

~~Reference~~

Reference

(1)

Bo (FB) No 1460 (2009 CP/R&P/Plg-1) Model Secty

2009-10 22d
4/16/2009

Reorganisation of functional responsibilities - Staff strength, duties and responsibilities of staff - Sanction accorded - Orders issued

Corporate Office (Planning wing)

- (1) Note No. CP/R&P/Plg 1/ Model Section/2009-10 dated 08.05.2009 of Secretary.
- (2) Proceedings of the Board meeting dated 21.05.2009 (Agenda Item No. 109/2009)

ORDER

The report of the Distribution Task Force in 2000 suggested that allocation of work in the Electrical Sections need to be rearranged on functional basis for more effectiveness. A change was also proposed in the last long-term settlement with recognized trade unions. Consequently a Committee was set up to study the reorganization of functions in the Electrical Sections and they have submitted an interim report during November 2006. The Distribution Core Committee, set up as part of planning process to identify the core and support processes of distribution wing have also come up with recommendations on rearranging the work in Electrical Sections. As there is a system change in the operation of distribution section offices, Member (Distribution & Transmission) held discussions with recognized trade unions on 14.01.2009, 03.03.2009 and 22.04.2009 based on which final proposals were evolved.

It was decided during the discussions that towards piloting the system change the proposals can be implemented in select sections as a model. It is also decided that the model sections should be identified in such a manner that at least one Urban, Semi Urban and Rural Section should be included in a Circle.

In order to transform KSEB to a customer oriented organisation, there is a need to keep the customer in the central area of our business. It will require new approaches to organizational culture and tremendous amount of human resource development. In order to facilitate a face-lift in the operation of electrical section office, which is one of the major customer interaction points in KSEB, the following proposals have emerged for implementation in model sections.

- The office building, customer facilities and delivery networks/installations shall be such that they will communicate the brand of organization

- Employees shall connect to each other and work together as a team across departments for a common purpose/mission/vision
- Model Sections shall be set up to pilot new projects for system change including IT enabled services
- Enquiry counters shall be set up in all model section offices with adequate facilities. These enquiry counters will function as a single point window for the consumers for registering new service connections, clarifying queries on matters related to service connection application, priority, billing, regularization of additional loads etc. as well as for registering general complaints including supply interruptions. Various applications will be accepted at the counter after preliminary verification based on a checklist and token for receipt of application could be provided to the applicant.
- Proper training shall be provided to all employees in Model Sections.

The Features identified to be common to all model section are

- There should be a common colour scheme for all offices
- Sufficient facilities to consumers and employees
- Enquiry counter with facilities for registering applications and complaints
- Sufficient yard area for stacking materials and a store room for storing valuable materials under lock and key
- Sufficient area for parking vehicles
- Payment facility - Extended cash collection hours (08:00 to 14:00, 13:00 to 19:00)
- Sufficient good quality registers for various data entry, and sufficient forms shall be in ready stock
- 100% static meters
- Zero faulty meters
- Border/DTR meters installed at the section boundaries and all DTRs respectively
- The structures shall be standardized in 12 months, 11 kV lines in 18 months and LT lines in 30 months
- Uniform and ID card for all employees
- Safety equipments shall be provided at the Sections and their usage ensured
- Communication facilities including broadband connection
- Display of Citizen Charter (minimum SoP), Indicators to be measured, Contact Nos. of superior officers
- Vehicle availability for 24 hrs
- Corruption free offices (Social audit)
- Eliminate low voltage areas (Ensure at least 200 V at the fag end)
- 100% disconnection of all defaulted consumers
- Ensure necessary tools and plant

Consistent and presentable – type design by

18. Ensure inspection of Tools and Plant and equipments maintained in the section office and maintain T&P Register.
19. Ensure that MASA is prepared and submitted in time
20. Pre-arrange daily spot billing area and zone in consultation with Senior Superintendent & Sub Engineer (Revenue) and ensure that the work is completed within the stipulated time
21. Ensure compliance of Service connection procedure and raising demands such as AF, IF, TF, CD, SCC, OYEC, WD etc
22. Sanctioning ownership change, effecting tariff change, sanctioning OTP, OYEC, deposit works etc. as per rule.
23. Maintain and render accounts of vehicle under his control and ensure effective utilization between functional units
24. Arrange for survey of line routes, lay out of distribution mains and major line extension works
25. Ensure that inspection of meter complaints and replacement of faulty meters are carried out in time
26. Ensure proper maintenance and upkeep of all mandatory registers
27. Periodically check abnormality register and ensure promptness of action
28. Proper deployment of staff among the functional groups, sanction of leaves and make/ensure substitute arrangement, as and when required.
29. Supervise important capital works like HT service connection and CT meter connection, commissioning of 11Kv lines, transformer installation etc., major maintenance works like replacement of faulty transformers, cable faults and major breakdown works.
30. Ensure proper upkeep of office and surroundings
31. Organizing customer contact programmes including demand side management activities
32. To obtain sanctions required for drawal of lines
33. Any other work specifically assigned by superior officers

