

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No.12/MON/2006

From

The Xen/Monitoring,
DHBVN, Hisar.

To

All CEs (OP)/S.E./(OP)/XENs (OP)/SDOs(OP)
JEs-I Incharge in DHBVN.

Memo No:Ch-29/MON-260 Dated: 20.11.2006

**Subject: Monthly Performance Targets of Non-Technical Supervisors
(Revenue) (Instruction No. 12)**

It has been observed that abnormal high defaulting amount is standing against PDC consumers. Also, the Nigam is purchasing 3 crores of units daily for distribution to various categories of consumer but it has been observed that billing of only 2 crores KWH unit is made by the Nigam and the balance 1 crore goes to losses to Nigam with one or the other way i.e. Due to theft of energy by unscrupulous consumers, the connections actually released but metering account not executed, Kundi connections not regularized and non replacement of defective meters. It has been viewed very seriously by the Nigam that if such a heavy loss to the Nigam is allowed to continue for further period, then the financial position of the Nigam may come to critical stage. If such losses continue, the Nigam may not be in a position to ensure quality supply to its consumers.

Management has the right to expect its employees to achieve performance targets set to them. In case employees fail to achieve the targets, management has full right to remove them from service. It has been observed that there are no performance targets set for the employees of the Nigam. To ensure the financial health of the Nigam and to improve customer service, Nigam wishes to prescribe **monthly** performance targets for supervisor level officials of the Nigam.

Therefore, to save the Nigam from such a heavy losses and to improve its financial health & to ensure better supply to its consumers and to improve the customer service, Nigam hereby prescribes the monthly performance targets for Supervisors (Revenue) level officials of the Nigam as under:

1. 5 No. cases of recovery through LRA will be prepared & submitted in division office.
2. 50 No. cases of Adjustment of security (ACD) and completion of address in defaulter ledger as per consumer cases.
3. He will check ledgers and issue 100 No. MCO for replacement of meters where meters are shown defective since last 3 billing cycles. If such cases are not available then period less than 3 cycles be taken. He will also ensure advices of 100 such cases to billing agency.

4. 100 No. cases of cross checking of meter readings.
5. Checking of 50 No. cases of (-ve) bills generated.
6. He will check service connection register and ensure billing advice of 20 No. cases where billing not started till date.

In case the targets are achieved, the official shall get an appreciation letter from GM HR to be placed in his personal file. In case targets are not achieved, the official shall face disciplinary action – i.e. SCN will be issued and if reply is not satisfactory, it will be converted into charge-sheet and minor/major punishments shall follow. In case official fails to achieve performance targets for three months continuously, Nigam shall have the right to remove him from service.

It has also been decided that SDO (OP) and XEN (OP) will also be held responsible for non-achievement of the targets. If 75% of SDO's supervisors achieve targets, SDO shall get appreciation; if not then SCN. Similar shall be the system for XENs. Concerned SDO and XEN should initiate action against non-performing supervisor on the 21sth of each month in case supervisor has not even achieved 50% of his monthly targets. Zonal C.E.s shall ensure that all their officials achieve the targets set to them by management.

GM HR shall be nodal authority to monitor performance targets. Reports etc. shall be sent to GM HR Hisar fortnightly. GM HR shall take prompt action with regard to sending appreciation letters and SCN/CS/punishments. Appreciation letters/SCN etc. shall be placed on personal file also.

The C.E.s/SE's(OP)/XENs (OP) shall direct all Supervisory level officials under their jurisdiction to comply with the above instructions meticulously with immediate effect.

Since this circular is being issued on 20th of November, therefore the targets for November 2006 shall be 1/3rd of monthly targets prescribed above.

The SE (OP) will furnish the consolidated fortnightly progress report of their circle on the performa attached as Annexure "A" positively for the information of management.

This issues with the approval of MD, DHBVN, Hisar.

Xen/Monitoring,
DHBVN, Hisar

