

# INDEX

Sr. No.	Subject Matter	Page No.
1	2	3
1	Preamble	3
2	Office Order No. 4 (No. GAD/CGM/(T/E)/MPR/Staff Norms/14664 Dt. 16/05/2009) regarding detail explanation & guidelines for implementation	4 to 6
3	Annexure ' A' - Staff Norms For O&M Zonal Office	7 to 8
4	Annexure ' B' - Staff Norms For O&M Circle Office	9 to 10
5	Annexure ' C' - Staff Norms For O&M Division Office	11 to 12
6	Annexure ' D' - Staff Norms For O&M Sub Division (Rural) Office	13
7	Annexure ' E' - Staff Norms For O&M Sub Division (Urban) Office	14
8	Annexure ' F' - Staff Norms For O&M Sub Division (Corporation) Office	15
9	Annexure ' G' - Staff Norms For O&M Section (Rural) Office	16
10	Annexure ' H' - Staff Norms For O&M Section (Urban) Office	17
11	Annexure ' I' - Staff Norms For O&M Section (Corporation) Office	18
12	Annexure ' J' - Staff Norms For 33KV/22KV Sub Stations	19
13	Annexure ' K' - Staff Norms For Small O&M Circle Office	20
14	Annexure ' L' - Staff Norms For Small O&M Sub Division Office	21
15	Annexure ' M' - Zone Wise No. of Rural Section Offices	22
16	Annexure ' N' - Consumer Norms	23
17	Mission Statement	24



## PREAMBLE

1. The MERC had directed that no recruitment be done against vacant posts in Pay Gr. III & IV by M.S.E.B. vide MERC's order in the Case No.1 of 1999, dated 5th May 2000. Further vide order dated 21st April 2003 in "Determination of Tariff applicable to various categories of consumers of M.S.E.B.", the MERC directed to the then M.S.E.B. to carry out Industrial Engineering Studies for determination of Staff Norms.
2. In view of the MERC's directives, the then M.S.E.B. has formed High Power Committee, to review manpower.
3. The Board has accepted the recommendations of the High Power Committee as regard with consumers norms and norms of staffing patterns vide Board Resolution No. 478, dated 23/2/2005.
4. The MERC has been apprised vide Head Office letter No. GAD/VII-B/MPR/MERC/15996, dated 26/5/2005 regarding efforts taken for review of norms and staff along with detailed information. Further it was also requested to the MERC to lift the Ban imposed on direct recruitment of the posts under Pay Gr. III & IV.
5. The MERC in turn intimated to MSEDCL vide their letter No. 0244, dated 3/2/2006 that the initiative taken by erstwhile M.S.E.B. in reviewing 70% of the staff position has been noted by MERC. However, such administrative review should be a regular feature of manpower planning within the Organization. It is necessary that MSEDCL should undertake a Scientific, Independent and Objective study on sound principles of Industrial Engineering. While doing so MSEDCL may also consider the potential of outsourcing of some of its services, functions etc. The Commission has also requested to undertake a time bound exercise in this regard by appointing an independent agency, for bench marking with National and International standards and Norms of staffing.
6. Accordingly, M/s. CRISIL was appointed as an independent agency for carrying out Industrial Engineering Study. of staff pattern, of MSEDCL.
7. After receipt of reports from M/s CRISIL on "Review of Staffing Norms of MSEDCL through Industrial Engineering Study" on 28/12/2007 a petition was submitted to the MERC on 3/01/2008.
8. The MERC vide its order dated 2/05/2008 has lifted the ban on recruitment of Pay Group III & IV staff, approved the Staffing Norms proposed by CRISIL also permitted the MSEDCL to make minor changes in it if found necessary.
9. Taking into consideration the Orders of the MERC on Staffing Pattern, it was decided to set up a Study Team, headed by Executive Director (HR) to give the final shape to Staff Norms as per our requirements. The Study Team has completed its study work for the Field Offices and recommended the Staff Norms with some minor changes and submitted to the Board of Directors for consideration.
10. The Board of Directors MSEDCL vide their Resolution No. 781 dt. 16/4/2009 have approved the Staff Norms for Field Offices which are forwarded herewith.

