

**UTTARAKHAND JAL SANSTHAN  
JAL BHAWAN, NEHRU COLONY DEHRADUN**

Letter No. 3242 / Ease of doing Business-3/2024-25 / Dated: 03/09/2024

**Office Order**

In compliance to the DPIIT (Department of Promotion of Industry and Internal Trade) Business Reform Action Plan 2024 (BRAP), the State Single Window System has developed an online grievance mechanism for the services provided by the Uttarakhand Jal Sansthan.

The grievance mechanism has a feature of an escalation matrix to ensure timely disposals of the investor grievances. The Standard Operating Procedure (SOP) of the same is annexed herewith (Annexure 1)

**Attached: Annexure 1**

**Signed by Neelima Garg  
Date: 03-09-2024 10:56:20**

(Neelima Garg)  
Chief General Manager

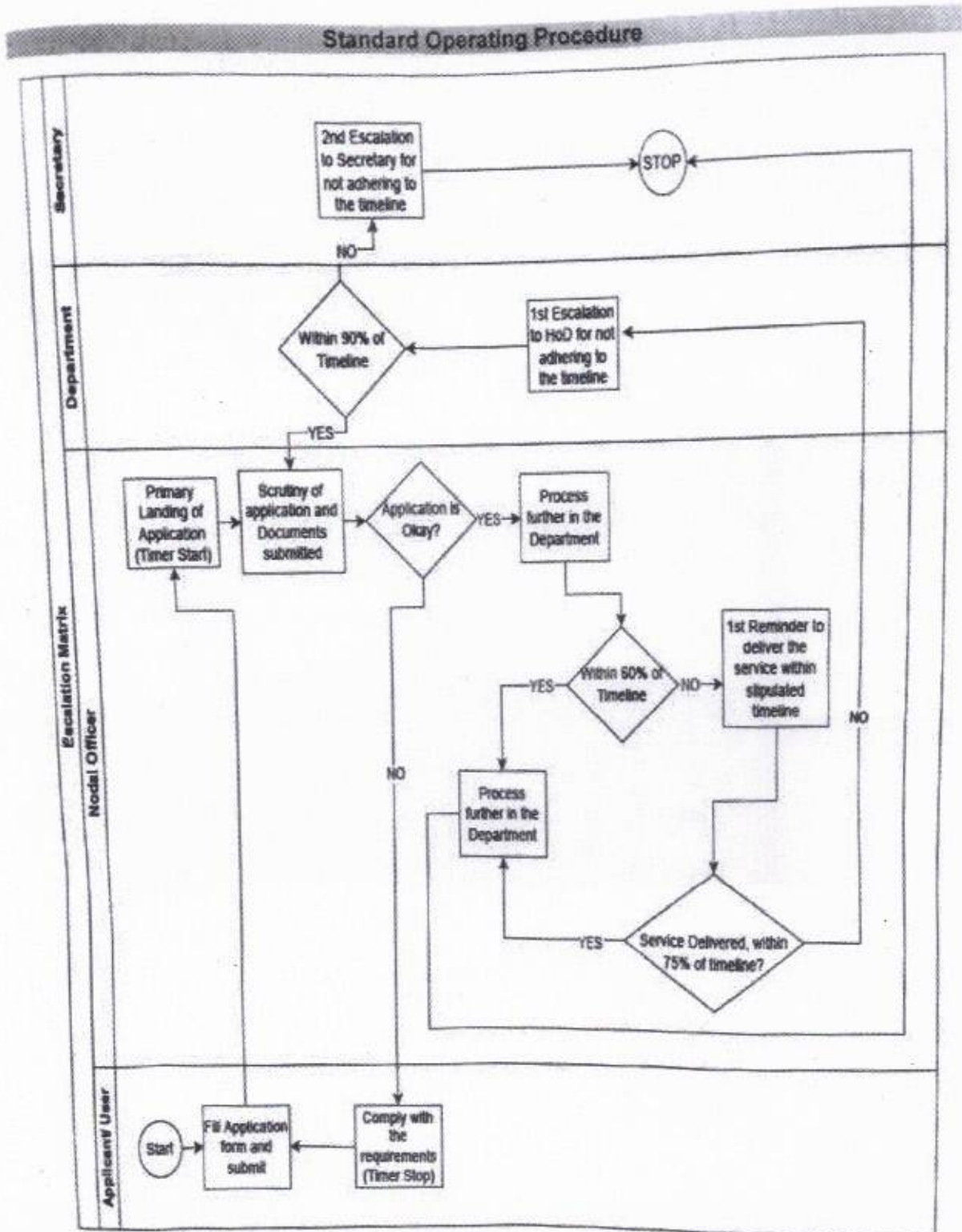
**Letter no and dated as above.**

Copy forwarded to following for information:-

1. Secretary, Drinking Water and Sanitation, Government of Uttarakhand, Dehradun.
2. Director Industries, Industries Department, Patel Nagar, Dehradun.
3. General Manager, Uttarakhand Jal Sansthan, T.R.M/ Nainital/ Pithoragarh/ Pauri/ Head Office, Dehradun.
4. Secretary (Administration /Appraisal), Uttarakhand Jal Sansthan, Dehradun.
5. Senior Account Officer, Uttarakhand Jal Sansthan, Dehradun.
6. All Superintending Engineers, Uttarakhand Jal Sansthan, .....
7. All Executive Engineers, Uttarakhand Jal Sansthan, .....

Chief General Manager

Annexure 1



  
**Secretary Administration**  
**Uttarakhand Jai Sansthan**  
**Dehra Dun**