deptt. of Administrative Reforms & Public Grievances (DARPG), considering the delay in disposal of a particular grievance case Director of Public Grievances in the Central Electricity Authority periodically review the pendency of grievances..