

Company Profile

Introduction

Erstwhile Maharashtra State Electricity Board was looking after Generation, Transmission & Distribution of Electricity in the State of Maharashtra barring Mumbai. But with enactment of Electricity Act 2003, MSEB was unbundled into 4 Companies viz. MSEB Holding Co. Ltd., Maharashtra State Electricity Distribution Co. Ltd., Maharashtra State Power Generation Co. Ltd. and Maharashtra State Electricity Transmission Co. Ltd. on 6 th June 2005.

Consumer Base :

MSEDCL supplies electricity to a staggering 1.93 crore consumers across the categories all over Maharashtra excluding the island city of Mumbai. There are about 1.43 crore residential, 31.70 lakh agricultural, 13.79 lakh commercial and 3.63 lakh industrial consumers in MSEDCL area which fetch an annual revenue of about Rs. 34,000 crore.

Sources of power :

MSEDCL's sources of power include thermal, hydro, gas and non conventional sources like solar, wind, bagasse etc. apart from hydro power of Koyna. Thermal power constitutes the major share which it gets from Mahagenco projects, Central Sector projects.

Infrastructure :

In terms of infrastructure, MSEDCL operates a vast far flung network comprising of 33 KV, 22 KV & 11 KV lines, sub-stations and distribution transformers spread over 3.08 lakh sq.kms geographical area of Maharashtra covering 41,095 villages and 457 towns. It has 34,151 sub-stations (33 KV) with 55,218 MVA of transformation capacity, 10334 HV feeders, and several thousand circuit kms of HT and LT lines.

Human Resource Development :

MSEDCL has a workforce of about 77,109 employees. This force is the real asset of the company . The welfare and well being of this asset has been given top priority by the company. As such it has enhanced the scope of training facilities to a great extent. In addition to the existing 4 training centres, MSEDCL has recently established well equipped 25 small training centres at Circle offices which impart necessary training to line staff. Every year about 30000 employees are put through refresher/professional/HR trainings. Safety is given special importance and safety training is imparted to line staff on regular basis. Engineers are also deputed to various other well reputed training centres.

Recognition :

MSEDCL has been adjudged the best distribution utility from amongst 30 state utilities in the country. The award in recognition was conferred upon Managing Director Shri Ajoy Mehta during 5th All India Energy Conference-2011 by Indian Chamber of Commerce.

The H.R. Dept has also been awarded with “Organization with Innovative HR Practices Award” at Asia Pacific HRM Congress held at Bangalore. The Executive Director (H.R.) of MSEDCL Col. Rahul Gowardhan was conferred with HR Leadership Award during this Congress.

Empowering Women Employees :

Ever increasing number of female engineers in the workforce of MSEDCL necessitated the thought of their empowerment. A novel idea of formation of all women’s squads popularly known as **Damini Pathaks** is being implemented. A Damini Pathak, headed by a local female engineer and assisted by 2-3 outsourced female employees, equipped with digital camera, a security guard in uniform and a vehicle has been established at each of the circle offices under the leadership of respective Superintending Engineers. The task assigned to these squads is to undertake surprise checks of the meter readings in their area. The aim of the exercise is to address the consumer complaints regarding photo meter reading. The members of the squad visit the households between 10 a.m. to 4 p.m. when generally housewives are present at homes. The squads are working satisfactorily and results are encouraging.

Mahila Bachat Gat :

We do come across the instances of women’s self help groups like Mahila Bachat Gats helping poor and needy women earn their livelihood through production and marketing of home products. MSEDCL thought to exploit the vast women power by offering them some good opportunities on bigger scale. It offered the Mahila Bachat Gats across the state to come forward and undertake the work of distribution of energy bills. This is indeed a great initiative towards empowering women. Accordingly, some of the Mahila Bachat Gats have already taken up the said works at various places in the State and an overall response is quite encouraging. It is hoped that the women engaged in this would experience significant rise in their daily earnings.

Important projects :

To overcome the power crisis and improve consumer services MSEDCL made in-depth study involving sub- division wise research of distribution network and planned ambitious projects. They include :

Infra- Plan :

Taking into account the ever increasing load MSEDCL formulated a Rs. 11000 crore infrastructure plan. The plan envisages erection and commissioning of 616 sub-stations, 48,962 circuit kilometers of HT lines, 69,274 distribution transformers besides augmentation of existing

network. MSEB had erected 1846 sub-stations during its life time, whereas MSEDCL aims to construct 616 sub stations in just 2-3 years. A leap forward in the direction of infrastructure development. The project is being implemented on total turn-key basis and through 119 DPRs. The project works are in full swing and are in advanced stage of completion. Besides catering to load growth this helps provide quality, reliable, energy supply and reduce losses.

Earlier capital investment for infrastructure development was a paltry sum of Rs. 200 to 300 crore per year. The new infrastructure with augmentation and renovation of the distribution network will revolutionize the quality and reliability of supply.

