

No. HR/CGM (HR-T/E)/MPR/6537

Date: 15/03/2012

**OFFICE ORDER: MPR- 16/2012**

**Preamble:**

Existing pattern/hierarchy of MSEDCL offices in field is started from Section Office at bottom level. In some distribution companies/distribution utilities in other states, concept of Section Office does not exist. Controlling of all activities is done through Sub Division Office. On this line, Management of MSEDCL has decided to take review of Section Offices in Urban areas. Study Team was formed to do exercise on this issue considering the prevailing practice in other states/distribution utilities.

During monthly review meeting on 04/02/2012, Hon. Managing Director, MSEDCL has directed to explore possibilities of implementing new pattern in some Urban Divisions as Pilot Project.

Accordingly, after in depth analysis, Management of the MSEDCL has decided implementation of revised pattern of urban Sub Divisions and Urban Sections initially in six "U" Divisions for a period of six months as "**Pilot Project.**"

**ORDER:**

In pursuance of the approval accorded by the Managing Director, MSEDCL, in consultation with the Director (Finance), Director (Operations) and Director (Projects) under the powers delegated to him vide Schedule First appended to the Maharashtra State Electricity Distribution Co. Ltd. read with Administrative Circular No. 1 dated 29/09/2005, following Orders are issued.

- 1) **To apply Norms for specified Urban Section Offices as detailed in Annexure "A"**
- 2) **To apply Norms for specified Urban Sub Division as detailed in Annexure "B"**

- 3) To implement these Norms initially for a period of six months in "U" Sub Divisions & "U" Section Offices as Pilot Project as detailed in Annexure "C"
  
- 4) To provide Outsourced Vans (Jeep/Utility Van) to the units of the "U" Sub Divisions enlisted in Annexure "C" as detailed in Annexure "D"

General Instructions to implement revised norms and to start new pattern in specified "U" Sub Divisions/Section Offices are given in Annexure "E".

Functioning of these offices with revised staff set up will start w. e. f. 01.05.2012.

This order is available on company's Intranet and no hard copy will be sent to any office.



(P. M. Matey)

Chief General Manager (HR-T/E)

**Annexure "A"****STAFF NORMS FOR URBAN O&M SECTION OFFICE (IN ANY AREA)**

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Urban		
			Dept	O/s	Total
1	2	3	4	5	6
1	<b>"U" Section Office (under the control of FCU)</b>	Jr. Office Assistant/ Technician (T. A.)	01	00	01
		Jr. Technician	01	00	01
		<b>Total</b>	<b>02</b>	<b>00</b>	<b>02</b>

**Annexure "B"****STAFF NORMS FOR URBAN O&M SUB DIVISION OFFICES (IN ANY AREA)**

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Urban		
			Dept	O/s	Total
1	2	3	4	5	6
01	Sub Division Officer	Dy Ex Engineer (Dist.)	01	00	01
02	Technical Section	Jr. Engineer (Dist.)	01	00	01
03	Estt. Section	UDC (GAD)	01	00	01
04	Accounts & Revenue Billing & Meter Reading	AA	01	00	01
		UDC (A/c)	02	00	02
		LDC / O. A.	03	00	03
05	Fuse Call Unit (FCU)	J. E. (Dist)	01	00	01
		Sr. Technician	03	00	03
		Technician	06	00	06
		Jr. Technician	06	03	09
06	Customer Care Unit (CCU)	Sub Engineer (Dist)	01	00	01
		Outsourced Staff	00	02	02
07	Recovery Unit	J. E. (Dist)	01	00	01
		Technician	02	00	02
		Jr. Technician	04	00	04
08	Maintenance & Breakdown Unit	J. E. (Dist)	01	00	01
		Sr. Technician	01	00	01
		Technician	01	00	01
		Jr. Technician	04	00	04
09	Quality Control Unit (QCU)	J. E. (Dist)	01	00	01
		Chief Technician	01	00	01
		Technician	01	00	01
10	Common Pool	Jr. Technician	02	00	02
		Peon	01	00	01
<b>Total</b>			<b>46</b>	<b>05</b>	<b>51</b>

