

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No.11/MON/2006

From

The Xen/Monitoring,
DHBVN, Hisar

To

All CEs (OP)/S.E./(OP)/XENs (OP)/SDOs(OP)
JEs-I Incharge in DHBVN.

Memo No:Ch-28/MON-260

Dated: 20.11.2006

**Subject: Monthly Performance Targets of Technical Supervisors
(Part - II)**

In continuation of earlier instruction on the subject. The Nigam is purchasing an average 3 crores of units daily for distribution to various categories of consumer but it has been observed that billing of only 2 crores units is made by the Nigam and the balance 1 crore goes to losses of Nigam one or the other and mostly due to theft of energy by unscrupulous consumers. Other reasons are the connections are actually released but metering account not executed, Kundi connections not regularized and non replacement of defective meters.

It has been viewed very seriously by the Nigam that if such a heavy loss to the Nigam is allowed to continue for further period, then the financial position of the Nigam may come to critical stage. If this situation continues the Nigam may not be in a position to ensure quality supply to its consumers and it raises questions about the very existence of the Nigam.

Management expects its employees to be work oriented and each employee should contribute to reducing this massive loss of 100 lakhs of units daily. Performance targets are required to be set and management expects employees to achieve performance targets set to them.

Therefore, to save the Nigam from such a heavy losses and to improve its financial health & to ensure better supply to its consumers and to improve the customer service, Nigam hereby prescribes the following additional monthly performance targets for Supervisors (Technical) level officials of the Nigam as under:

1. 20 No. new consumers shall be brought under metering schedule under Rural area and 10 No. new consumers in the Urban area.
2. With regard to release of connection, there shall be zero pendency i.e. all consumers awaiting connections shall be released at par.
3. Since the number of defective meters awaiting replacement are on higher side, therefore, 20 No. defective meters in Urban and rural areas shall be replaced.

The achievement and non-achievement of these targets shall be governed as per terms of earlier circular on the subject.

Since this circular is being issued on 20th of November, therefore the targets shall come into effect from 1st December 2006.

The SE (OP) will furnish the consolidated fortnightly progress report of their circle on the following performa positively for the information of management.

Sr. No.	Name of S/Divn	Name of Officer / official	No. of consumers brought on billing schedule		No. of applications pending		No. of defective meters replaced	
			Urban	Rural	Urban	Rural	Urban	Rural

This issues with the approval of MD, DHBVN, Hisar.

Xen/Monitoring,
DHBVN, Hisar