  
16/5/2009  
Chief General Manager(T/E)



No. :- GAD/CGM (T/E)/MPR/Staff Norms/ 14664

Date:- 16/05/2009.

**OFFICE ORDER :- 4**

The Board of Directors MSEDCL vide their Resolution no. 781 Dt. 16/4/2009 have approved the Staff Norms for Field Offices which are forwarded herewith.

**The Norms are set Office wise and given on Annexure from 'A' to 'J'.**

1. The Staff Norms for Zone Office will be as per Annexure 'A'
2. The Staff Norms for Circle Office will be as per Annexure 'B'
3. The Staff Norms for Division Office will be as per Annexure 'C'
4. The Staff Norms for Sub Division Rural area will be as per Annexure 'D'
5. The Staff Norms for Sub Division Urban area will be as per Annexure 'E'
6. The Staff Norms for Sub Division Corporation area will be as per Annexure 'F'
7. The Staff Norms for Rural Section Office will be as per Annexure 'G'
8. The Staff Norms for Urban Section Office will be as per Annexure 'H'
9. The Staff Norms for Corporation Section Office will be as per Annexure 'I'
10. The Staff Norms for 33 KV or 22 KV S/S will be as per Annexure 'J'
11. The above Annexure from 'A' to 'J' are enclosed herewith.
12. The Staff Norms for other offices shall be separately issued on approval by the Board of Directors.

**Detail explanations and guide lines for implementation**

1. The above Staff Norms are sanctioned for present situation and Company may amend /change them time to time as and when required.
2. The sanctioned strength of each office should be calculated immediately based upon above norms and shall be informed to this office through proper channel on or before 31/5/2009 along with No. of vacant posts and excessive posts.
3. The decision regarding filling of vacant posts by new recruitment shall be separately taken and informed later on by this office. If any posts of Pay Group III & IV under Division, Circle or Zonal level seniority is vacant as per these norms then, immediate action to promote the suitable candidate should be taken at appropriate level and all the promotional panels to be taken accordingly, positively, before 30/6/2009 so that maximum number of supernumerary helpers are absorbed in the regular cadre
4. Remarks are given at the end of Staff Norms of each office which should be followed strictly.
5. Watchman's post are sanctioned for Circle, Division, Sub Dn. Offices and Sub Stations, however watch & ward contract is to be given against it, if required, instead of recruiting or outsourcing Watchman.
6. Departmental Drivers are sanctioned for only Zone office i.e. Chief Engineers. The offices where outsource Drivers are sanctioned should follow following guidelines:
  - a. If departmental staff vehicle is available but Driver not available outsource Driver is to be used whose services are to be availed through outsourcing agency.



