

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Instruction No. 48/MON/2011**

From

The DGM/Monitoring,  
DHBVN, Hisar

To

All CGMs/Operation, in DHBVN  
All GMs/Operation, in DHBVN  
All DGMs/Operation, in DHBVN  
All AGMs/Operation, in DHBVN

Memo No: - **Ch- 119/Mon-260/Vol-I**      Dated: - **13.01.2011**

**Subject:- Mandatory visit to field/ substations by field officers.**

Since the field offices are the primarily points and responsible for proper distribution and management of power supply in their areas by implementing various improvement policies for the customers services, therefore, a schedule for visit of field/ sub stations by the field officers was circulated / made vide this office Instruction No. 42/MON/2009 dated 8.6.2009 to improve the consumer services and to ensure the quality power supply to the consumers..

Now the matter to improve the performance/ functioning of the Niagm's (Distribution companies) have been reviewed at Government level and it has been desired that the senior most officers of the distribution companies shall visit the field offices/substations and review their performance/functioning to ensure the quality supply to consumers and redressal of grievances of consumers/ public on priority. Accordingly the schedule of senior most officers of DHBVN for visit to field offices is hereby made as under:

S.No.	Designation	No. of visits to field per month.
1.	Managing Director	One
2,	Director/Project	Two
3.	Director/OP	Two
4.	CGM/MM	3 visits in jurisdiction of (OP) circle Bhiwani.
5	CGM/HR Admn.	3 visits in jurisdiction of (OP) circle Gurgaon
6	CGM/OP, Delhi	3 visits in jurisdiction of (OP) circle Faridabad.
7.	CGM/Commercial	3 visits in jurisdiction of (OP) circle Narnaul.
8	CGM/P&D	3 visits in jurisdiction of (OP) circle Hisar.
9.	CGM/OP, Hisar	3 visits in jurisdiction of (OP) circle Sirsa.

All the above officers are requested to visit the field offices as per detail mentioned against each per month. The officers during visit the field offices shall review the main parameter with regard to performance/functioning vis-à-vis system reliability, consumers grievances redressal, Line/AT&C losses, pending applications for release of connections, recovery of defaulting amount and other on going improvement activities.

After visit to the field offices the officer will furnish one page report briefing the status of all parameters reviewed during first week of next month. The officer wise reports with regard to visit to the field and action taken to improve their performance to ensure the quality power supply and better customer services, will be reviewed by Board of Directors regularly in their monthly meeting.

The schedule of other officers upto GM level will remain unchanged as circulated vide Instruction No 42/MON/2009 dated 8.06.2009. All GMs (OP) shall furnish the officer wise report for visit to the field circle as a whole during first week of next month to this office

This issues with the approval of MD, DHBVN.

**Coordinator,  
DHBVN, Hisar**

CC:

1. SPS to MD DHBVN for kind information of MD please.
2. SPS to Director (OP) for kind information of Director please.
3. SPS to Director/Project, DHBVN, Hisar for kind information of Director please.
4. SPS to Advisor/O&F DHBVN, for kind information of Advisor please.
5. CGM/P&D, DHBVN, Hisar.
6. CGM/Commercial, DHBVN, Hisar.
7. CGM/HR, DHBVN, Hisar.
8. CGM/MM, DHBVN, Hisar.
9. CGM/Finance, DHBVN, Hisar.
10. CGM/Accounts, DHBVN, Hisar.
11. CGM/Audit, DHBVN, Hisar.