



Jharkhand Bijli Vitran Nigam Limited

(CIN : U40108JH2013SGC001702)

Regd. Office : Engineering Building, H.E.C., Dhurwa, Ranchi-834004,

Telephone :-0651-2400799 & Fax : 0651-2400799

<https://www.jbvnl.co.in>

Office Order No. 296

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Standards of Performance (SOP) for Handling Consumers' Complaints- JBVNL

In pursuance to regulations under Jharkhand State Right to Guarantee of Services (RTGS) Act. 2011; JSERC (Distribution Licensees' Standards of Performance) Regulations, 2015 & JSERC (Electricity Supply Code) Regulation 2015, JBVNL hereby adopts the manual of practice with regard to handling consumers' complaints as under :

1. Objective of Customer Care Center:

The objective of establishing the Customer Care Centre is to provide a centralized, consumer-friendly platform for receiving, registering, and resolving consumer requests, queries, and complaints efficiently. The Customer Care Centre caters to a wide range of consumer issues, including power interruptions, billing-related concerns, arrears information, new connection requests, and other electricity service-related matters.

Being a public utility service provider, JBVNL has a responsibility to ensure an effective and efficient consumer grievance redressal mechanism. The Call Centre serves as a vital support system for JBVNL's valued consumers by providing timely assistance during service requirements and emergency situations. It acts as a single point of contact for consumers, thereby enhancing accessibility, transparency, responsiveness, and overall consumer satisfaction.

The primary motto of the Customer Care Centre is to deliver prompt, reliable, and consumer-centric services while strengthening the relationship between JBVNL and its consumers through effective communication and grievance resolution.

2. Channels for Lodging of Complaints:

There shall be following channels for lodging of complaints:

- i) At Centralized Customer Care Centre (CCC)@24 x 7 through centralized electricity complaint number "1912" and toll-free number 1800-345-6570 with PNT number 0651-2710002, and dedicated Mobile Numbers 9431135503 (WhatsApp)/ 9431135504 & 9031110121
- ii) At Jan-Samasya Nivaran Kendra, Kusai Colony, Doranda @24x7 with Mobile Nos. 9031110118/ 9031110119 & 9031110120 or by manual complaint
- iii) Online through Consumer portal (www.cportal.jbvnl.co.in) with their registered Account number.
- iv) JBVNL Consumer Self Care Mobile App
- v) Online at the email address contactus@jbvnl.co.in
- vi) WhatsApp Chatbot (9431135503)-with their registered Mobile number and valid Account Number.
- vii) Manual complaint either in Camps organized time to time by concerned GM-cum-CE, Electric Supply Area; DGM-cum-ESE, Electric Supply Circle; EEE, Electric Supply Division; AEE, Electric Supply Sub-Division, JBVNL., and date for camp is intimated through local newspaper/ public announcement/ published on website, or at respective offices.

3. Nature of Complaints:

Nature of Complaints received at Centralized Customer Care centre/ Respective offices / Jan-Samasya Nivaran Kendras under customer related services are categorized as below.

(i) Commercial Issues

- Incorrect billing
- Meter reading disputes
- Excess billing
- Security deposit issues
- Tariff application errors
- New connection delays
- Name transfer requests

(ii) Technical Issues

- Power outages
- Voltage fluctuations
- Transformer failures
- Meter defects
- Service line faults
- Frequent interruptions/ line breakdown

(iii) Customer Service Issues

- Delay in complaint handling
- Staff misconduct
- Non-response to applications
- Service request delays

(iv) Safety Issues

- Emergency (Transformer burning/ Fire incident/ Accidental etc.)
- Fallen conductors
- Exposed electrical equipment
- Electrical accidents
- Unsafe installations

4. Registration of Complaints/ Grievances and their handling Procedure:

4.1. Centralized Customer Care Centre (CCC)

The Centralized Customer Care Centre (CCC) is operational at JBVNL Headquarters, Ranchi, and functions round the clock (24×7) to provide uninterrupted support to consumers. The Call Centre operates in three shifts:

- **Morning Shift:** 06:00 AM to 02:00 PM
- **Evening Shift:** 02:00 PM to 10:00 PM
- **Night Shift:** 10:00 PM to 06:00 AM

The Customer Care Centre is manned by trained personnel in all shifts to ensure continuous receipt, registration, monitoring, and resolution of consumer requests, queries, and complaints. Through its 24×7 operations, the Call Centre serves as a single point of contact for consumers seeking assistance related to power supply interruptions, billing issues, arrears information, new electricity connections, and other electricity service-related matters.