Load Management :

MSEDCL has been implementing long term Load Management schemes to reduce load shedding. Feeder separation is one such long term scheme in which agriculture feeders are carved out. This not only helps load management but also strengthens the infrastructure and reduces technical losses. MSEDCL has also been implementing Single Phasing Scheme in some parts of Maharashtra.

Currently rural areas face 11 to 13 hours of load shedding a day which is decided by MERC. However, the load shedding hours have been almost halved in about 27,000 villages that have been covered so far under these schemes. The load shedding duration of these villages has come down to 3.15 to 7.00 hours which is on par with urban areas. The project cost of these schemes is Rs. 3782 crore.

Rajiv Gandhi Gramin Vidhutikarn Yojana (RGGVY) :

This is a flagship scheme of Govt. of India. The 4,709 villages have been electrified and 11,36,000 BPL households have been provided with 1.5 point connections @ Rs. 15/- per connection under this scheme. With this the scheme targets have been achieved and 100 % electrification, as per new definition, of Maharashtra has also been achieved during 2011-12. The scheme cost was 829 crore.

Restructured – Accelerated Power Development & Reforms Programme (R-APDRP)

R-APDRP is another flagship scheme sponsored by Govt. of India and financed by Power Finance Corporation of India (PFC). There are 134 towns having population more than 30,000 as per 2001 census selected in Maharashtra under this scheme. The work in 95 towns has already commenced. The scheme is being implemented in phases – Part-A and Part-B. Creation of IT infrastructure and allied works are included in Part-A for which a turn key contract of Rs. 204 crore has been awarded to M/s. Larsen and Toubro Ltd. and the works are in advanced stage of completion. A Data Centre at Mumbai and a 24x7 operating Centralized Customer Care Centre at Bhandup have been commissioned under Part A. Part B projects are aimed at renovation and modernization of distribution network, load bifurcation, load balancing, arial bunched conductoring, HVDS, capacitor bank etc. The competitive bidding process for Rs. 2898 crore Part B works is completed.

Post Restructuring Major Achievements:

Energisation of Agricultural Pumps : Maharashtra has a record number, highest as compared to any state, of agricultural pumps energized so far. The number is about 32 lakh. Earlier, there used to be a long list of pending applications and the farmers used to wait for years together for supply. The issue was addressed in a proper perspective by MSEDCL. Now a days more than 3 lakh agricultural pumps are energized every year. MSEDCL, in a near future, would be in a position to grant agricultural connections on demand on par with other categories of consumers.

Loss Reduction :

In just 5 years, MSEDCL reduced distribution losses from 35 % to 17.28 % through various drives such as

Energy Accounting :

MSEDCL has undertaken accurate energy accounting through various methods such as :

- **Feeder Metering-**

MSEDCL plans to install high quality meters at all necessary system points, including interconnecting points. Feeder metering of all 10,334 feeders is complete and photo reading of these feeder meters is also put in place.

- **DTC Metering-**

There are in all 3,37,297 Distribution Transformer Centers(DTCs) in operation, out of which about 2.42 Lakh DTCs have already been metered.

Distribution Franchisee :

Bhiwandi, a powerloom city, also known as the Manchester of India, had typical problems like rampant theft and non-payment. MSEDCL opted for a input based franchisee model for electricity distribution. It has handed over Bhiwandi Circle to M/S Torrent Power on 26th January 2007. This experiment proved to be very successful and a trend setter in power distribution sector of the Country.

During 2011-12 the Company has appointed Distribution Franchisees for Aurangabad Urban I & II Divisions of Aurangabad Urban Circle and Gandhibag, Civil Lines and Mahal Divisions of Nagpur Urban Circle. A Franchisee has also been appointed for Jalgaon Division w.e.f. 1st November 2011.

Improvement In Consumer Services :

- Online bill payment facility has been made available for all LT consumers across the state by commissioning own Payment Gateway on MSEDCL website www.mahadiscom.in. Earlier the facility was available to People in Pune, Bhandup, Kalyan, Thane, Vashi, Kolhapur, Nashik, Aurangabad and Nagpur only.
- 13 state of the art Consumer Facilitation Centers (CFCs) have been opened at Major Urban Centres. In addition 31 small CFCs have been established at Sub Divisions.
- Customers can receive their monthly bills via email by registering on MSEDCL's website.
- For customer satisfaction 24 x 7 operating Centralized Customer Care Centre has been commissioned at Bhandup for redressal of "no power" complaints of consumers. One more at Aurangabad is planned.
- 15 call centers have been established at the Municipal Corporations of Kalyan, Bhandup, Pune, Nashik, Aurangabad, Nagpur, Kolhapur, Sangli, Akola, Solapur, Nanded, Dhule, Jalgaon, Ahmednagar and Amravati
- All 42 circle offices have internal units in place for redressal of consumer complaints. Consumers approach this platform for redressal of their complaints before going in appeal before Zonal Grievance Redressal Forums (CGRFs) which are there at every Zonal Head Quarters.

Power to all by 2012 :

In keeping with the national agenda of power to all by 2012, Maharashtra has already planned a massive capacity addition programme and also initiated process to tie up power from other sources. By December 2012 Maharashtra will be Load Shedding free State .