

No. GAD/CGM (T/E)/MPR/18300

Date : 14.06.2011

OFFICE ORDER MPR :- 11

In pursuance of the approval accorded by the Managing Director, MSEDCL, in consultation with the Director (Operations), Director (Projects) and Director (Finance), under the powers delegated to him vide Schedule First appended to the Maharashtra State Electricity Distribution Co. Ltd., following Orders are issued.

1. To create following Eight Centralized Consumer Facilitation Centers (CCFC) under jurisdiction of below mentioned Circle Offices :

1)	Kalyan Circle -1 at Dombivil under Kalyan Zone	One CCFC
2)	Akola under Amaravti Zone	One CCFC
3)	Ahamednager under Nashik Zone	One CCFC
4)	Dhule under Jalgaon Zone	One CCFC
5)	Sangli under Kolhapur Zone	One CCFC
6)	Satara under Baramati Zone	One CCFC
7)	Pune (U) (Pimpri Chichwad area) under Pune Zone	One CCFC
8)	Chandrapur under Nagpur Zone	One CCFC

2. To sanction following staff for above each Centralized Consumer Facilitation Center (CCFC) by bearing the actual expenditure towards the employee cost :

Sr. No	Description of Posts	Posts for each CCFC		Total Posts	
		Dept	O/S	Dept	O/S
1	2	3	4	5	6
1	Dy. Executive Engineer (Dist.)	1	-	8	-
2	Supervisor	-	1	-	8
3	Counter Staff	-	4	-	32
4	Back Office Staff	-	2	-	16
5	Help Desk Staff	-	1	-	8
6	Security Guard	-	1	-	8
	Total	1	9	8	72

3. Departmental posts will be filled in by Corporate Office and the arrangement of Outsource posts will be made by the concerned Chief Engineer of Zone Office.
4. To Close Down following Small CFCs created vide O. O. No. 06 (GAD/CGM (T/E)/MPR/11771) dt. 20.04.2010 after functioning of above CCFCs :-
 1. Akola S/Dn. under Akola Circle
 2. Ahamednager S/Dn. under Ahamednager Circle
 3. Dhule S/Dn. under Dhule Circle
 4. Sangli S/Dn. under Sangli Circle
 5. Satara S/Dn. under Satara Circle
 6. Lonavala S/Dn. under Pune (R) Circle
 7. Chandrapur S/Dn. Chandrapur Circle
5. To abolish following posts created for above small CFCs :-

Sr. No.	Name of CFC	Posts Abolished			Remarks
		J.E.	Help Desk Staff	Back office Staff	
		Dept.	O/S.	O/S.	
1	2	3	4	5	6
1	Akola S/Dn.	1	1	1	
2	Ahamednager S/Dn.	1	1	1	
3	Dhule S/Dn.	1	1	1	
4	Sangli S/Dn.	1	1	1	
5	Satara S/Dn.	1	1	1	
6	Lonavala S/Dn.	1	1	1	
7	Chandrapur S/Dn.	1	1	1	
	Total	7	7	7	

6. To approve total cost of Rs. 2.50 Crores for above Eight CCFCs (excluding cost of Hardware & Software).
7. The Chief General Manager (IT) has to obtain approval for expenditure towards Hardware and Software from Competent Authority.

8. The detailed instructions regarding Services Offered at CCFC, Proposed work of Back Office staff, Skill and Pre-requisite for Operating Staff at CCFC, Infra structure required at CCFC etc. have already been issued vide Letter No. GAD/CGM (T.E)/CCFC/18110 dt. 13.06.2011.

This order is only available on Company's Intranet and no hard copy will be sent of any office.

Chief General Manger (T/E)