

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No.10/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-24/MON-260

Dated: 15.11.2006

Subject: Monthly Performance Targets of Technical Supervisors.

It has been observed that abnormal high defaulting amount is standing against permanent disconnected consumers & connected consumers. This amount reflects large gap in the revenue realization/RIB, which have been viewed very seriously by the management. Also large number of consumers are thieving energy. The loads of AP category are not correctly declared and a large number of transformers are being damaged in the field on account of extra load.

Management has the right to expect its employees to achieve performance targets set to them. In case employees fail to achieve the targets, management has full right to remove them from service. It has been observed that there are no performance targets set for the employees of the Nigam. To ensure the financial health of the Nigam and to improve customer service, Nigam wishes to prescribe **monthly** performance targets for supervisor level officials of the Nigam.

“Without performance targets, the civil service degenerates into a closed priesthood with no accountability”.

Therefore, in order to minimize the defaulting amount, enhance the revenue realization/RIB and to improve customer service, Nigam hereby prescribes the **monthly** performance targets for Supervisor (technical) level officials of the Nigam as under:

- a) To recover the **defaulting amount** from 10 No. permanent disconnected consumers (defaulter should be having amount more than Rs. 2000/- if there are no consumers above Rs. 2000/- then the other consumers be also dealt with).
- b) To recover dues from 100 no. **connected defaulting consumers** (more than 2 billing cycle defaulters; if there are no defaulter of >2 cycles, then defaulters of >1 cycle be also dealt with) or to disconnect them (defaulter means above Rs. 2000/- to begin with; later target the others)
- c) Checking of 50 No. **tubewell connections** on prescribed performance (LL1) and sending result/advice to billing agency fortnightly.

- d) Checking of 10 No. premises involving **mal-practices** in rural areas and 20 in urban areas.

In case the targets are achieved, the official shall get an appreciation letter from GM HR to be placed in his personal file. In case targets are not achieved, the official shall face disciplinary action – i.e. SCN will be issued and if reply is not satisfactory, it will be converted into charge-sheet and minor/major punishments shall follow. In case official fails to achieve performance targets for three months continuously, Nigam shall have the right to remove him from service.

It has also been decided that SDO (OP) and XEN (OP) will also be held responsible for non-achievement of the targets. If 75% of SDO's supervisors achieve targets, SDO shall get appreciation; if not then SCN. Similar shall be the system for XENs. Concerned SDO and XEN should initiate action against non-performing supervisor on the 21st of each month in case supervisor has not even achieved 50% of his monthly targets. Zonal C.E.s shall ensure that all their officials achieve the targets set to them by management.

GM HR shall be nodal authority to monitor performance targets. Reports etc. shall be sent to GM HR Hisar fortnightly. GM HR shall take prompt action with regard to sending appreciation letters and SCN/CS/punishments. Appreciation letters/SCN etc. shall be placed on personal file also.

The C.E.s/SE's (OP)/XENs (OP) shall direct all Supervisory level officials under their jurisdiction to comply with the above instructions meticulously with immediate effect.

Since this circular is being issued on 15th of November, therefore the targets for November 2006 shall be half of monthly targets prescribed above.

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/Div	Name of Officer / official	Permanent disconnected consumers		Connected consumers		Tubewell connections		Malpractices	
			No	Amount recovered	No	Amount recovered	Total no of checking	Amt charged	No	Amt Charged

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

Xen/Monitoring,
DHBVN, Hisar