

**HARYANA POWER GENERATION CORPORATION LIMITED**

Regd. Office: C-7, Urja Bhawan, Sector-6, Panchkula – 134109

Corporate Identity Number: U45207HR1997SGC033517Website: [www.hpgcl.org.in](http://www.hpgcl.org.in) E-Mail: [ak.sehra@hpgcl.org.in](mailto:ak.sehra@hpgcl.org.in)

From

Managing Director  
HPGCL, Panchkula

To

1. All Chief Engineers, HPGCL.
2. Controller of Accounts, HPGCL, Panchkula
3. Chief Financial Officer, HPGCL, Panchkula
4. All FA & CAOs, HPGCL.
5. Company Secretary, HPGCL, Panchkula.
6. All Dy. Secy./Under Secy., HPGCL.

Memo No.CP-12/T&amp;M-4/Vol-VI

Dated: 02.12.2019

**Sub: Instructions/Guidelines in respect of various Complaints-regarding.**

Please refer to the subject noted above.

The matter regarding dealing of numerous complaints being received in department has been reviewed and in order to streamline its disposal, followings have been decided to be followed in letter & spirit:-

1. Anonymous/pseudonymous complaints received in any form (physical/emails etc.) shall be filed straightway with the approval of Chief Engineer/ Administration, HPGCL.
2. However, any complaint duly supported with proper affidavit alongwith complete correct address by the complainant shall be considered for appropriate action/investigation as per procedure.

This issues with the approval of Managing Director, HPGCL.

Chief Engineer/Admn.  
For Managing Director  
HPGCL, Panchkula

Cc:

1. SPS to Managing Director, HPGCL, Panchkula.
2. DGP-cum-Director/Vigilance, HVPNL, Panchkula
3. SPS to Director/Technical, HPGCL, Panchkula.
4. SPS to Director/Generation, HPGCL, Panchkula.
- ✓ 5. XEN/IT, HPGCL, Panchkula- with a request to upload the above instructions on the website of HPGCL.

Des. No. 316 D3/T&M  
Date 2-12-19