

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Instruction No. 42/MON/2009**

From

The DGM/Monitoring,  
DHBVN, Hisar

To

All CGMs/Operation, in DHBVN  
All GMs/Operation, in DHBVN  
All DGMs/Operation, in DHBVN  
All AGMs/Operation, in DHBVN

Memo No:- **Ch-15/Mon-260/Vol-I**

Dated:- **08/06/2009**

**Subject:- Mandatory visit to substations by field officers**

In the ongoing paddy season absence of power is a major cause of losses for farmers. Moreover, in the summer season the demand for power by the consumers also increases substantially, putting burden on the system of the Nigam. The incidence of power outage is anticipated to increase substantially in this season, owing to rains, storms and other natural phenomenon causing line failures.

In its efforts to improve consumer service, Nigam desires that every step should be taken to ensure power supply to the consumers as per the PRM of the Nigam. It has been decided by the Nigam authorities that visit to substations by the field officers would be mandatory, to ensure adequate maintenance and solve consumer grievances and ensure continuity of supply.

The officers are instructed to visit substations as per following schedule:

S.No.	Designation	Requirements from visits each month
1.	CGM/Operation	Atleast 8-10 days to be spent on field visits each month (at least visit of 2 substations of each circle, and visits to the other on going development works)
2.	GM/Operation	At least 2 substations to be visited per division each month
3.	DGM/Operation	At least 1 substations to be visited per S/Divn. each month
4.	AGM/Operation	At least 3 substations to be visited each month

The visiting officer shall review the power regulatory measures being adopted, the implementation of PRM shall be verified from the record of sub station, maintenance work being undertaken Open darbar shall be conducted, the grievances of consumer be heard and resolved at maximum level. The grievances of employees if any shall also be taken and solved. A report has to be prepared for each visit, detailing observations of the officer and the action taken.

Monthly reports have to be submitted by the AGM/OP to respective DGM/OP. Each DGM/OP is required to submit the consolidated report for his visits and for all the AGMs under his jurisdiction to concerned GM/OP. Each GM/OP is required to submit the consolidated report for his visits and for all the officers under his jurisdiction to CGM/OP.

CGMs/OP are required to submit the consolidated report on their visits and for all the officers under his jurisdiction to Monitoring Cell, Hisar, by 15<sup>th</sup> of each month.

As such, it is requested to direct the field officers/officials under your kind control to comply with the above instructions meticulously with immediate effect failing which disciplinary action will be taken against them.

This issues with the approval of MD, DHBVN.

**DGM/Monitoring,  
DHBVN, Hisar**

CC:

1. SPS to MD DHBVN for kind information of MD please.
2. SPS to Director (OP) for kind information of Director please.
3. CGM/P&D, DHBVN, Hisar.
4. CGM/Commercial, DHBVN, Hisar.
5. CGM/HR, DHBVN, Hisar.
6. CGM/MM, DHBVN, Hisar.
7. CGM/Finance, DHBVN, Hisar.
8. CGM/Accounts, DHBVN, Hisar.
9. CGM/Audit, DHBVN, Hisar.