4.2 Complaint Registration and Resolution Process

All complaints and grievances received at the Centralized Customer Care Centre (CCC) shall be attended by a welcome greeting through IVRS. The IVR system will provide appropriate response based on input selection. Thereafter, the call shall be connected to a Customer Care Executive for registration of the complaint.

During the interaction, the Customer Care Executive shall capture and verify the consumer details, including the Consumer Account Number and the nature of the complaint/grievance. Upon successful registration, the complaint shall be logged into the system and displayed on the dashboard of the Customer Care Executives at the CCC.

A **Unique Complaint Number (UCN)** shall be generated by the system and communicated to the consumer for future reference and tracking purposes.

The registered complaint shall automatically be routed and made visible to the concerned Section, Sub-Division, Division, and Circle Office through the complaint management system for necessary action.

The complaint shall be attended to and resolved by the concerned officers and maintenance staff at their respective levels. Upon rectification of the issue, the complaint shall be marked as resolved in the system. The complaint shall be formally closed only after obtaining positive confirmation and feedback from the consumer through a follow-up call made by the designated Customer Care Executive of the CCC.

4.3 Emergency and Public Hazard Complaint Handling

In cases of emergency situations or public hazards, such as transformer burning, fire incidents, or any other safety-related issue, a consumer may not have the Consumer Account Number readily available. In such cases, the consumer shall be allowed to directly communicate the issue to the Customer Care Executive at the Centralized Customer Care Centre (CCC).

The Customer Care Executive shall register the complaint based on the information provided by the consumer, including the location of the incident, nature of the emergency, contact details, and any other relevant information. Such complaints shall be registered against the consumer's mobile/telephone number and complaint number shall be communicated to the consumer for future reference.

The system shall immediately generate SMS alerts and notifications to the concerned field officers, for prompt attention and necessary action. The Centralized Customer Care Centre shall continuously monitor such complaints and undertake regular follow-up with the concerned field offices until the issue is resolved. The CCC Executives may also contact the complainant, wherever required, to obtain updates, provide status information, and confirm satisfactory resolution before closure of the complaint.

4.4 WhatsApp Complaints

Consumers can lodge their complaints through WhatsApp also once they have registered their Account number & Mobile numbers in the system. The complaint number is generated and communicated for the complaints registered through WhatsApp mode as well. The complaints are resolved and closed in the complaint management system in similar manner.

4.5 Online Consumer Services and Complaint Registration

In addition to the Centralized Customer Care Centre (CCC), consumers can register and track their complaints and grievances through multiple digital channels, including the Consumer Portal (C-Portal), JBVNL Consumer Self-Care Mobile Application, and e-mail services.

Consumers may access the Consumer Portal (www.cportal.jbvn.co.in) through the official website and complete a one-time registration using their Consumer Account Number and OTP-based authentication. Once registered and logged in, consumers can avail themselves of various self-service facilities, including:

- Viewing and downloading current and previous electricity bills.
- Accessing payment history and current payment status.
- Viewing consumer and technical connection details.
- Registering complaints and grievances online.
- Tracking the status of registered complaints and service requests.
- Monitoring actions taken against their complaints until resolution.

Consumers may also submit their grievances through e-mail at contactus@jbvn.co.in and through the JBVNL Consumer Self-Care Mobile Application.

All complaints and grievances registered through the Consumer Portal, Mobile Application, or e-mail are automatically integrated with the Centralized Customer Care Centre (CCC) application. These complaints are reflected in real time on the CCC dashboard and are monitored, processed, and coordinated by the Call Centre Executives for timely redressal through the concerned field offices.

4.6 Tracking of Complaint/Grievance Status

JBVNL provides multiple channels through which consumers can conveniently track the real-time status of their registered complaints and grievances. Consumers may monitor the progress and current status of their complaints using their Consumer Account Number and/or Unique Complaint Number (UCN) through the following platforms:

- WhatsApp-based Consumer Services
- Consumer Portal (C-Portal)
- JBVNL Consumer Self-Care Mobile Application
- Official JBVNL Website (www.jbvn.co.in) under the “Consumer Complaint Status” section
- Customer Care Centre (CCC) Helpline

The online tracking facility enables consumers to view the current status of their complaints, actions taken by the concerned field offices, and the final resolution details. Consumers may also receive automated notifications through SMS, WhatsApp, or other digital communication channels regarding registration, progress, and closure of their complaints.