The duties and functions now in vogue other than specified in this order should also be adhered

Sd/-
Secretary

Functional organisation including staff strength, duties & responsibilities of staff of the proposed model sections

A. Staff Strength

The personnel in Electrical Section's may be rearranged into the following functional grouping. There will be three functional groups in the model section offices.

1. Breakdown Wing
2. Maintenance and Capital Work Wing
3. Revenue Wing.

1. Breakdown Wing

The functions to be attended by personnel in the breakdown wing will include:

1. Attend in fuse-off call.
2. Switching on/off of streetlights.
3. Attending 33 kV/11 kV interruptions.
4. Attending night duty (Where shift system is not followed). Where shift system is presently functioning, the same will continue.
5. Maintaining operations diary/interruption register.
6. Avail permit to work, issue non back feeding certificate
7. Back feeding and normalization of supply.
8. Duty arrangement of breakdown gang.
9. Maintaining all mandatory registers

Staff pattern

Category	Sections having shift duty	Other sections
1. Sub Engineer	2	1
2. Overseer	4	3
3. Line Man	10	8

The following facilities shall be made available to the breakdown wing.

- | | |
|----------------------------|---------|
| 1. Vehicle | 1 |
| 2. Mobile phone | 2 |
| 3. Toolkit | 1 |
| 4. Adjustable fiber ladder | 1 |
| 5. Earthing Rod | 3 |
| 6. Safety belt | 2 |
| 7. Helmet | 12 |
| 8. 11 kV gloves | 3 pairs |
| 9. Torch | 1 |
| 10. Lock & Key | 1 |

The functions to be attended by personnel in the Maintenance and Capital Work Wing will include:

1. Preparation of maintenance schedule
2. Periodical maintenance
 - a. 33 kV/11 kV line maintenance.
 - b. LT line maintenance
 - c. Transformer maintenance
 - d. 33 kV/ 11 kV structure maintenance
 - e. Clearing line touching in 33 kV / 11 kV & LT
3. Streetlight maintenance
4. Material procurement, supply and store keeping and preparation of MASA
5. Estimate preparation (including planned works) except service connection
6. Work arranging and supervision
7. Major breakdown works (damaged/ dashed poles etc)
8. Ensuring safety standards as per norms
9. Complaint receiving and Redressal
10. Receiving all types of applications, categorizing and distributing them to the concerned employees
11. Registering service connection
12. Maintaining cleanliness of office and office premises
13. Maintaining transformer register and maintenance register
14. Processing requirement for power allocation, Checking feasibility and necessary documentation
15. Maintaining blue book and all technical registers
16. Carrying out all capital works including 11 kV / LT line construction /transformer structure construction, transformer installation, Line conversion, Deposit works (Except meter shifting) etc.
17. Energy audit
18. Avail permit to work, issue non back feeding certificate in consultation with Sub Engineer of breakdown wing
19. Identifying capital works for providing uninterrupted quality power
20. Maintaining all mandatory registers

Staff pattern

Sub Engineer	1
Overseer	2
Line Man	2
Electricity Worker	4

The following facilities shall be made available to the Capital/Maintenance wing.

