



DAKSHIN HARYANA BIJLI VITRAN NIGAM LTD
(A Power Distribution & Retail Supply Utility, Govt. of Haryana)
AN ISO 9001:2008 Compliant Utility, CIN:-U99999HR1999SGC034165
Regd. Office: Vidyut Sadan, Vidyut Nagar, Hisar-125 005 (Haryana)
Office of Superintending Engineer/Administration, DHBVNL, Hisar
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Memo No.Ch-29 /SE/Admn./Gen-38/Vol-IX

Dated: 15.04.2021

To

1. All CEs under DHBVNL.
2. CTO, DHBVNL, Hisar.
3. Chief Financial Officer, DHBVNL, Hisar.
4. All SEs under DHBVNL.
5. L.R./HPU, Shakti Bhawan, Panchkula.
6. CAO/FA(HQ)/Chief Auditor/FA&CAO(MM)/FA&CAO(CBO), Hisar.
7. Controller of Stores, DHBVNL, Hisar.
8. Chairman/CGRF, DHBVNL, Gurugram.
9. Company Secretary, DHBVNL, Hisar.
10. Chief Communication Officer, DHBVNL, Hisar.
11. All XENs under DHBVNL.
12. All SDOs under DHBVNL.
13. All Under Secretaries in DHBVNL.
14. All Sectional Heads with Headquarter at Vidyut Sadan, Hisar.

Subject: Preventive measures to be taken to contain the spread of Novel Corona virus (COVID-19) – regarding.

Please refer to this office Memo No. Ch-98/SE/Admn./Gen.-38/Vol-VIII dated 11.09.2020 on the subject, vide which detailed guidelines/instructions regarding preventive measures to be taken to contain the spread of Novel Corona virus (COVID-19) were issued to further strengthen the efforts and ensure well being of the officers/officials of DHBVNL.

Now, the number of corona-positive cases are again increasing at an alarming rate and number of employees of Nigam in various circles as well as at H.O have been reported to be COVID positive. It is high time to step up vigil so that further spread of covid positive cases is minimized. To further strengthen the efforts and to ensure well being of the officers/officials of DHBVNL, the instructions/guidelines regarding preventive measures to be taken to contain the spread of Novel Corona virus (COVID-19) issued vide memo under reference, are reiterated here with for meticulous adherence by all:-

- a) It is mandatory for every Nigam employee to download Aarogya Setu App. In case a Nigam employee has smart phone, he/she should turn on Bluetooth and location. If, the employee has feature phone, it shall be ensured that a missed call is made to 1921 from the employee's phone.
- b) The employees should sanitize their work space and hands every passing hour, wear mask properly covering the nose and mouth and maintain minimum 2 yards social distance from others. The employees suffering with ailments like diabetes, hypertension, asthmatic or respiratory issues, should take extra precautions. They should closely monitor their health on continuous basis and in case of even slight apprehension, they should consult the doctor.

IN CASE OF COVID POSITIVE NIGAM EMPLOYEES

1. To deal with the situation, two control rooms, one at DHBVNL Head Office at Hisar (for Head Office employees and employees of Hisar Zone) and the other at Zonal Office, Delhi (for employees of all wings working in Delhi Zone) shall be set up to monitor and provide immediate assistance to the regular employees of the Nigam, as well as to the contractual/outsourced engaged workers, infected with COVID. The control room shall keep record of each and every COVID positive patient. The details of the control rooms are as under:

Control Room at Hqrs Hisar:

Telephone No: 01662-223338
O/o SE/SO, DHBVNL, Hisar (seso@dhbvn.org.in)
Mobile No. 80598-88540

Control Room at Zonal Office Delhi:

Telephone No: 0124-2300334
Mobile No. 9540954768 & 7290038998

2. As and when a Nigam employee is detected COVID positive, the DDO shall immediately intimate his/her particulars to the Control Room. Decision regarding hospitalization or home isolation/ quarantine, should be taken as per the advice of the doctor.
3. Medical Officers of DHBVNL, Health Centers at Hisar, Bhiwani and Gurugram will provide immediate assistance to the employees of the Nigam, regular as well as contractual/outsourced engaged workers, infected with COVID. The Control Rooms shall share the contact details of COVID positive employees with Nigam's doctors, who will call every employee found positive at least once a day as per instructions issued separately vide Memo No. Ch-27/SE/Admn./Gen-38/Vol-IX dated 12.04.2021. Doctors will monitor condition of COVID positive employees and render necessary advice and medical assistance. Most importantly, they will assist in deciding timely hospitalization/escalation in treatment to prevent loss of life.

NOTE--This arrangement is being made to prevent situations in which patients or their families are unable to decide hospitalization in time leading to deterioration in condition. It will be in the nature of second opinion and is not intended to substitute the medical treatment being received by the patients at their level.