4.7 Field Activities for Complaint Rectification

All complaints registered through the Centralized Customer Care Centre (CCC), Section Offices, and Sub-Division Offices shall be promptly forwarded by the concerned officer/official to the respective maintenance staff or field personnel for necessary action and rectification.

Upon completion of the rectification work, the concerned field staff shall update the complaint status in the system and communicate the action taken to the concerned Sub-Division/Division/Circle Office. The updated status shall thereafter be made available to the CCC Executives, who shall communicate the resolution details to the consumer and obtain feedback wherever applicable.

4.8 Manual Complaint Registration Procedure

4.8.1 Registration of Complaints through Physical Offices

Consumers may lodge their complaints and grievances in writing during office working hours at the concerned Section Office, Sub-Division Office, Division Office, Circle Office, or any other designated JBVNL office. The receiving office shall acknowledge the complaint and initiate necessary action for its registration and processing.

4.8.2 Registration of Complaints Received at Higher Offices

All complaints received at the offices of the Chief Engineers, Nigam Headquarters, General Managers-cum-Chief Engineers of Electric Supply Areas, and Electrical Superintending Engineers-cum-Deputy General Managers of Electric Supply Circles shall be forwarded to the designated Nodal Officer concerned.

The Nodal Officer shall ensure that such complaints are duly entered and registered in the Centralized Customer Care Centre (CCC) system through the Complaint Management Module. Upon registration, a Unique Complaint Number (UCN) shall be generated for tracking and monitoring purposes.

4.8.3 Complaint Forwarding and Follow-up

After registration in the CCC system, the Customer Care Centre Executives shall forward the complaint electronically to the concerned officer for necessary action, with an intimation to the designated Nodal Officer.

The CCC Executives shall continuously monitor and follow up the complaint with the concerned field offices and officers until its resolution. Status updates shall be recorded in the system, and the complaint shall remain under active monitoring until satisfactory closure in accordance with the prescribed procedures and timelines.

All manually registered complaints shall be subject to the same monitoring, escalation, and closure mechanisms as complaints received through the Call Centre, Consumer Portal, Mobile Application, WhatsApp, e-mail, or other digital channels.

4.9 Complaint Handling in Rural Areas

In rural areas, all registered complaints and grievances shall be routed to the concerned Section Office for necessary action and rectification. The Section Office shall coordinate with the maintenance staff and field personnel to ensure timely resolution of the complaints in accordance with the prescribed service standards and timelines.

4.10 Complaint Registration in Urban Areas

In urban areas, consumers may lodge their complaints and grievances in writing at the concerned Section Office, Sub-Division Office, Division Office, Circle Office, Area Office, or through the Centralized Customer Care Centre (CCC) and other designated channels. Such complaints shall be duly registered in the Complaint Management System and processed for redressal by the concerned authorities.

4.11 Display of Contact Information

The toll-free Customer Care Number, complaint telephone numbers (where available), and contact details of the concerned officers and officials responsible for grievance redressal shall be prominently displayed at all Complaint Centres, Section Offices, Sub-Division Offices, Division Offices, Circle Offices, and other consumer service locations to facilitate easy access for consumers.