- v. Enquiry counter 1
- vi. Safety equipments (set) 1
- vii. Lock and key as per requirement

3. Revenue Wing

The functions to be attended by personnel in the Revenue Wing will include:

1. Bi-monthly reading and billing
2. Monthly reading and billing
3. Streetlight billing
4. Cash collection and remittance
5. Disconnection and reconnection
6. Carrying out Inspection as part of section squad for theft/anomaly detection
7. Invoice preparation (ACD/APTS/section squad)
8. Preparation of arrear notices & dismantling notices and revenue recovery
9. Preparation of accounts
10. Changing of faulty meters
11. Renewing of service wires and GI wires
12. Preparation of estimates for service connection and work deposits (Meter changing / Meter shifting)
13. Effecting of new service connection
14. Tariff change and ownership changes
15. Preparation of working estimates, tenders/quotation, local orders and work agreements and maintaining respective registers
16. Maintaining all registers related to revenue
17. Check reading
18. Implementing RI Act
19. Inspection of consumer premises for detecting of abnormalities
20. Maintaining all mandatory registers

Staff pattern

Senior Supt	1
Sub Engineer	1
Overseer	1
Line Man	2
Electricity Worker	2
Meter Reader	as per requirement
Cashier	do
Senior Assistant	do

The following facilities shall be made available to the Revenue wing.

1. Computer server 1
2. Computer client 1
3. PDA as per requirement
4. Printer 1
5. Currency counting machine 1

	Revenue	Maintenance & Capital	Breakdown		Total	
			For shift	Others	For shift	Others
Assistant Engineer		1				
Senior					1	
Superintendent	1					1
Sub Engineer	1	1	2	1	4	3
Overseer	1	2	4	3	7	6
Lineman	2	2	10	8	14	12
Electricity Worker	2	4	0	0	6	6
Senior Assistant	As per requirement				As per requirement	
Cashier	As per requirement				As per requirement	
Meter Reader	As per requirement				As per requirement	

B. Duties & Responsibilities of Staff of Proposed Model Sections

Electricity Worker

Work as per the instruction of superiors concerned

Lineman

1. Breakdown

Maintaining power supply is the main function of this gang. The major duties and responsibilities include:

- a. Fuse off call attending
- b. HT/LT supply interruption attending
- c. Switching ON/OFF of streetlight
- d. Attending Shift duty/Night duty
- e. Any other work specifically assigned by superior officers

2. Maintenance & Capital

The major duties and responsibilities include:

Assisting and carrying out the following works as per directions of superior officers under supervision

1. Periodical patrolling and maintenance of
 - a. 33 & 11 KV line and structures
 - b. LT line
 - c. Transformer & allied items
2. 33 KV, 11KV and LT line periodical touching Clearing
3. Assisting Major breakdown maintenance
4. Assisting in Post insertion works
5. Assisting in line conversion works
6. Assisting Execution of LT deposit works excluding meter shifting.
7. Any other work specifically assigned by superior officers

3. Revenue

The major duties and responsibilities include:

- a. Effecting service connection
- b. Faulty meter changing
- c. Renewing service wire & guy wire
- d. Disconnection, Reconnection & dismantling
- e. Serving monthly bill
- f. Serving arrear notice & dismantling notice and other invoices.
- g. Meter shifting (work deposit)
- h. Any other work specifically assigned by superior officers

Meter Reader

The major duties and responsibilities include:

- a. Daily meter reading & billing as per pre-arranged area in the prescribed zone.
- b. Posting of meter reading in reading register-daily
- c. Upload reading details from PDA to computer & down load reading details from computer.
- d. If any abnormalities noted enter in abnormality register and inform the concerned official
- e. Assist revenue SE as and when required.
- f. Clarify complaints about reading & billing to the higher authorities.
- i. Any other work specifically assigned by superior officers

Overseer

1. Breakdown

The major duties and responsibilities include:

- a. Complaint registering & telephone duty.
- b. Attending LT supply interruption & HT under supervision
- c. Arrange switching ON/OFF of streetlights.
- d. Attending Shift duty/Night duty.
- e. Any other work specifically assigned by superior officers

2. Maintenance & Capital

The major duties and responsibilities include:

Assisting and carrying out the following works as per directions of superior officers under supervision

1. Periodical Maintenance of

- a. 33 & 11 KV line & structure under supervision
- b. Transformer & allied items under supervision
- c. LT line

2. Arranging 33 KV/11KV/LT line periodical touching clearing
3. Major breakdown maintenance
4. Post insertion
5. Line conversion
6. Execution of LT deposit works
7. Ensuring safety norms.
8. Assist Sub Engineer to ensure cleanliness of office & office premises.
9. Supervising street light maintenance & inspection of street lights
10. Any other work specifically assigned by superior officers

