

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 32/MON/2007

From

D.G.M./Monitoring,
DHBVN, Hisar

To

All CGMs (OP)/GMs(OP)DGMs /AGMs (OP)/
in DHBVN.

Memo No:-Ch-98/MON-260

Dated:- 28.05.2007

Subject: Quality Services to the consumers - Monthly Calendar of Activities

This is in supersession to this office Instruction No. 29/MON-2007 dated 25.4.07 on the subject cited above.

DHBVN is a power utility which has been entrusted the Distribution of power in 9 Nos. Districts of southern Haryana. The utility at present is having about 1863513 Nos. consumers under different categories i.e. domestic, commercial, industrial & bulk supply etc.

Since the inception of DHBVN from the erstwhile HSEB, it has been the endeavor of Nigam to provide quality services to the consumers and also to ensure the sound financial health of the Nigam and improve employee morale. Employees include the retired employees also. The retired employees are not only to be looked at as employees but also as consumers. It is the bounden duty of the Nigam to ensure that retired personnel are well taken care of even after their retirement from service. Also, there is vast reservoir of talent and experience amongst the retired personnel, which can be fruitfully tapped by the Nigam for various activities.

Accordingly for the welfare and motivation of the retired employees the following schedule of activities is hereby prescribed:

1. On the 11th of each month, on the day of CCA meet, a pensioner's meet shall also be held at 3 pm.
2. GM's /OP of DHBVN will have the meeting on 11th of each month with pensioners (all categories) residing under their (jurisdiction/area) - their grievances/ problems shall be noted down for redressal and their valuable experienced suggestion shall be noted down for improvement of the system. Minutes of meeting shall be made and in next meeting the action taken on suggestion of last meeting shall be presented. The presentations on various new projects & activities of DHBVN shall be made.
3. The pensioner's shall be educated about **Demand Side Management**. Nigam should endeavour to motivate the pensioner's to spread the

message of DSM – like promotion of CFLs, energy efficient appliances and energy efficient motors/pumpsets etc. They should be motivated to convert their own homes and those of their neighbours to CFL.

4. The meet shall followed by customer care advisor meet being held at 4.00 pm regularly on the same day, for which pensioners shall be requested to participate.
5. The list of pensioners District/Circle wise is available with manager I.R., DHBVN.
6. CGM/OP shall hold the meeting with the Pensioners of (all categories) of their respective zone quarterly on 25th of March/June/September/December. Their grievances shall be noted down for redressal to improve their morale.
7. Bi-annual meetings with Pensioners of (all categories) under the jurisdiction of DHBVN will be held on 15th March/September at Vidyut Sadan, Vidyut Nagar, Hisar under the guidance of MD DHBVN.
8. The Manager I.R., DHBVN will make available the list of pensioners to all circle (GMs/OP) and CGM/OP immediately.
9. Manager IR shall also update the list of pensioner's every month and send to field officers.
10. The Manager I.R., DHBVN will ensure that Pensioners meetings are arranged regularly with maximum strength and their welfare needs are met well in time before the next monthly meetings.

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

**D.G.M./Monitoring,
DHBVN, Hisar**