4.12 Categories of Complaints to be Registered at Sub-Division Level or Higher Offices

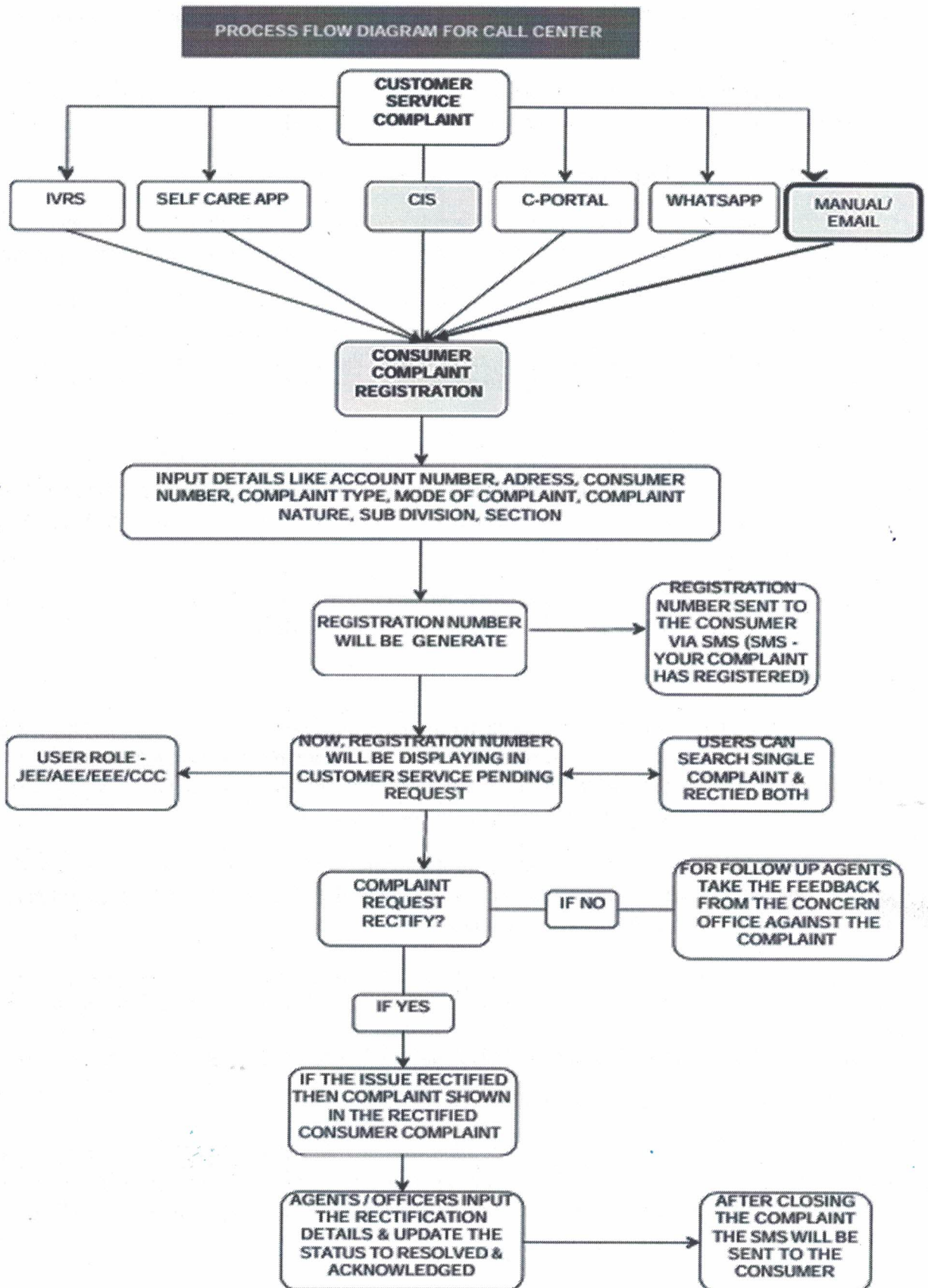
The following categories of complaints, service requests, and consumer applications shall ordinarily be registered and processed at the Sub-Division Office or higher administrative offices, as applicable:

- 4.12.1 Replacement of damaged, failed, or burnt Distribution Transformers (DTRs).
- 4.12.2 Replacement of damaged service lines, service wires, or associated equipment.
- 4.12.3 Meter testing and verification of meter accuracy and correctness.
- 4.12.4 Replacement of defective, stopped, burnt, damaged, or malfunctioning meters and metering equipment.
- 4.12.5 Shifting of meters, service lines, poles, or related electrical infrastructure.
- 4.12.6 Complaints and information relating to scheduled power outages and interruptions.
- 4.12.7 Voltage-related complaints, including low voltage, high voltage, and voltage fluctuations.
- 4.12.8 Requests for change in Contract Demand.
- 4.12.9 Consumer billing complaints, new electricity connections, and applications for additional load enhancement.
- 4.12.10 Transfer of ownership, change of consumer category, and other consumer account modifications.
- 4.12.11 Requests for disconnection and reconnection of electricity supply.
- 4.12.12 Applications for temporary electricity supply for events, construction activities, or other approved purposes.

All such complaints and service requests shall be processed in accordance with the applicable Standards of Performance (SoP), relevant regulations, and the timelines prescribed under the Jharkhand Right to Public Services Act, 2011 (Jharkhand Rajya Sewa Dene Ki Guarantee Act, 2011).

