

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 21/MON/2007

From

The Xen/Monitoring,
DHBVN, Hisar

To

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

Memo No:-Ch-67/MON-260

Dated:- 19-02-2007

Subject: Performance Targets of Officers i.e. XENs (OP) level.

It has been observed that abnormal high defaulting amount is outstanding against various categories of permanent disconnected consumers & connected consumers as arrears. It has been viewed seriously by the management. The company shall have to recover its all arrears from the defaulting consumers so as to improve its financial position, enabling to ensure quality supply.

Management has the right to expect its employees to achieve performance targets set to them. To ensure the financial health of the Nigam and to improve customer service, Nigam wishes to prescribe performance targets for officers of the Nigam.

In order to minimize the defaulting amount (arrears) enhance the revenue realization and to improve the customer service the performance targets of Technical/Non technical supervisors stands issued now. it has been decided by the Nigam to prescribe the performance target for its officers of XEN (OP) level also as per detail given below:

XENs (OP) Divisions:-

- I. To recover defaulting amount (arrears) from 10 No. top defaulting consumers otherwise get their electricity supplies disconnected in his presence.
- II. Will ensure 100% metering of one village per month (amendment to instruction no. 9/MON/2006 dated 08.11.2006).

The XENs (OP) will furnish the report to MD/Director (OP) DHBVN daily through Email for their appraisal.

The SE (OP) will further furnish the consolidated weekly progress report of their circle on the following performa weekly positively.

The S.Es (OP) shall made available the above said consolidated weekly report of their circle on DHBVN through Email also.

The C.Es/S.Es (OP) should direct all the divisional offices under their jurisdiction to comply with the above instructions meticulously with immediate effect. It shall be ensured that 100% targets are achieved failing which action against the officer shall be initiated.

I.

Sr. No.	Name of Division.	Total No. of defaulting consumers		Permanent disconnected consumers checked		Connected consumers checked		
		Connected	Disconnected.	No.	Amt. recovered	No	Amt. recovered	Disconnected connections

II.

Sr. No.	Name of Divn.	Name of Officer	Total No. of villages under the Division	Name of village	Total No. of households.	Total No. of existing connections	No. of new connections released.

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

**Xen/Monitoring,
DHBVN, Hisar**

Endst.No Ch- /Mon-260

Dated:

Copy of the above is forwarded to the following for information please:-

1. SPS to MD, DHBVNL, Hisar.
2. SPS to Director (OP),DHBVNL,Hisar.
3. PS to Director/Projects, DHBVNL,Hisar
4. GM/HR&Admn., DHBVNL, Hisar
5. C.E./P&D, DHBVNL, Hisar.
6. C.E./MM, DHBVNL, Hisar.
7. GM/Commercial, DHBVNL, Hisar.
8. FA/HQ, DHBVNL, Hisar.
9. FA & CAO/MM, DHBVN, Hisar.
10. CA, DHBVNL, Hisar.
11. CAO, DHBVNL, Hisar.
12. SE/Admn, DHBVNL, Hisar.
13. S.E./Human Resources, DHBVNL, Hisar.
14. SE/Planning & Design DHBVNL, Hisar.
15. S.E./Commercial, DHBVNL, Hisar.
16. S.E./MM, DHBVNL, Hisar.
17. S.E./S.O.,DHBVNL,Hisar.
18. SE/RA, DHBVNL, Hisar.
19. S.E/Energy Audit, DHBVNL, Hisar.
20. D.G.M/IT,DHBVNL,Hisar. He is requested to incorporate the same on DHBVNL, Web site for updating the web site.
21. COS, DHBVNL, Hisar.
22. S.E./M&P, DHBVNL, Faridabad.
23. SE, M&P Circle, DHBVNL, Gurgaon.
24. Company Secretary, DHBVNL, Hisar.
25. Secretary, Redressal Forum, DHBVNL, Hisar.
26. Xen, TTC, DHBVNL, Hisar.
27. Under Secretary/Legal, DHBVNL, Hisar.
28. Xen/Enforcement, DHBVNL, Hisar/Gurgaon/Faridabad.
29. Xen/M&P, DHBVNL, Hisar/Faridabad/ Bhiwani/Gurgaon
30. XEN, Central Store, DHBVNL,Hisar/ Ballabgarh.
31. Manager/PR, DHBVNL, Hisar.
32. Manager/IR, DHBVNL, Hisar.
33. Manager/IT, DHBVNL, Hisar.
34. Law Officer, DHBVNL, Hisar/Gurgaon/Faridabad.

**XEN/Monitoring,
DHBVNL, Hisar.**