

## DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No.14/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- 33/MON-260

Dated:14/12/2006

**Subject: Weekly Performance Targets of Technical Supervisors.**

It has been observed that abnormal high defaulting amount to the tune of about Rs. 1300 Crore is outstanding against various categories of connected consumers. This amount reflects large gap in the revenue realization/RIB and causing weakening of the financial strength of the Nigam. If this financial strength of the Company is not strengthening then quality supply to its consumers can not be ensured.

The above status of such a heavy defaulting amounts outstanding against the consumers have been viewed very seriously by the Nigam. If such a heavy defaulting amount against the consumers is allowed to continue for further period then the financial position of the Nigam may come to the critical stage. If this situation continue the Nigam may not be in a position to ensure quality supply to its consumers which raises question about the very existence of the Nigam.

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.

**“Without performance targets, the civil service degenerates into a closed priesthood with no accountability”.**

Therefore, in order to minimize the defaulting amount, enhance the revenue realization/RIB so as to improve financial strength of the Nigam to ensure quality supply to its consumers, hereby prescribe the weekly target for the (OP) circles under DHBVN to recover the defaulting amount from connected consumers are as under:

- |    |                                    |          |
|----|------------------------------------|----------|
| 1. | S.E. (OP) Circle, DHBVN, Gurgaon   | 2 Crore. |
| 2. | S.E. (OP) Circle, DHBVN, Faridabad | 2 Crore  |
| 3. | S.E. (OP) Circle, DHBVN, Narnaul   | 1 Crore  |
| 4. | S.E. (OP) Circle, DHBVN Hisar      | 1 Crore  |
| 5. | S.E. (OP) Circle, DHBVN, Sirsa     | 1 Crore  |
| 6. | S.E. (OP) Circle, DHBVN, Bhiwani   | 1 Crore  |

It shall be ensured that the above targets are achieved in full positively.

In case targets are not achieved the disciplinary action against the concerned S.E/XEN/SDO Operation shall be initiated.

The SE (OP) will furnish the consolidated fortnightly progress report of their circle on the following performa positively for the information of the management.

Sr.No.	Name of S/Divn.	Total Permanent connected consumers		Amount Recovered from Permanent connected consumers	
		Nos.	Amount	Nos.	Amount

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

**Xen/Monitoring,  
DHBVN, Hisar**