- b. If departmental staff vehicle is not available but outsource Driver shown in Staff Norms, vehicle along with Driver should be hired as per procedures of GO2 with due permission of Zonal Chief Engineer.
  - c. Where ever departmental transport vehicle such as truck, 407 etc. is available it should be continued until the vehicle is scrapped. The spare/ surplus Drivers available should be transferred to other Division/Circles to drive departmental vehicles.
  - d. Where-ever departmental transport (Truck, 407 etc.) vehicle is not available the suitable decision to hire or to give transport contract may be taken with due approval of Zonal Chief Engineer.
7. The post of Office Assistant is newly created by abolishing existing posts of LDC's, LDC Typists, Steno, Steno-Typist, Stenographers (all grades).  
However, the offices where presently LDC's, LDC Typists, Steno, Steno-Typist, Typist, Stenographers (all grades) are working, shall continue to work until their promotion or retirement, whichever is earlier, and afterwards that vacant post shall be filled up by the Office Assistant.
8. The staff norms for small Circle and small Sub Dn. are separate. The three circle offices and 33 small sub divisions which are created by specific approval of Competent Authority vide order No. 24 dt. 17.11.2008 and Office Order No. 30 dt. 31.12.2008 shall have the same staff norms as per that order. The new norms shall not be applicable to them. These Staff Norms are given on Annexure K & L enclosed herewith.  
Further, in future where ever small offices either Circle or Sub Dn. will be created the staffing norms for them shall be as per Annexure K & L.
9. While applying variable norms, live consumers as on 31.03.2009 shall be taken as reference and all calculation shall be based on it.
10. **Clarification regarding Corporation / Urban and Rural S/Dn. :-**
- a) The Corporation Sub Divisions are those Sub Divisions which are located in a City which is having Municipal Corporation and whose Jurisdiction is also within the same Municipal Corporation. If any section of it is having jurisdiction outside the limit of Municipal Corporation Staff Norms for that particular section shall be as per Urban Section Office.
  - b) Urban Sub divisions are those Sub Divisions which are located at District Head Quarter having Municipal Committees and their jurisdiction is within that Municipal limits.  
If any Section Office of such Sub Division is having jurisdiction out side the Municipal limits, the Staff Norms for that particular Section Office shall be as per Rural Section Office.
  - c) All other Sub Divisions shall have status of Rural Sub Division and Staff Norms according to it.
  - d) The Section Offices shall have Staff Norms of Corporation Section, Urban Section or Rural Section according to the Sub Division under which it works except for the explanations given in 10 (a) & 10 (b) given above.
  - e) Existing Urban Sub Division shall continue to be Urban Sub Division Offices, irrespective of it's contradiction with above guide lines.
11. It is approved by the Board of Directors that 50% of the Rural Section Offices shall be headed by Sub Engineers. Accordingly, all Zonal Chief Engineers will post the Jr. Engineers and Sub Engineers at different Section Offices depending upon local priorities and requirements. The Zone wise No. of Rural Section Offices headed by Sub Engineers is indicated in Annexure 'M' enclosed herewith.
12. The Posts of Meter Readers are sanctioned in staff norms against all Sub Divisions. However, these posts are not to be operated presently as the Meter Reading is to be outsourced and Photometer Reading is to be done.



Existing Meter Readers either LDC (MR) or Art "C" (MR) should be transferred to Division Office against the sanctioned posts of Meter Readers in Division and they shall work under Jr. Manager (F&A) and to be used for check reading and in emergencies. Further they may be used for cyclic departmental reading. However, no person shall be recruited or outsourced against sanctioned Meter Readers posts either in Division or Sub Division.

13. For 33 kv or 22 kv Sub Stations total 4 No's of Operators are sanctioned per Sub Stations. Out of these 4 Operators, 3 No. of operators would be Junior Operators (Art - C) and 1 No. of Operator should be either Assistant Operator (Art-B) or Deputy Operator (Art 'A').
14. Posts of Chief Draftsman, Senior Draftsman, Draftsman, Blue printers, Cleaners, Typist, LDC's & LDC -Typist, Daftaries etc. are abolished. However, they shall be continued in service until their retirement/promotion which ever is earlier. They may be transferred to suitable place depending upon their utility.
15. The over all total sanctioned strength of employees of Division Office for utilizing variable norms shall be 400 Nos.
16. The Consumer Norms for various offices already approved by MSEB vide BR 478 dt. 23/2/05 are still in force. The same would be utilized for creation of new offices. The same are reproduced in Annexure 'N' enclosed herewith.
17. A Copy of the sanctioned staff of each office should be displayed in photo frame in each office in such a manner to be visible to every visitor to that office.

**These new Staff Norms shall be effective from the date of issue of this order.**



**Chief General Manager (T/E)**

Copy s.w.r. to :

- 1) The Managing Director, MSEDCL, Corporate Office, Mumbai
- 2) The Director (Finance), MSEDCL, Corporate Office, Mumbai
- 3) The Director (Operations), MSEDCL, Corporate Office, Mumbai
- 4) The Director (Projects), MSEDCL, Corporate Office, Mumbai
- 5) The Director (V&S), MSEDCL, Corporate Office, Mumbai
- 6) The Regional Executive Director (Dist.-Comm.) I,II,III, MSEDCL, Kalyan, Pune, Nagpur
- 7) The Executive Director (CP), MSEDCL, Corporate Office, Mumbai
- 8) The Executive Director (Projects), MSEDCL, Corporate Office, Mumbai
- 9) The Executive Director (HR), MSEDCL, Corporate Office, Mumbai

Copy f.w.c. to :

All HODs in Corporate Office, Mumbai

Copy to :

All offices in field as per mailing list up to the level of Section Offices in MSEDCL.



