

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Instruction No. 49/MON/2011**

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- 134/Mon-260/Vol-I** Dated: - 24-02-2011

**Subject:- Learning curve for newly recruited AEs--- monitoring thereof.**

The Nigam has recently recruited the new Assistant Engineers as well as promoted few JEs to SDO/AE and have been posted in the field. The field offices are the primarily points and responsible for proper distribution and management of power supply in their areas by implementing various improvement policies for the customers services.

It has been observed that the newly appointed SDOs are not having the proper commercial & technical knowledge; therefore, some learning/training to these officers shall be imparted/ given, so that they may ensure the proper functioning of their sub divisions. Accordingly the learning curve for the newly recruited/ promoted AEs have been decided / finalized as under:

Mainly the key area of focus to a sub division has been categorized into three parts i.e.

1. Revenue protection.
2. Loss reduction.
3. Customer services

The point wise steps to be reviewed / kept in mind by the SDO for proper functioning of the sub division have been observed to be as under:

**1, Revenue Protection:**

- a) Recovery of current bills/ arrears.
- b) Replacement of defective meters.
- c) Correction of billing related consumer problems.

**2. Loss Reduction:**

- a) Theft detection.
- b) Maintenance of LD System.
  - i) Transformer maintenance.

ii) Line maintenance.

### **3. Customer services**

a) Redressal of complaints.

i) Billing.

ii) Release of new connections.

iii) Quality of supply.

For proper functioning of a sub division the SDO Incharge of the sub division is required to review/ kept in view the important factors daily. Accordingly a list indicating some of the main key performance indicators (KPIs) is enclosed as per annexure- A and guidelines as per annexure-B.

Keeping in view the above (learning curve) it has been desired by the management that all newly appointed AEs shall consider/review the above points daily for proper functioning of the sub division. The various target fixed/instructions issued by DGM/Monitoring and instructions / circulars issued by commercial/P&D wing of the Nigam which are readily available on the website of DHBVN be gone through in detail. In case of any problem the senior officers/training centre can be contacted for clarification, but it shall be ensured that all key point indicators are fully clear to them and are reviewed/ considered daily by them. A diary for the key point indicators shall be maintained for his sub division (both for commercial & technical issues).

It has also been decided that compliance of above learning curve instructions will be monitored at head office level. The procedure for monitoring will be as under:

“ One/two SDOs shall made a presentation on KPIs of the Sub division before the Whole Time Directors of DHBVN every fortnight. The name of the SDO/sub division will be conveyed by this office well in advance for making the presentation. During presentation the SDO concerned shall clearly brought to the notice of Whole Time Directors regarding steps/KPI's being followed and steps to be followed for improvement of the sub division. The format for making the presentation is enclosed as annexure-C.

All GMs/DGMs (OP) are requested to direct all the SDOs recently posted in their areas for implementation of above instructions of learning curve for proper functioning of their areas. The GMs/DGMs shall review the functioning/learning as per key point indicators of the sub division time to time and problems being faced by them be cleared/ clarified.

It shall be ensured that above instructions are complied with meticulously with immediate effect.

This issues with the approval of MD, DHBVN.

**Coordinator,  
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. SPS to Director/Project, DHBVN, Hisar for kind information of Director please.
4. SPS to Advisor/O&F DHBVN, for kind information of Advisor please.
5. CGM/P&D, DHBVN, Hisar.
6. CGM/Commercial, DHBVN, Hisar.
7. CGM/HR, DHBVN, Hisar.
8. CGM/MM, DHBVN, Hisar.
9. CGM/Finance, DHBVN, Hisar.
10. CGM/Accounts, DHBVN, Hisar.
11. CGM/Audit, DHBVN, Hisar.

**Key Performance Indicators (KPIs)**

<b>Sr.No.</b>	<b>Description of KPI</b>
1.	Reduction of AT&C Losses
2.	New Connections applied and released
3.	Pending New Connection Applications
4.	Pending Complaints - Billing - New Connections - Quality of Supply
5.	SAIFI/SAIDI ; CAIFI/CAIDI
6.	Court Cases Disposal
7.	Recovery form PDCO Consumers
8.	LRA Cases initiated and decided
9.	DT Damage Rate (Population of DTs, No.s Damaged & %age)
10.	Tail end voltage of each feeder
11.	Connected load / DT Capacity Ratio
12.	Preventive Maintenance of LT Lines & Service Cables
13.	Replacement of Defective Meters
14.	Immediate starting of billing for newly released connections
15.	How many consumers came to lodge the same complaint again?
16.	Any system improvement scheme prepared?
17.	Time taken to attend the no power complaint
18.	No. of TDCOs issued and executed
19.	No. of Half Margin received and disposed off
20.	Revenue Assessed, Revenue Realized and Collection Efficiency
21.	Units Received, Units Billed and T&D Losses & AT&C Losses

### Guide Lines

#### 1) Revenue Protection

- Recovery of Arrears
- Replacement of Defective Meters
- Timely starting of billing of new connections
- Disposal of Billing related Consumer Grievances
- Execution of TDCOs/PDCOs
- Implementation of M&P Reports
- Disposal of Half Margins
- Court Cases – Monitoring and Disposal

#### 2) Loss Reduction

- Theft detection & recovery of assessed amount
- Improvement in SAIFI/SAIDI , CAIFI/CAIDI
- Proper loading of DTs
- Tail end voltage of each feeder
- Replacement of under sized conductor
- Bifurcation of feeders
- HVDS/LVDS

#### 3) Customer Service

- Application receipt and connection release for new connection
  - Reduction of Billing Complaints & No Power Complaints
  - Prior intimation of shutdowns
  - Quality of Supply
  - Regular interactions with consumers / Bijli Sabhas.
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### Format for Presentation

- Key Statistics of Sub-Division
  - Statistics at the time of joining of S/Divn
  - Current Statistics
- KPI wise analysis giving in
  - Improvements in KPIs
  - Efforts made in improving KPIs
  - Future plan of action for further improvement
- Weekly Diary since last review