3. Revenue

- c. Arranging Disconnection, Reconnection and dismantling & note down FR/IR and meter details
- d. Supervising service wire & guy wire changing.
- e. Arrange to serve arrear notice & dismantling notice and other invoices.
- f. Meter shifting (work deposit) with the assistance of Lineman
- g. Check reading minimum 100 consumers/month.
- h. Any other work specifically assigned by superior officers

Sub Engineer

1. Breakdown

Maintaining power supply is the responsibility of Sub Engineer
The major duties and responsibilities include:

1. Supervising complaint registering regarding supply interruption & telephone duty
2. Arranging and Supervising HT/LT supply interruption rectification works
3. Arranging shift duty/Night duty for a month in advance and make substitute arrangement as and when required
4. Maintaining operations diary/interruption register
5. Avail permit to work, issue & receive Non Back feeding Certificate
6. Back feeding & normalization of supply
7. Any other work specifically assigned by superior officers

2. Maintenance & Capital

The major duties and responsibilities include:

1. Periodical Maintenance of

- a. 33/11 KV line & structure
- b. LT line
- c. Transformer and allied items

Arranging and supervising of:

2. 33 KV/11KV/LT line periodical touching clearing
3. Major breakdown maintenance
4. Post insertion
5. Line conversion
6. Execution of LT deposit works
7. Ensuring safety norms.
8. Ensure cleanliness of office & office premises.
9. Monthly reading if necessary
10. Arranging street light maintenance & procuring street light materials from local bodies.
11. Arranging of materials procurement, supply and store keeping & preparation of MASA
12. Estimate preparation (including planned works) except service connection

13. Work arranging & work supervision
14. Complaint Redressal
15. Registering of service connection in the absence of AE.
16. Maintaining transformer register & maintenance register
17. Estimate preparation for power allocation
18. Preparation of maintenance schedule for a month in advance
19. Avail permit to work for maintenance works
20. Preparation of working estimate
21. Conduct energy audit
22. Assist AE in implementing RI Act
23. Maintenance and upkeep of distribution map of section office
24. Tree cutting & allied works in connection with construction of new lines
25. Assist Assistant Engineer in obtaining PTCC and necessary other clearance for drawal of line
26. Identifying capital works for providing uninterrupted quality power
27. Any other work specifically assigned by superior officers

3. REVENUE

The major duties and responsibilities include:

1. Monthly reading
2. Estimate preparation for service connection/additional load/tariff change
3. Arranging three phase faulty meter changing
4. Supervising effecting of three phase service connection
5. Arranging Disconnection and Reconnection of monthly billed consumers
6. Inspecting consumer premises for detecting abnormalities if any
7. Arranging Service connection
8. Updating and up keeping of all mandatory registers
9. Check reading minimum 100 numbers /month
10. Assist AE in sanctioning of working estimate, tender/quotation, local order, work agreement and survey reporting
11. Complaint Redressal related to revenue
12. Ensure spot billing work done as per schedule
13. Verify abnormality register conduct spot inspection and take necessary action.
14. Any other work specifically assigned by superior officers
15. Preparation of petitions to be filed before District Collector to remove the objections over property crossing of service connection line
16. Entry of details of service connections, disconnections, reconnections, dismantling, meter changing, phase changing, tariff changing, ownership changing data in the computer

Where there is no shift duty, Sub Engineers, Overseers
that section will attend peak duty and

1. Cash collection & remittance as per the direction of Senior Superintendent daily
2. Note down disconnection /reconnection list in concerned register daily
3. All other works related to cash collection entrusted by Senior Superintendent

Senior Assistant

The major duties and responsibilities include:

1. Reading entry & billing
2. Invoice preparation (ACD/APTS/Section Squad)]
3. Arrear notice, dismantling notice & Revenue Recovery letter preparation
4. Accounts preparation
5. Maintaining tariff changing register & all other revenue registers including CD register
6. Cash collection/remittance in exigencies
7. Attend complaints regarding billing in the absence of senior superintendent
8. All other works related to billing & cash collection entrusted by senior superintendent
9. Attend all duties of Senior Superintendent in the absence of Senior Superintendent
10. Preparing reply to audit queries
11. Assist Senior Superintendent as Assistant Engineer in legal matters
12. Assist Senior Superintendent implementing RI Act.
13. Collect cheque /MO/DD and maintain registers concerned and its timely crediting to Board's account.
14. Any other work specifically assigned by superior officers

Senior Superintendent

Responsible for all billing and revenue matters in the section office.