**ANNEXURE ' A'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/ 14664 dt. 16/05/09)**STAFF NORMS FOR O&M ZONAL OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	Zonal Officer & Personal Staff	Chief Engineer (Dist.)	1	0	1
		Stenographer/ Off. Asstt.	1	0	1
		Driver	1	0	1
		Peon	1	1	2
2	Admin & Tech. Section	Exe Engineer (Dist.)	2	0	2
		Asstt Engineer (Dist.)	2	0	2
		Jr Engineer (Dist.)	2	0	2
		LDC/Office Assistant	1	0	1
		Peon	1	0	1
3	Establishment & General Admin Section	Manager (P) ( E.O.)	1	0	1
		Asstt. Manager (P)( Admin Officer)	1	0	1
		Jr.Manager (P) ( Estt Supdt.)	1	0	1
		Head Clerk	1	0	1
		UDC (GAD)	2	0	2
		LDC (GAD)/ Off. Asstt.	3	1	4
		Telephone Operator	1	0	1
		Peon	1	1	2
4	Accounts & Audit Section	Dy.Manager (F&A) ( Dy CAO)	1	0	1
		Assistant Manager (F&A) ( AO)	1	0	1
		Jr.Manager (F&A) (DA )	2	0	2
		UDC (A/c)	3	0	3
		LDC(A/c) / Office Assistant	1	0	1
		Peon	0	1	1
5	Public Relation Section	PRO	1	0	1
		LDC/ Office Assistant	1	0	1
		Peon		1	1
6	Labor section	Dy CIRO	1	0	1
		Head Clerk	1	0	1
		LDC/Office Assistant	0	1	1
		Peon	0	1	1
7	CGRF Cell	Exe. Engineer (Dist.)	1	0	1
		Stenographer / Office Assistant	1	0	1
		Office Assistant	1	0	1
		Peon	1	0	1
Total			39	7	46

3) For Nagpur (U) Zone, Pune Zone & Aurangabad Zone in Public Relation Section instead of PRO, the Dy. CPRO are sanctioned. These Posts will continue as they are.

## The Variable Norms for O&M Zonal Office

### Accounts / Audit

➤ **For Zones having Consumers**

- 1) More than 18.5 lacs :- One Gen. Manager (F&A) (CAO) instead of Dy. Manager & One Addl. Jr. Manager (F&A) & One Addl. Office Assistant
- 2) Consumers Between 12.5 to 18.5 lacs :- One Manager (F&A) (Jt. C.A.O.) instead of Dy. Manager

➤ **GAD**

In Zones where Departmental employees are more than 7500:- One Addl. Office Assistant (Outsourced)



**ANNEXURE 'B'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/ 14664 dt. 16/05/09).**STAFF NORMS FOR O & M CIRCLE OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	Circle Officer & Personal Staff	Supdt Engineer (Dist.)	1	0	1
		Stenographer/Off. Asstt.	1	0	1
		Driver	0	1	1
		Peon	1	0	1
2	Technical Section	Exe. Engineer (Dist.)	1	0	1
		Asstt Engineer (Dist.)	3	0	3
		Office Assistant/ LDC	1	0	1
		Peon	1	0	1
3	HT Billing Section For 250 HT Consumers	Asstt. Engineer (Dist.)	1	0	1
		Asstt. Accountant	1	0	1
		Office Assistant	1	0	1
4	Quality Control & Inspection	Asstt. Engineer (Dist.)	1	0	1
		Jr. Technician (Line Helper)	2	0	2
5	Establishment & General Admin Section	Asstt. Manager (P)( Admin Officer)	1	0	1
		Jr. Manager (P) (ES)	1	0	1
		Head Clerk	1	0	1
		UDC (GAD)	1	0	1
		LDC/ Office Assistant	4	0	4
		Telephone Operator	1	0	1
		Watchman	0	1	1
Peon	1	1	2		
6	Accounts & Audit Section	Asstt. Manager (F&A) (AO)	1	0	1 ✓
		Jr. Manager (F&A) (DA)	2	0	2 ✓
		Asstt. Accountant	1	0	1 ✓
		UDC (A/c)	4	0	4 ✓
		Office Assistant	3	0	3
		Peon	0	1	1
7	DSS Section	Sub Engineer (Dist.)	2	2	4
Total			38	6	44