4. The DDO shall continue to monitor the situation on regular basis, and ensure timely financial assistance to the COVID patients as per requirement. If the same does not fall in his competency, the matter must be escalated to the headquarters immediately.
5. In case of any emergent situation, the DDOs shall make all necessary arrangements for ambulance, hospitalization etc. They shall tie up with Nigam's empanelled hospitals in their area for best possible medical help to the employee.

6. Beside above the other important instructions issued vide Memo No. Ch-46/ SE/Admn./Gen-38/Vol-VIII dated 21.03.2020 are again attached herewith (Annexure-I) for ready reference and compliance in letter & spirit.

The above instructions should meticulously be adhered to by all. This will ensure well being of all the employees and build confidence among them that they are not alone in the fight against the pandemic. The Nigam and its management are always with each and every employee.

This issues with the approval of Chief Engineer/HR&Admn., DHBVNL, Hisar.

DA: As above

AP
15.04.2021
S.E./Administration
DHBVNL, Hisar

Memo No.Ch-29/SE/Admn./Gen-38/Vol-IX

Dated: 15 .04.2021

A copy of the above is forwarded to all Sr. Medical Officers/Medical Officers in DHBVNL for necessary compliance of above instructions.

WJ
Under Secy./Gen. Admn.
DHBVNL, Hisar

Memo No.Ch-29 /SE/Admn./Gen-38/Vol-IX

Dated: 15 .04.2021

A copy of the above is forwarded to the SE/IT, DHBVNL, Hisar with request to get the above instructions uploaded on Nigam's website please.

WJ
Under Secy./Gen. Admn.
DHBVNL, Hisar

Copy to:

1. Sr. PS to the Chairman-cum-Managing Director, DHBVNL, Hisar.
2. Sr. PS to the Director/Projects, DHBVNL, Hisar.
3. Sr. PS to the Director/Operations, DHBVNL, Hisar.
4. Sr. PS to the Director/Finance, DHBVNL, Hisar.
5. PA to the CE/HR & Admn., DHBVNL, Hisar.
6. SE/SO, DHBVNL, Hisar.

Important Instructions to prevent spread of COVID-19 case.

(Annexure-I)

1. Strictly follow social distancing norms. Avoid physical contact with colleagues as well as members of the public. Ensure minimum distance of 2 yards from others.
2. Ensure proper cleaning and frequent sanitization of the work-place, particularly frequently touched surfaces like table, arms of the chairs, door knobs, latches, handles etc.
3. Keep the doors open as far as possible to eliminate the need to touch them for opening.
4. In order to discourage physical visits by public/consumers to Nigam offices, give wide publicity to Toll free Helpline number 1912 and email ID 1912@dhbvn.org.in for lodging electricity supply or bill-related complaints. Similarly, for services like New connection, load enhancement, load reduction, change of name etc, arrangements are in place to receive applications in online mode on Nigam website www.dhbvn.org.in.
5. In every office, help desk counter be made effective close to the entry for registration of complaints of those consumers who still choose to visit the office. Care be taken to not make them wait for long. Moreover, they should be informed about the status of their complaint on telephone only, to prevent repeat visit.
6. Cashiers should be provided with mask/ hand sanitizer. They should be advised to maintain safe distance from consumers at the cash counter. They should also be advised to use currency counting machine for counting of notes. DDOs shall ensure adequate availability of these machines wherever required.
7. Technical staff should avoid visiting offices as far as possible and remain in field. They should be in touch with the concerned Area In-charge on telephone. They should maintain reasonable distance from consumers while interacting.
8. Staff should be advised to avoid public transport. Even when it is absolutely unavoidable, they should maintain social distance and ensure good hygiene as per above instructions.
9. Gatherings/meetings shall be avoided. Meetings, wherever necessary, should be held through video conferencing.
10. Workers' Unions & Employees Associations should be advised to refrain from calling meetings/gatherings, etc.
11. Correspondence should be undertaken on official email and physical movement of files and documents should be avoided, to the possible extent.
12. All Officers and staff should be instructed to immediately give intimation if any family member returns from foreign visit. Such employees should be advised to stay at home.
13. Avoid non-essential travel.
14. Officers/officials should not leave their headquarters without prior permission from their controlling officers.
15. Personal life: Please follow the guidelines regarding social distancing, hygiene etc. in personal life as well in all day to day activities right from morning walk till going to bed. Avoid attending social and religious functions, marriages, parties, funerals etc. All Nigam employees may also be sensitized to adhere to the advice.
16. Ensure regular supply of hand sanitizers, soap and running water in the washrooms.
17. If any official appears to be feeling unwell, he/she should be advised to seek medical assistance immediately.