5. Overall process flow for Complaints Handling

The overall process of consumer complaint registration to redressal is shown as follows:



6. Dispute Settlement Mechanism:

JBVNL has established a structured Dispute Settlement Mechanism for the redressal of consumer grievances relating to electricity bills, metering disputes, and other service-related issues. The designated authorities at the Division and Circle levels are empowered to examine and adjudicate disputed cases within their respective jurisdictions.

Consumers may submit their grievances regarding incorrect billing, disputed bills, meter-related disputes, and other billing-related matters before the competent authority as specified below.

6.1 Division-Level Dispute Settlement

The Executive Electrical Engineer (Supply) [EEE (S)] of the concerned Division shall be the designated authority for disposal of disputed billing cases pertaining to consumers having connected load below 100 kVA, excluding High Tension (HT) consumers.

The EEE (S) shall examine the complaint, verify the relevant records, and pass appropriate orders in accordance with the applicable regulations, tariff orders, and provisions of the Electricity Act and Supply Code.

6.2 Circle-Level Dispute Settlement

The Electrical Superintending Engineer (Supply) [ESE (S)] of the concerned Electric Supply Circle shall be the designated authority for disposal of disputed billing cases relating to High Tension (HT) consumers and consumers having connected load of 100 kVA and above.

The ESE (S) shall review the grievance, conduct necessary verification, and issue a reasoned decision in accordance with the applicable laws, regulations, and utility procedures.

6.3 Appeal Mechanism

If a consumer is not satisfied with the decision rendered by the designated Dispute Settlement Authority, the consumer may file an appeal before the **Forum for Redressal of Grievances of Consumers (CGRF)** in accordance with the provisions of the Electricity Act, 2003, the applicable Supply Code, and the regulations issued by the relevant Electricity Regulatory Commission.

The decisions of the Dispute Settlement Authorities shall not prejudice the consumer's right to seek further redressal through the Consumer Grievance Redressal Forum (CGRF) and other statutory appellate mechanisms as provided under the applicable laws and regulations.

The Centralized Customer Care Centre (CCC) shall provide guidance and information to consumers regarding the dispute resolution process and the appropriate authority for filing and tracking such grievances.

7. Consumer Grievance Redressal Forum (CGRF) and Service Delivery Timelines

7.1 Consumer Grievance Redressal Forum (CGRF)

In compliance with Section 42(5) of the Electricity Act, 2003, JBVNL has constituted Consumer Grievance Redressal Forums (CGRFs) for redressal of consumer grievances in accordance with the regulations notified and guidelines issued by the Jharkhand State Electricity Regulatory Commission (JSERC).

The Consumer Grievance Redressal Forums are functioning at Ranchi, Medininagar, Hazaribag, Dumka and Chaibasa (CGRF) locations with the details annexed as Annexure-A

7.2 Eligibility to Approach the Forum

Any consumer who is aggrieved by:

- Non-redressal of a complaint or grievance by JBVNL within the prescribed time frame; or
- Unsatisfactory redressal of a grievance by the concerned authority of JBVNL; or
- Decisions taken under the internal grievance redressal mechanism,

may submit a petition before the appropriate Consumer Grievance Redressal Forum (CGRF) for adjudication of the matter in accordance with the applicable regulations of JSERC.

The Forum shall examine the grievance and provide redressal in accordance with the provisions of the Electricity Act, 2003, relevant regulations, and established procedures.

7.3 Time Limits for Rectification and Restoration of Services

JBVNL shall ensure that complaints, grievances, and consumer service requests are attended to and resolved within the timelines prescribed under the **Jharkhand Right to Public Services Act, 2011 (Jharkhand Rajya Sewa Dene Ki Guarantee Act, 2011)**, the applicable Standards of Performance (SoP), and the regulations issued by JSERC.

The prescribed timelines shall cover, inter alia:

- Restoration of power supply after interruptions and breakdowns.
- Rectification of distribution system faults.
- Replacement of failed Distribution Transformers (DTRs).
- Meter testing, replacement, and related metering services.
- Resolution of billing disputes and consumer complaints.
- Release of new electricity connections and additional load.
- Disconnection and reconnection of supply.
- Change of ownership, category, and contract demand.
- Temporary power supply and other consumer services.

For each category of complaint or service request, the designated primary responsibility center, escalation hierarchy, and prescribed resolution timelines shall be as specified under the applicable RTPS/RTGS provisions, JSERC regulations, and JBVNL service standards.

