

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Instruction No. 23/MON/2007**

From

The Xen/Monitoring,  
DHBVN, Hisar

To

All C.Es (OP)/S.Es(OP)/XENs /SDOs (OP)  
in DHBVN.

Memo No:- Ch-70/MON-260

Dated:- 19-02-2007

**Subject: Performance Target of Technical/Non-Technical Supervisors \_\_\_\_\_ Achievements thereof.**

It is intimated that Performance Targets of Technical/Non-Technical Supervisors under DHBVN were fixed by the Nigam vide instruction No.10 dated 15.11.2006, 11 dated 20.11.2006, 12 dated 20.11.2006, 13 dated 11.12.2006 and 14 dated 14.12.2006 to reduce the Line Losses/Revenue Losses to the Nigam, and to strengthen the financial status/condition of the Nigam.

It was desired that concerned CE/SE. Op. shall ensure that the Technical/Non-Technical Supervisors under their jurisdiction achieve the Targets fixed.

Management has the right to expect from its employees to achieve the Targets fixed in time frame fixed.

Now it has been observed that Targets fixed by the Nigam for its Technical and Non-Technical Supervisors are not being achieved by them. In some of the cases the Performance of Target achieved is even less than 50%, which clearly shows that field officials are not taking due interest to improve the financial health of the Nigam or to reduce losses of the Nigam. Needles to say it is very essential to reduce the existing Line Losses/AT&C Losses to avoid of the Revenue Loss to the Nigam and to recover the outstanding arrears from its defaulting consumers to improve its financial position, so as to enable quality supply to the consumers, which can only be possible by achieving the Targets by the Nigam employees as fixed by the Management.

There seems to be a lack of devotion to duty amongst certain Nigam staff – whereas some staff have achieved targets, others have simply not made any effort to achieve them. Keeping in view the above prevailing lack of devotion to duty by Nigam officials, the CE's/SE's (OP) shall review/monitor the Performance of each Technical/Non-Technical Supervisors (and his team if any) for the Targets fixed and take the following actions:

- a) In case the Revenue Employee/Supervisor and his team have failed to achieve even 50% of targets consecutively for two months, then the revenue

employee/whole team shall be posted to rural areas.

- b) Those revenue employees/supervisors and their teams in rural areas who have shown devotion to duty and achieved 50% of their targets, shall be brought to urban areas for continuing the efforts to improve the financial health of the Nigam and to reduce losses.
- c) The work of Revenue Employees/Supervisors along with team which have been shifted from Urban to Rural areas shall be continuously monitored and in case the revenue employee/supervisor and his team achieves 75% of rural area targets for three months continuously, then the position shall be reviewed and the revenue employee/team can be brought back to urban areas.

The above instructions shall be complied with meticulously with immediate effect. CE (OP) of the concern zone shall furnish the fortnightly report to GM/HR/SE/Admn. for the appraisal of the Management.

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

**Xen/Monitoring,  
DHBVN, Hisar**

Endst.No Ch- /Mon-260

Dated:

Copy of the above is forwarded to the following for information please:-

1. SPS to MD, DHBVNL, Hisar.
2. SPS to Director (OP),DHBVNL,Hisar.
3. PS to Director/Projects, DHBVNL,Hisar
4. GM/HR&Admn., DHBVNL, Hisar
5. C.E./P&D, DHBVNL, Hisar.
6. C.E./MM, DHBVNL, Hisar.
7. GM/Commercial, DHBVNL, Hisar.
8. FA/HQ, DHBVNL, Hisar.
9. FA & CAO/MM, DHBVN, Hisar.
- 10.CA, DHBVNL, Hisar.
- 11.CAO, DHBVNL, Hisar.
- 12.SE/Admn, DHBVNL, Hisar.
13. S.E./Human Resources, DHBVNL, Hisar.
- 14.SE/Planning & Design DHBVNL, Hisar.
- 15.S.E./Commercial, DHBVNL, Hisar.
- 16.S.E./MM, DHBVNL, Hisar.
- 17.S.E./S.O.,DHBVNL,Hisar.
- 18.SE/RA, DHBVNL, Hisar.
- 19.S.E/Energy Audit, DHBVNL, Hisar.
- 20.D.G.M/IT,DHBVNL,Hisar. He is requested to incorporate the same on DHBVNL, Web site for updating the web site.
- 21.COS, DHBVNL, Hisar.
- 22.S.E./M&P, DHBVNL, Faridabad.
- 23.SE, M&P Circle, DHBVNL, Gurgaon.
- 24.Company Secretary, DHBVNL, Hisar.
- 25.Secretary, Redressal Forum, DHBVNL, Hisar.
- 26.Xen, TTC, DHBVNL, Hisar.
- 27.Under Secretary/Legal, DHBVNL, Hisar.
- 28.Xen/Enforcement, DHBVNL, Hisar/Gurgaon/Faridabad.
- 29.Xen/M&P, DHBVNL, Hisar/Faridabad/ Bhiwani/Gurgaon
- 30.XEN, Central Store, DHBVNL,Hisar/ Ballabgarh.
- 31.Manager/PR, DHBVNL, Hisar.
- 32.Manager/IR, DHBVNL, Hisar.
- 33.Manager/IT, DHBVNL, Hisar.
- 34.Law Officer, DHBVNL, Hisar/Gurgaon/Faridabad.

**Xen/Monitoring,  
DHBVN, Hisar.**