**List of Sub Divisions as Pilot Project wherein  
revised norms are to be applied.**

Sr. No.	Name of Division/Sub Division	No of S. O.	Remarks
1	2		3
<b>A</b>	<b>Nanded Urban Division</b>		<b>Nanded Rural S/Dn excluded</b>
01	Nanded MIDC Sub Division	04	
02	Nanded Urban S/Dn - I	04	
03	Nanded Urban S/Dn - II	06	
	<b>Total</b>	<b>14</b>	
<b>B</b>	<b>A'Nagar Urban Division</b>		<b>Parner S/Dn excluded</b>
01	A'Nagar Urban S/Dn -I	05	
02	A'Nagar Urban S/Dn -II	06	
	<b>Total</b>	<b>11</b>	
<b>C</b>	<b>Dhule UCR Division</b>		<b>Dhule CCO&amp;M S/Dn excluded</b>
01	Dhule Urban S/Dn - I	05	
02	Dhule Urban S/Dn - II (Devpur)	05	
	<b>Total</b>	<b>10</b>	
<b>D</b>	<b>Kolhapur Urban Division</b>		
01	Kolhapur "U" Central Zone S/Dn	06	
02	Kolhapur "U" East Zone S/Dn	05	
03	Kolhapur "U" Market Yard Zone S/Dn	05	
04	Kolhapur "U" North Zone S/Dn	04	
05	Kolhapur "U" West Zone S/Dn	05	
	<b>Total</b>	<b>25</b>	
<b>E</b>	<b>Chandrapur Division</b>		<b>Chandrapur Rural S/Dn, Mul S/Dn, Saoli S/Dn excluded</b>
01	Chandrapur S/Dn - I	04	
02	Chandrapur S/Dn - II	04	
	<b>Total</b>	<b>08</b>	
<b>F</b>	<b>Amravati Division</b>		
01	Amravati "U" S/Dn - I	06	
02	Amravati "U" S/Dn - II	06	
03	Amravati "U" S/Dn - III	07	
	<b>Total</b>	<b>19</b>	
	<b>Total</b>		
	1) Divisions	06	
	2) "U" S/Dns	17	
	3) "U" Section Offices	87	

## Annexure "D"

**Statement showing the units of the specified "U" Sub Divisions in Annexure "C" to whom Outsourced Vans with Drivers (Jeep/Tempo Trax) are to be provided**

Sr. No.	Department / Unit	Posts
01	Fuse Call Unit (FCU)	03
02	Recovery Unit	02
03	Maintenance & Breakdown Unit	01
	<b>Total</b>	<b>06</b>

**General Instructions to implement revised norms and to start new pattern in specified "U" Sub Divisions/Section Offices.**

- 1) For implementing this new pattern, MSEDCL has revised the Norms prescribed for "U" Sub Divisions & "U" Section Offices temporarily for a period of six months from 01/05/2012 to 31/10/2012.
- 2) Initially this pattern is to be implemented in selected 17 "U" Sub Divisions and 87 "U" Section Offices as enlisted in Annexure "C".
- 3) Following works are to be attended by the Dy. E. E. (M) at Division Office in addition to works already allotted to this post.
  - A) Transformer Repairs
  - B) Meter Testing
  - C) Maintenance of all 33/11 KV S/S
  - D) Maintenance of all 33 KV lines
  - E) Maintenance of all DTC's
- 4) The work of Section Offices is to be centralized at Sub Division Office
- 5) Existing Section Offices will be treated as Fuse Call Cell with revised manpower.
- 6) There will not be change in the names of these offices (Section Offices).
- 7) This Cell will work between 10.00 A. M. to 05.30 P. M. on all working days.
- 8) This Cell will work as liaisoning Cell
- 9) The Section Offices will work under the control of J. E. (Office) of Sub Division.
- 10) Existing working and set up of billing section at Sub Division will be as it is. There will not be any change.
- 11) One Fuse Call Unit (FCU), one Small Customer Care Unit (CCU) and one Recovery Unit is created for each Sub Division.
- 12) Customer Care Unit (CCU) will run 24x7.
- 13) Jr. Engineer (Dist) will be in charge of these units and responsible for the works given in col. no. 4.
- 14) Jr. Technicians on O/S basis are to be engaged with qualification of ITI Electrician/Wireman and computer awareness is must.
- 15) They will work in shift duties of 08 hours each

- 16) One Maintenance & Breakdown Unit is created for each Sub Division.
  - 17) One Quality Control Unit (QCU) is created for each Sub Division with following posts. This unit will replace the earlier Q. C. Unit
  - 18) Revised sanction for "U" Sub Divisions & "U" Sections (in any area) is notified herewith. This shall be treated as sanction of posts of these offices from 01/05/2012.
  - 19) As per this revised sanction, action for transferring the personnel from existing posts to posts sanctioned in revised pattern is to be started and to be completed by the concerned C. E./S. E. & E. E. on or before 01/05/2012. As the transfers are to be effected within same H. Q., there will not be any financial implication.
  - 20) Existing premises of "U" Section Offices may be utilised for Fuse Call Cell and for any other unit of the same sub Division.
  - 21) Concerned C. E. will have to submit Action Taken Report (ATR) & Function Start Report (FST) to the undersigned on 02/05/2012 by scanned email.
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