**Remarks :-**

- 1) The Circles where presently Stenographer, LDCs are working will continue to work until their retirement or promotion whichever is earlier. However afterwards these posts shall be filled by Office Assistant.



- 2) The contract for Watch & Ward may be given if required.

### The Variable Norms for O&M Circle Office

➤ **H.T. Billing**

For every 250 HT Consumers :- One AE, One AA, One Office Assistant Addl. Team

➤ **Accounts/ Audit**

For Circles where Consumers are above 6.5 lacs :- One Office Assistant (out sourced ) Addl.

➤ **GAD**

For Circles where Departmental employees are above 1750 :- One Office Assistant(out sourced ) Addl.

Sl. No.	Departmental Unit	Post	Norms
1	HT Billing Section	Asst. Engineer (HT)	1
2	HT Billing Section	Asst. Accountant	1
3	HT Billing Section	Office Assistant	1
4	Quality Control & Inspection (HT)	Asst. Engineer (HT)	1
5	Quality Control & Inspection (HT)	Asst. Accountant	1
6	Quality Control & Inspection (HT)	Office Assistant	1
7	HT Billing Section	Asst. Manager (HT)	1
8	HT Billing Section	Asst. Manager (HT)	1
9	HT Billing Section	Head Clerk	1
10	HT Billing Section	UDC (GAD)	1
11	HT Billing Section	LDO/Office Assistant	1
12	HT Billing Section	Telephone Operator	1
13	HT Billing Section	Watchman	1
14	HT Billing Section	Peon	1
15	HT Billing Section	Asst. Manager (HT)	1
16	HT Billing Section	Y. Manager (HT)	1
17	HT Billing Section	Asst. Accountant	1
18	HT Billing Section	UDC (AC)	1
19	HT Billing Section	Office Assistant	1
20	HT Billing Section	Peon	1
21	HT Billing Section	Sub Engineer (HT)	1
22	HT Billing Section	Total	22

Remarks :-

The Circle where present strength is less than required will contract Watch & Ward. The Circle where present strength is more than required will contract Watch & Ward. The Circle where present strength is equal to required will not contract Watch & Ward.



**ANNEXURE 'C'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/14664 dt. 16/05/09)**STAFF NORMS FOR O&M DIVISION OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	Divisional Officer & Personal Staff	Exe Engineer (Dist.)	1	0	1
		Steno-typist/Off. Asstt.	1	0	1
		Driver	0	1	1
		Peon	1	0	1
2	Technical Section	Assistant Engineer (Dist.)	1	0	1
		Junior Engineer (Dist.)	2	0	2
		Office Assistant	1	0	1
3	Establishment & General Admin Section	Jr. Manager (P) (ES)	1	0	1
		UDC (GAD)	2	0	2
		Off. Asstt./LDC	2	0	2
		Peon	0	1	1
		Watchman	0	2	2
4	Accounts Section	Jr. Manager (F&A) (DA)	2	0	2
		Asstt. Accountant	2	0	2
		UDC (A/c)	3	0	3
		LDC (A/c) Off. Asstt	4	0	4
		Peon	1	0	1
5	Meter Reading	Art 'A' (MR/Operator)	1	0	1
		Art 'B' (MR/Operator)	2	0	2
		Art 'C' (MR/Operator)	6	0	6
6	Maintenance	Dy Exe Engineer (Dist.)	1	0	1
7	Meter Testing & Inspection	Junior Engineer (Dist.)	1	0	1
		Sr. Technician (Lineman)	1	0	1
		Jr. Technician (Line Helper)	1	0	1
8	Filter cum Store Unit	Junior Engineer (Dist.)	1	0	1
		Sr. Technician (Lineman)	1	0	1
		Jr. Technician (Line Helper)	1	0	1
9	Roving Gang	Technician (ALM)	2	0	2
		Jr. Technician (Line Helper)	3	0	3
10	Flying Squad	Jr. Engr. (Dist.)	1	0	1
		Chief Technician (4305-135-4980-150-6480-165-11760)	1	0	1
		Jr. Technician (Line Helper)	1	0	1
Total			48	4	52



