

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 29/MON/2007

From

D.G.M./Monitoring,
DHBVN, Hisar

To

All CGMs (OP)/GMs(OP)DGMs /AGMs (OP)/
in DHBVN.

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

Subject: Quality Services to the consumers - Monthly Calendar of Activities

This is in supersession to this office Instruction No. 25/MON-2007 dated 20.3.07 on the subject cited above.

DHBVN is a power utility which has been entrusted the Distribution of power in 9 Nos. Districts of southern Haryana. The utility is having 1863513 Nos. consumers under different categories i.e. domestic, commercial, industrial & bulk supply etc.

Since the inception of DHBVN from the erstwhile HSEB, it has been the endeavor of Nigam to provide quality services to the consumers and also to ensure the sound financial health of the Nigam and improve employee morale.

With a view achieve the above objectives and to provide better services to the consumers which can only be achieved through maintenance of a sound electrical system, it has been decided that specific work is to be taken as a theme for the specific days in a month.

A monthly calendar for various activities have been chalked out. It is to be implemented without fail. All expenditure that may occur during implementation of the calendar is allowed. CGM/GM (OP) under DHBVN shall direct all the field officer under their kind jurisdiction that above said instruction are implemented strictly as per time frame meticulously.

The calendar of activities is as under:

S.N	Date	Description	Remarks
1	7 th of each month 11:00 am	Residential and Industrial association, HT (11KV) consumers meet HESL meet	→GM's (OP)/DGM's (OP) will arrange the residential welfare association and industrial association meet on this day. →G.Ms/DGMs will have the meeting with the HT consumers of their area. The grievances and problems shall be noted down for improvement of system and redressal of the grievances. The action taken on suggestions of last meeting shall be presented. The presentation on Nigam's activities should be made. G.M.s/OP will arrange the meet with HESL representatives of their circle and will monitor the working with regard to meter readings, billing & cash collection work. The suggestions/grievances will be looked into and action be taken for their removal.
2	On 9 th of each month	1. Construction works monitoring meeting; 2. Review of latest commercial and other circulars; 3. GVP monitoring meeting; 4. Coordination with other utilities i.e HVPN. 5. Press conference	GM's (OP) under DHBVN will monitor the progress of departmental and turnkey works under various schemes. Impact of latest circulars of Monitoring/Planning/Commercial etc shall be discussed. Progress of GVP (Gram Vidyut Partinidhi) shall be monitored and their problems shall be sorted out. G.Ms (OP) will hold the coordination's meeting with HVPN authorities at district headquarters and will resolve the various issues related to them and action taken report for the last meeting will be reviewed. Press conference will be arranged
3	11 th of each month 4:00 pm	1. Customer Care Advisor meet	GM's (OP) under DHBVN will have the meeting with consumers at Customer Care Centres at 4:00 pm. Action taken on suggestions of last meeting shall be presented. Presentation on Nigam activities should be made. Their grievances and problems should be noted down for improvement of system and redressal of the grievances. A tour of Nigam premises like Sub-stations construction / Transformer testing / Meter Testing / etc. shall be done at each meeting.
4	14 th of each month 11:00 am	Energy conservation day.	A "Run" for Energy Conservation of 4 kms length or any other activities shall be carried out at district headquarter at 11 am. All CCAs should be invited to this event. Simultaneously there shall be children's painting and slogan competition on energy conservation. Sale outlet of CFL shall be arranged at venue. Awards/Prizes shall be CFL only. Venue shall be properly decorated with banners, slogans, charts etc. Caps/T-shirts may be given to participants etc.
5	15 th of each month	Public Darbar at Rural Substation by DGM (OP)	DGM's (OP) will organize the open darbar at one substation on 15 th of each month in rural areas.
6	21 st of each month 11:00 am	Employee Darbar	GM's (OP)/DGM's (OP) under DHBVN will have the employee darbar (Technical/Non-Technical) on 21 st of each month. On this day their performance of duties will be monitored as well as grievances of the employees will be sorted out. Action taken on grievances pointed out in last meeting shall be presented. Sports event shall be organized between sub-divisions and between officers and staff – events like tug of war/ pole climbing/ volleyball match / three-legged race etc can be held. The employee's performing well in various commercial/technical parameters will be recognized. Prizes shall be CFLs.
8	25 th of each month	Maintenance Day	All DGMs and AGMs shall ensure that over & above routine maintenance, special maintenance of Lines/Transformers and tree cutting etc shall be carried out by deputing all the technical officials for the job.

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

**D.G.M./Monitoring,
HBVN, Hisar**