

HIMACHAL PRADESH
IRRIGATION & PUBLIC HEALTH DEPARTMENT

No.IPH-SP-III-Shikayat Nivaran /2013 8324-93
To

Dated :- 4-3-14

The Chief Engineer,
Shimla, Mandi, Hamirpur & Dharamshala Zones,
IPH Department Himachal Pradesh

Subject:- Shikayat Nivaran Kendra in IPH Department.

Shikayat Nivaran Kendra of the Department has started functioning in US Club premises at Shimla. The Toll Free No. for registration of complaints is 1800-180-8009. You are requested to display the toll free no. on the notice boards of all offices, water supply bills and also issue instructions to subordinate offices to take remedial measures to attend the complaints registered by the consumers. As per H.P. Public Service Guarantee Act 2011, the redressal of the complaints of the consumers is to be done within a stipulated period.

It is, therefore, requested to strictly adhere to the instructions for speedy disposal of grievances of the consumers.

Engineer-in-Chief,
I&PH Deptt., US Club,
Shimla-171001.

CC to:

1. The Addl. Chief Secretary (I&PH) to the Govt. of H.P. Shimla-2 for information please.
2. All the Superintending Engineers (IPH) for information and necessary action.
3. All the Executive Engineers, IPH Divisions for information and necessary action.
4. Computer Cell for uploading on the departmental website.

Engineer-in-Chief,
I&PH Deptt., US Club,
Shimla-171001.
TELFAX: 0177-2652847