

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No.20/MON/2007

From

The Xen/Monitoring,
DHBVN, Hisar

To

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

Memo No: Ch- /MON-260 Dated: /2007

Subject: Improving Nigam services in rural areas - Village Managers - Entrusting of duties and responsibility thereof.

It has been observed that there are high line/AT&C losses under DHBVN due to one or the other reason in rural areas and the Nigam is facing heavy revenue losses. The position of distribution system and revenue parameters in rural area is not healthy due to:-

1. Huge defaulting amount is outstanding towards connected and the disconnected categories of consumers.
2. A large number of existing energy meters are defective which needs the replacement for recording proper energy.
3. The number of unscrupulous consumers in rural areas who are indulging in committal of theft/unauthorised use of electricity (including Kundi connections) are comparatively quite large, which not only drains out the energy but also affects the technical system adversely.
4. The present status of HT & LT lines is not healthy which leads to frequent trippings and breakdowns of the distribution system, creating further resentment in the public.
5. No preventive or periodical maintenance of distribution system of 33KV, 11KV lines, LT lines, Dist. T/Fs is being carried out due to which the distribution system is deteriorating and continuity of supply is getting affected to a large extent which create inconvenience to the cosumers causing problem to the Nigam's also.

With a view to improve Nigam services in rural areas, it is decided that the S.Es/XENs (OP) shall utilize the existing LM/ALMs as Village/Gram Managers for the villages under their control. The Village Managers are to be entrusted with both technical and commercial responsibilities.

It shall be clearly indicated while entrusting/engaging the responsibilities to the village managers that he will be the over all in-charge of the said village and singly

responsible for all technical and commercial parameters/activities. The performance targets stand already fixed by the management for technical/non technical supervisors and achievements of the targets/ realization of revenue thereof shall be the top most priority of the village managers. In case, the same are not achieved then the disciplinary action can be initiated against them.

For villages with less than 300 consumers one ALM may be appointed. For villages having more than 300 consumers one ALM and one LM be appointed.

The detail of activities to be performed by the village manager shall be as under:

Targets

S no	Activity	Weekly	Fortnightly	Monthly
1.	Revenue Realisation			100%
2.	Regularization of kundi connections		5	
3.	Report on tempered or defective meters		10	
4.	Recovery from connected defaulters	25% of amount outstanding		
5.	Recovery from PDCO			5
6.	Mtc of transformers	1		
7.	Mtc of LD system (sags, jumpers, spacers etc.)	500 mtr		
8.	Mtc of 11 kv lines (proper conductor, proper earthing, tilted poles, tree cutting, jumpers etc)		1 km	
9.	Checking of TW connections and unauthorised load	2		
10.	Reading DT meters and consumer meters on same day and submitting analysis to revenue section	1		
11.	Checking LT capacitors at premises of such consumers	5		
12.	Replacement of defective meters		10	
13.	Detection of untraceable premises			100%
14.	PL premises reading			100%
15.	Release of connection by going to consumer premises			File to be completed at consumer premises by VM

Note – Release of connection has to be done in HERC stipulated timeframe.

In case of fault in the LD system the VM of the concerned village shall take assistance of the nearest village manager but it should be ensured that fault is attended within HERC's stipulated timeframes.

In addition to above, with regard to maintenance of supply, it is also decided that:

- i) The maintenance of LT lines, LT services and distribution T/Fs will be carried out by nearest village managers jointly.
- ii) The maintenance of 11KV lines and attending of breakdown will be carried out by all the village managers pertaining to one feeder on 1st and 15th of each month.
- iii) The respective village manager shall maintain his headquarter in the village entrusted to him.
- iv) The villager manager shall maintain supply related complaints register as per standard format and attend to outage complaints within HERC stipulated timeframes.

The S.Es (OP) shall monitor the progress of each village manager by calling a meeting of all LM/ALM in Division on 3rd of each month. The best achiever shall be given reward (appreciation letter and honorarium of Rs. 1000/-) on the spot.

The SE shall upload the consolidated monthly progress report for their circle on the website www.dhbn.com for information of the management please. The following performa may be utilized at field level for monitoring purpose:

1	2	3	4		5	
Sr. No.	Name of S/Divn.	Name of village manager	Revenue realization		Regularization of Kundi connection	
			Amt. assessed	Amt realized	Target fixed	Targets achieved

6.		7.		8.		9.	
Report regarding tampered or def. meters		Recovery from connected defaulter or ensuring of disconnection thereof.		Recovery from permanent disconnected consumers		Mtc. Of Distribution T/Fs	
Target fixed	Targets achieved	Target fixed	Targets achieved	Target fixed	Targets achieved	Target fixed	Targets achieved

10		11		12		13	
Mtc. Of LD system (provision of spacers, Sagging, jumpers etc.)		Mtc. Of 11KV line (Existence of proper & healthy conductor , proper jumpering, earthing of inter-spatial poles, proper guarding, straightening of tilted poles etc.		Checking of T/W Connections & detection of unauthorised load.		Reading of DT meters & submission thereof in the revenue section for Checking of provision of LT capacitors at the Premises of LT consumers	
Target fixed	Targets achieved	Target fixed	Targets achieved	Target fixed	Targets achieved	Target fixed	Targets achieved

14		15		16		17	
Replacement of Def. Meters.		Detection of untraceable premises.		Reading of PL or Other premises.		New connections	
Target fixed	Targets achieved	Target fixed	Targets achieved	Target fixed	Targets achieved	Target fixed	Targets achieved

The C.Es/S.Es/XENs (OP) should direct all the field offices under their jurisdiction to comply with the above instructions meticulously with immediate effect. CE concerned shall give presentation about performance of village managers, to WTDs, every month.

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

**Xen/Monitoring,
DHBVN, Hisar**