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(A Govt. of Maharashtra Undertaking)
CIN : U40109MH2005SGC153645

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BANDRA (E), MUMBAI - 400 051

CE(Dist.)/RE-III/21521

Date:-08.05.2015

Circular

Sub : Action plan for improvement in proactive response / detail monitoring of various issues by Executive Engineer.

Background :

Various complaints regarding increased interruption the distribution network delay in sanctioning and releasing new connection delay in change of name, delay in resolving billing complaints, replacement of failed distribution transformer are coming up to level of head office and to the ministry directly from the consumers. These complaints are showing increased trends. After taking feedback, it is found that the field offices do not have the information about such interruptions and other complaints. It is therefore, felt necessary to install a proper mechanism and proactive system in place to address the issues of preventive maintenance and response time for restoration.

Action Plan :

Executive Engineer of each division office will be the responsibility centre for taking pro-active action to reduce the interruption, improve the communication and response system. Executive Engineer should prepare monthly report of the feeder wise interruption, indicating frequency and duration of interruption. These are to be further subdivided into sub division wise and section wise reports. Based on these reports, Executive Engineer should prepare an action plan for preventive maintenance so as to reduce the frequency of interruption and reduce the down time. He should visit all the sub divisions and section offices in a month for monitoring the action plan. Sub division officers should visit once in 3 days to each section office for monitoring all these activities.

To reduce the complaints being received directly at the highest level, each executive engineer should develop proper information system to collect the information of supply interruption. Public representatives, VIP Consumers, social workers and govt. offices may be taken in this communication loop, so as to receive the information of interruption if any and to give them the feedback after the restoration. This pro-active communication system can also be used to inform them regarding pre arranged outages and supply failure due to natural calamities etc.

It's extremely important that the executive engineer visits all the section offices and personally reviews and monitors the various issues/ schemes/ projects that are under implementation.

E.E. shall invariably, amongst other things review monitor and take necessary action immediately on all the issues including paid pending Ag connections and their progress (immediate release of Ag connections), other pending connections, maintenance of infrastructure and availability of maintenance material, sufficient availability of transformers and replacements are done immediately at our own costs, planning and implementation of various district level schemes (DPDC) in consultation with the Hon'ble MP/ Hon'ble MIA, progress and implementation of Feeder Manager Scheme, pre monsoon maintainance work, progress of infra and other works etc.

This will be a full fledged and full day exercise which will be reviewed by every executive engineer for each of the section office. The report including milestone based targets shall be submitted to the SE of the circle and further progress will be monitored on the basis of this milestone chart

Executive Engineer should find out top worst performer SDO and top 5 worst performing sections and take action against them.

Supdtg. Engineer of the circle should be responsible for overall monitoring and sample checking.

This exercise to be started with immediate effect and to be completed as early as possible, preferably by 31st May by each division and report to be submitted through Zonal C.E's to Chief Engineer (Dist.). Necessary formats are enclosed with this circular.


Chief Engineer (Distribution)

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