## **Remarks :-**

- 1) The Divisions where presently Steno Typists/LDc are working will continue to work until their retirement or promotion whichever is earlier. However afterwards this posts shall be filled by Office Assistant.
- 2) The contract for Watch & Ward may be given if required.
- 3) With this new set up all the Departmental Meter Readers presently working under Sub Division shall be attached to Division & shall work under Jr. Manager (F&A) who would send them for Meter Reading to all Sub Divisions one by one rotationally. This would be either check reading or regular reading as per requirement. The regular reading which may be monthly, bimonthly or quarterly, shall be taken by Sub Division through outsourcing i.e. existing practice of Photo Meter Reading with the help of Outsource Agencies will be continued.
- 4) The Meter Readers sanctioned in the Division set up are for adjusting existing Meter Readers working in the Sub Divisions under them. However no new recruitment or outsourcing is permitted against these posts. While sanctioning new Division offices these posts will not be sanctioned.

## **The Variable Norms for O&M Division Office**

### ➤ **Technical Section**

For Divisions having Consumers above 1.5 lacs :- One J.E. Addl.

### ➤ **Accounts / Audit**

For Divisions having Consumers between 1.5 lacs to 2 lacs :- One UDC (A/c) Addl.

### ➤ **GAD**

- 1) For Divisions having Employees above 650 :- One Head Clerk Addl.
- 2) For every additional 150 employees :- One Office Asstt. Addl.



**ANNEXURE 'D'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/ 14664 dt. 16/05/09)**STAFF NORMS FOR RURAL O&M SUB DIVISION OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Rural		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	Sub Division Officer	Asst. Engineer (Dist.)	1	0	1
2	Technical Section	Sub Engineer (Dist.)	1	0	1
3	Estt. Section	UDC (GAD)	1	0	1
4	Accounts & Revenue Billing & Meter Reading	Asstt. Accountant	1	0	1
		UDC (A/c)	2	0	2
		LDC (A/c)/Off. Astt.	3	0	3
		Art "B" (Meter Reader/Operator) (4305-135-4980-150-6480-165-11760)	1	0	1
		Art "C" (Meter Reader/Operator)	4	3	7
5	Quality control Energy Audit, Comm. & Testing	Junior Engineer (Dist.)	1	0	1
		Chief Technician (4305-135-4980-150-6480-165-11760)	1	0	1
6	Common Pool	Driver	0	1	1
		Peon	1	0	1
		Watchman	0	1	1
Total			17	5	22

**Remarks :-**

- 1) Driver shown in the Common pool is meant for vehicle of Sub Dn. Officer.
- 2) The contract for Watch & Ward may be given if required.
- 3) The posts of Meter Readers both Departmental & O/s shall not be filled as Photo Meter Reading is in operation through Outsourced Agency. The provision is kept with a view that in future if it is necessary to review the decision the same can be taken without delay. The burden & the strength for this is not taken into account.
- 4) There is no special category defined as MIDC Sub. Division As such existing Sub Division in MIDC area's shall continue to remain either Deputy Ex. Engineer headed or Asst. Engineer headed as they are.