The Centralized Customer Care Centre (CCC) shall monitor compliance with these timelines and facilitate escalation to higher authorities in cases of delay or non-redressal.

8. Procedure in Case of Non-Response or Inadequate Response at the Primary Responsibility Centre

8.1 Escalation of Complaints

In the event that a complaint, grievance, or service request is not attended to within the prescribed time limit, or the consumer is not satisfied with the response provided by the Primary Responsibility Centre of JBVNL, the consumer may escalate the matter to the next higher authority as per the prescribed grievance redressal hierarchy.

Upon receipt of such an escalated complaint, the concerned higher authority shall acknowledge the complaint, examine the matter, and take appropriate action to ensure its timely resolution. The authority shall also monitor the progress of the complaint and ensure compliance with the applicable service standards and timelines.

8.2 Computation of Resolution Timelines for Escalated Complaints

For complaints lodged with higher authorities, the timelines prescribed under the Standards of Performance (SoP) and applicable service delivery regulations shall be reckoned from the date and time of registration of the complaint with the office of the higher authority concerned.

Complaints intended for escalation shall ordinarily be lodged during the notified office working hours. Complaints received after **04:00 PM (16:00 Hours)** shall be deemed to have been received on the next working day for the purpose of calculating service delivery timelines, unless the complaint can be attended to and resolved on the same day.

The Centralized Customer Care Centre (CCC) shall maintain records of escalated complaints and facilitate tracking, monitoring, and communication between consumers and the concerned authorities until final resolution and closure of the complaint.

9. Review and Monitoring Mechanism

The prime responsibility to ensure effective implementation of the Consumer Grievance Redressal System and adherence to prescribed service standards, lies with the following officers/ officials with escalations to higher authorities as follows:

AEE – Assistant Executive Engineer at Supply Sub-Divisions

EEE – Electrical Executive Engineer at Supply Divisions

DGM-cum-ESE – Electrical Superintending Engineer at Supply Circles

GM-cum-CE – Chief Engineer at Supply Areas

General Manager (STN&DN) at Nigam Headquarter

The following review and monitoring mechanism shall be adopted to ensure timely resolution of consumers' grievances/ complaints:

9.1 Maintenance of Complaint Register

A Consumer Grievance/Complaint Register shall be maintained by all designated officers and offices responsible for receiving and redressing consumer complaints. The register shall contain details of complaints received, actions taken, status of disposal, and timelines for resolution.

9.2 Periodic Review of Complaints

The Complaint Register shall be reviewed periodically by the concerned officers as under:

- Assistant Electrical Engineer (AEE): Once every week.
- Executive Electrical Engineer (EEE): Once every fortnight.
- Electrical Superintending Engineer (ESE): Once every month.
- General Manager-cum-Chief Engineer (GM-cum-CE): Once every month.
- General Manager (Distribution Network), Nigam Headquarter- Once every month

The review shall focus on pending complaints, compliance with prescribed timelines, quality of grievance redressal, and corrective measures required to improve consumer services.

9.3 Review During Inspections

Senior officers of JBVNL shall review the Complaint Register and grievance redressal performance during inspections of subordinate offices. Necessary instructions shall be issued for expeditious disposal of pending complaints and improvement of service delivery standards.

9.4 Adherence to Prescribed Timelines

The timelines prescribed for attending and resolving various categories of consumer grievances shall be strictly adhered to by all concerned officers and officials.

Where a complaint pertains to more than one category of grievance or involves multiple offices, the designated officer receiving the complaint shall:

- Attend to the portion of the grievance falling within his/her jurisdiction.
- Forward the relevant details of the complaint to the other concerned officer(s) for necessary action.
- Ensure coordination among all concerned offices for comprehensive and timely resolution of the grievance.

9.5 Consumer Grievance Redressal Camps

To facilitate direct interaction with consumers and promote effective grievance redressal, JBVNL shall organize regular Consumer Grievance Redressal Camps at various levels as follows:

Level	Frequency
Electric Supply Sub-Division (AEE)	Once every week
Electric Supply Division (EEE)	Once every fortnight
Electric Supply Circle / Area (ESE & GM)	Once every month

The dates, timings, and venues of such camps shall be notified by the concerned Electric Supply Area/Circle/Division Office and shall be displayed prominently at office premises and other public locations as deemed appropriate.

The schedule of grievance redressal camps shall also be displayed outside the office chamber of the concerned officer.

