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No. HR/CGM (HR-TE)/MPR/ **0 1 3 9 0 8**

Date: **18 MAY 2012**

OFFICE ORDER MPR :- 27/2012

In pursuance of the approval accorded by the Managing Director, MSEDCL, in consultation with the Director (Finance), Director (Projects) and Director (Operations), 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 Seven Centralized Consumer Facilitation Centers (CCFC).

Sr. No.	Name of CCFC	Remarks
1	2	3
1)	Bhandup under BUZ Bhandup	One CCFC
2)	Pune under PZ Pune (Place to be decided by C.E. PZ Pune)	One CCFC
3)	Ulhasnagar under KLNZ Kalyan	One CCFC
4)	Latur under Latur Zone	One CCFC
5)	Bhandara under NZ Nagpur	One CCFC
6)	Virar under KLNZ Kalyan	One CCFC
7)	Solapur under BMTZ Baramati	One CCFC

2. To create following posts 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	-	7	-
2	Supervisor	-	1	-	7
3	Counter Staff	-	4	-	28
4	Back Office Staff	-	2	-	14
5	Help Desk Staff	-	1	-	7
6	Security Guard	-	1	-	7
Total		1	9	7	63

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) Dtd. 20/04/2010 after functioning of above CCFCs.
 - 1) Ulhasnagar under Kalyan Circle-II
 - 2) Latur under Latur Circle
 - 3) Bhandara under Bhandara Circle
 - 4) Solapur under Solapur 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	Ulhasnagar	1	1	1	
2	Latur	1	1	1	
3	Bhandara	1	1	1	
4	Solapur	1	1	1	
	Total	4	4	4	

6. To approve total cost of Rs. 2.85 Crores for above Seven CCFCs
7. 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 available on Company's Intranet and no hard copy will be sent of any office.


 (Pradip M. Matey)
 Chief General Manager (HR-TE)