

# **DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**OFFICE ORDER NO. 18 /GM/Admn.**

**DATED:- 16.07.2007**

It has been observed that there is a glaring lack of training culture in the Nigam. The Dakshin Haryana Bijli Vitran Nigam is, therefore, pleased to adopt a formal written training policy to ensure training for all for a minimum period of one week annually for each employee.

It has been decided that every employee has a right to receive need based training at regular intervals to enable him/her to develop his/her potential to the maximum and contribute his/her best to the organization.

The ultimate goal of each training course will be customer satisfaction through reduction in cost of delivered power and supply of reliable and quality power at adequate and improving levels of efficiency and accountability.

## **The main features of the Training Policy shall be as under:-**

### **A. Objectives:**

DHBVN recognizes the need for structured training policy and shall strive to achieve the following objectives:

1. Keeping up-to-date and enhancing professional knowledge and skills needed for better performance of its officials;
2. Promoting better understanding of professional requirements as well as sensitization to professional, socio economic and political environment in which work is done;
3. Bringing about right attitudinal orientation.

### **B. THEMES:**

#### **1. Technical Themes:**

1. Nest Practices in Distribution Systems O&M.
2. GIS supported Network Planning, Analysis and Asset Management.
3. Distribution Loss Reduction
4. Distribution Efficiency and Demand side Management.
5. Best Practices for Agricultural Pump-sets (Rural DSM)
6. Electrical safety Procedures, Accident Prevention and disaster Management.

#### **2. Management Themes:**

1. Performance Benchmarking and quality of Supply and service.
2. Customer Satisfaction, Communications and Outreach.
3. Distribution Business Management and IT based solutions.
4. Financial Management and Distribution Business.
5. Regulation of Distribution Business.
6. Rural Power Supply and Participatory models.
7. Change Management in Power Distribution.

#### **3. Support Themes:**

1. Project Development and DPR Development.
2. Communication Skills, Employee Motivation and Morale Development.

### **C. Training Policy:**

1. Attendance in training programmes shall be prescribed as a mandatory exercise with possible linkages with career progression.
2. Mandatory 15 days of training in a year for all staff.

3. Training programmes aimed at creating self-awareness as well as team building within the Organization, shall be given utmost importance.
4. For AGMs and above mandatory training in functional areas within two years both for existing officers and to officers upon induction as AGM either through promotion or direct recruitment.
5. DHBVN shall set apart 1.5% of its salary budget which shall be used solely for the purpose of training and shall not be diverted for use elsewhere.
6. Apart from the above, training schools shall be maintained for each Zone and each school shall have comprehensive training facilities.
7. Training shall be got conducted from in-house and outsourced faculty.
8. A suitable scheme of incentives, both monetary and otherwise may be put in place for those prepared to work as faculty members in the training institution.
9. Library shall be maintained at training schools.
10. Training Manuals for various themes shall be arranged and circulated.
11. Training Programme Certificate shall be issued by the schools.
12. Schools shall issue annual training calendar and training resources shall also be made available on website.
13. Necessary expenditure on training is automatically allowed. Money spent on training should be treated as an investment.
14. A Training Management Information System (TMIS) shall be put in place.
15. The concept of "once a trainer always a trainer" shall be developed under which expertise developed as a trainer shall be used even after he returns on his line department, either within the organization or by allowing him to go as resource person to outside institutions.
16. Overseas training shall be entirely need based and shall predominately aimed at drawing lessons from successful cross-country experiences.
17. The CGM (HR & Administration), DHBVN, Hisar shall ensure that training policy is implemented with enthusiasm.

This issues in pursuance of decision taken by the Board of Directors of DHBVN in its meeting held on 26.03.2007.

**G.M. (Administration)  
DHBVN, Hisar**

**Endst. No. Ch.02/GM/REG-103**

**Dated: 16.07.2007**

Copy of the above is forwarded to the following for information and necessary action:-

1. All C.G.Ms in DHBVN
2. All G.Ms in DHBVN
3. CGM(Finance)/CGM(Accounts)/CGM(Audit)CGM/Finance & Acctt. (MM), DHBVN, Hisar
4. Company Secretary, DHBVN, Hisar
5. Chief Communications Officer, DHBVN, Hisar
6. All DGMs/DGMs(HR/IR) in DHBVN
7. Under Secretary (Legal)/Law Officers/ALOs in DHBVN
8. All AGMs in DHBVN.
9. All Sectional Heads in the office of G.M.(Administration), DHBVN, Hisar

**Dy.G.M.(Gen.Admn.)  
DHBVN, Hisar**

**CC to:-**

1. Sr. P.S. to Chairman, Haryana Power Utilities, Shakti Bhawan, Sector-6 Panchkula.
2. Sr. P.S. to Managing Director, DHBVN, Hisar
3. Sr. P.S. to Director (Operation)/Projects, DHBVN, Hisar
4. PA to CGM/HR & Admn. DHBVN, Hisar.