The objectives of these camps shall include:

- Reducing communication gaps between consumers and utility officials.
- Enhancing transparency and accountability in service delivery.
- Providing consumers with a platform for direct interaction with officers.
- Informing consumers about procedures, timelines, and service standards.
- Educating consumers regarding the appropriate channels for registration and escalation of grievances.
- Addressing consumer concerns and explaining operational constraints affecting service delivery.

Consumers shall also be advised regarding the escalation mechanism available in cases where grievances are not addressed within the prescribed timelines.

10. Consumer Information Available at Primary Responsibility Centers

The following documents and information shall be made available for inspection and reference by consumers at all Primary Responsibility Centres and designated complaint handling offices:

10.1 Complaint Handling Manual: A copy of the approved Complaint Handling Manual containing procedures for registration, monitoring, escalation, and disposal of consumer complaints.

10.2 Approved Tariff Schedule

10.3 Prescribed Forms and Applications

10.4 Contact Details of Officers

10.5 Complaint Register

11. Force Majeure Conditions

The complaint handling and grievance redressal standards relating to distribution and supply of electricity shall remain suspended, wholly or partly, during the occurrence of Force Majeure events beyond the reasonable control of JBVNL.

Force Majeure conditions may include, but shall not be limited to:

- War, hostilities, invasion, or armed conflict.
- Mutiny, civil commotion, riots, or acts of public disorder.
- Natural calamities such as floods, cyclones, storms, earthquakes, lightning, landslides, or other severe weather conditions.
- Fire, explosion, or major accidents affecting the power system.
- Acts of terrorism or sabotage.
- Strikes, lockouts, or labor disturbances affecting essential services.
- Orders, directives, or restrictions imposed by Government authorities or statutory agencies.
- Any other event beyond the reasonable control of JBVNL that materially affects its ability to provide electricity services or comply with prescribed grievance redressal timelines.

During such Force Majeure conditions, JBVNL shall make all reasonable efforts to restore normal operations and services at the earliest possible opportunity. Upon cessation of the Force Majeure event, normal complaint handling and grievance redressal procedures shall resume.

12. Compliance with JSERC Standards of Performance Regulations, 2015

The **Jharkhand State Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2015** prescribe the standards and performance parameters to be maintained by distribution licensees for providing reliable and quality electricity supply to consumers.

The Regulations define the service standards, performance benchmarks, complaint redressal timelines, and permissible limits for various distribution system parameters, including supply reliability, voltage quality, restoration of supply, metering services, billing services, and consumer grievance redressal.

This has got approval of competent authority.

Memo No... 165

Sd/-
General Manager (IT)

Dated. 22/06/2026

Copy forwarded to All General Managers, Nigam Hq. JBVNL / All GM-cum-CE, Electric Supply Area, JBVNL for kind information and needful. General Manager (IT) is requested to upload this sop on website


General Manager (IT)

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Annexure-A

Name of Licensee – JBVNL

Name of CGRF – Consumer Grievance Redressal Forum, Ranchi

Name	Designation	Mobile No.
Shri Rakesh Kumar Singh Since 11.09.2024	Chairperson (First Member)	8210512114
Vacant	Second Member	
Shri Amit kumar Sinha	Third Member	

Name of Licensee – JBVNL

Name of CGRF – Consumer Grievance Redressal Forum, Medininagar

Shri	Designation	Mobile No.
Sri Shree Prakash Dubey, Retd. P D J since 01.10.2024	Chairperson (First Member)	7763821221
Vacant since 31.08.2024	Second Member	
Vacant	Third Member	

Name of Licensee – JBVNL

Name of CGRF – Consumer Grievance Redressal Forum, Hazaribagh

Name	Designation	Mobile No.
Shri Ram Bachhan Singh	Chairperson (First Member)	9934527581
Vacant	Second Member	
Smt. Saurabh Kumari @ Saurabh Suman	Third Member	9431270210

Name of Licensee – JBVNL

Name of CGRF – Consumer Grievance Redressal Forum, Dumka

Name	Designation	Mobile No.
Vacant	Chairperson (First Member)	
Vacant	Second Member	
Shri Ghanshyam Prasad Sah	Third Member	9955070313

Name of Licensee – JBVNL

Name of CGRF – Consumer Grievance Redressal Forum, Chaibasa

Name	Designation	Mobile No.
Shri Rajendra Bahadur Pal (since 18.09.2024)	Chairperson (First Member)	9431151244
Vacant	Second Member	
Shri Aditya Kumar	Third Member	