The major duties and responsibilities include:

1. Arrange cash collection without hindrance
2. Responsible for 100% verification of all collection, accounting and remittance including division cash on all days
3. Supervise preparation of accounts & submit to the concerned in time
4. Submit details called for by higher offices within the stipulated time
5. Check DC/RC register and inform immediately to the Assistant Engineer if any discrepancies noted
6. Attend the works related to cash collection, billing and accounts in the absence of Cashier/Senior Assistant.
7. Cash remittance in exigencies.
8. Ensure meter reading, billing and collection of all live consumers.
9. Attend/Redressal of all complaints regarding revenue & billing.
10. Disbursement of salary/other claims & maintenance of acquittance register
11. Ensure invoice preparation (ACD/APTS/Section squad)
12. Ensure maintenance and upkeep of tariff changing register and all mandatory registers relating to billing and revenue.
13. Ensure availability of materials required for cash collection

17. Checking the details of addition/ deletions disconnections etc of services from the field staff and for incorporating them in the relevant records maintained in the section office
18. He/she shall check all monthly and adjustment bills
19. Faulty meter remained unchanged for long period shall be brought to the notice of Assistant Engineer
20. Responsible for monitoring revenue arrears and initiate Revenue Recovery action wherever necessary as per rules.
21. Preparation and Issuing door lock notice wherever necessary.
22. Monitor abnormalities in consumption pattern of consumers and bring to the notice of Assistant Engineer if required
23. Upkeeping of attendance register and casual leave register
24. Help Assistant Engineer in enforcing discipline among staff
25. Any other work specifically assigned by superior officers

Assistant Engineer

Head of the Section office

The major duties and responsibilities include:

1. Overall responsibility for the functioning of section office.
2. Ensure proper functioning of all functional teams
3. Receiving all applications/complaints & entrust the concerned for Redressal. Ensure timely Redressal of complaints
4. Supervising all works of the section office and ensuring that the works conform to specifications construction standards and statutory provisions
5. Ensure safety norms, impart safety training & inspection of work site.
6. Conduct sunrise meeting (daily review of pending works and issues before commencement of daily works), staff meeting, local advisory committee, etc.
7. Arrange procurement and issue of materials as per requirement
8. Identifying, Proposing, Preparing, Scheduling, execution and timely commissioning of planned works with the help of capital & maintenance Sub Engineer
9. Sanctioning of working estimate, tender/quotation, local order, work agreement as per delegation. Ensure correctness and technical soundness of estimate of all works under the section
10. Measuring of work bill, ensure that work bills are prepared and forwarded to higher office for payment in time.
11. Ensure energy auditing with the help of Capital/Maintenance Sub Engineer
12. Ensure that all reports/details are send to the higher authorities in time
13. Take meter reading of HT service connection, prepare and forward HT meter reading statement to the concerned authority. Check reading a minimum of 100 consumers/month
14. Ensure office discipline

- Drinking water facility
- Notice board for different Unions, Associations. Consensus of Unions/ Associations for avoiding posters in other areas

Chief Engineer (Corporate Planning) vide paper read as (1) above has brought these to the notice of the Board. Having considered the recommendation of Chief Engineer (Corporate Planning), the Board has decided to

1. implement one model section in each Electrical Division with effect from 1st June 2009.
2. entrust the Deputy Chief Engineers of Electrical Circles to identify the Model Sections in each Electrical Circle comprising one each from urban, semi urban and rural area after discussing with representatives of the recognized trade unions
3. approve the staff strength, duties and responsibilities as proposed (Annexure - 1)
4. authorise Chief Engineer (HRM) to commence the approved training programme for all staff and officers of selected Model Sections

Orders are issued accordingly.

By order of the Board

Sd/-
G.Sreekumaran
Secretary

To

Chief Engineer (Corporate Planning)
Chief Engineer Distribution (South / Central / North)

Copy to

All Chief Engineers / The LA & DEO / The Financial Advisor / The Chief Internal Auditor / The Director (IT) / All Deputy Chief Engineers (Electrical Circles) / All Executive Engineers (Electrical Divisions) / TA to Chairman/ Member (Trans.) / Member (Distribution) / Member (Generation) / PA to Member (Finance) / Public Relations Officer / Chief Personal Officer / Senior CA to Secretary/ Fair Copy Superintendent

Forwarded By Order


Assistant Engineer