**The Variable Norms for Rural O&M Sub Division Office****➤ Acctt./ Revenue/ Billing Section**

1. One Art 'C' (Meter Reader/ Operator) for every additional 2000 Meter Readings in Rural area by Outsourcing above 18,000 consumers.
2. I.T.I. Qualified person should be utilized for Meter Reading.



**STAFF NORMS FOR URBAN O&M SUB DIVISION OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Urban		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	Sub Division Officer	Dy. Exe. Engineer(Dist.)	1	0	1
2	Technical Section	Sub Engineer (Dist.)	1	0	1
3	Estt. Section	UDC (GAD)	1	0	1
4	Accounts & Revenue Billing & Meter Reading	Asstt. Accountant	1	0	1
		UDC (A/c)	2	0	2
		LDC (A/c)/Off. Astt.	3	0	3
		Art "B" (Meter Reader/Operator) (4305-135-4980-150-6480-165-11760)	1	0	1
		Art "C" (Meter Reader/Operator)	4	3	7
5	Quality control Energy Audit, Comm. & Testing	Junior Engineer (Dist.)	1	0	1
		Chief Technician (4305-135-4980-150-6480-165-11760)	1	0	1
6	Common Pool	Driver	0	1	1
		Peon	1	0	1
		Watchman	0	1	1
Total			17	5	22

**Remarks :-**

- 1) Driver shown in the Common pool is meant for vehicle of Sub Dn. Officer.
- 2) The contract for Watch & Ward may be given if required.
- 3) The posts of Meter Readers both Departmental & O/s shall not be filled as photo Meter Reading is in operation through Outsourced Agency. The provision is kept with a view that in future if it is necessary to review the decision the same can be taken without delay. The burden & the strength for this is not taken into account.
- 4) There is no special category defined as MIDC Sub. Division As such exiting Sub Division in MIDC area's shall continue to remain either Deputy Ex. Engineer headed or Asst. Engineer headed as they are.

**The Variable Norms for Urban O&M Sub Division Office****➤ Acctt. / Revenue/ Billing Section**

1. One Art 'C' (Meter Reader/Operator) for every additional 4000 Meter Readings in Urban by Outsourcing above 30,000 consumers.
2. I.T.I. Qualified person should be utilized for Meter Reading



**STAFF NORMS FOR CORPORATION O&M  
SUB DIVISION OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Corporation		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	Sub Division Officer	Dy. Exe. Engineer(Dist.)	1	0	1
2	Technical Section	Sub Engineer (Dist.)	1	0	1
3	Estt. Section	UDC (GAD)	1	0	1
4	Accounts & Revenue Billing & Meter Reading	Asstt. Accountant	1	0	1
		UDC (A/c)	2	0	2
		LDC (A/c)/Off. Astt.	3	0	3
		Art "B" (Meter Reader/Operator) (4305-135-4980-150-6480-165-11760)	1	0	1
		Art "C" (Meter Reader/Operator)	4	4	8
5	Quality control Energy Audit, Comm. & Testing	Junior Engineer (Dist.)	1	0	1
		Chief Technician (4305-135-4980-150-6480-165-11760)	1	0	1
6	Common Pool	Driver	0	1	1
		Peon	1	0	1
		Watchman	0	1	1
Total			17	6	23

**Remarks :-**

- 1) Driver shown in the Common pool is meant for vehicle of Sub Dn. Officer.
- 2) The contract for Watch & Ward may be given if required.
- 3) The posts of Meter Readers both Departmental & O/s shall not be filled as photo Meter Reading is in operation through Outsourced Agency. The provision is kept with a view that in future if it is necessary to review the decision the same can be taken without delay. The burden & the strength for this is not taken into account.
- 4) There is no special category defined as MIDC Sub. Division As such existing Sub Division in MIDC area's shall continue to remain either Deputy Ex. Engineer headed or Asst. Engineer headed as they are.

**The Variable Norms for Corporation O&M Sub Division Office****➤ Acctt. / Revenue/ Billing Section**

1. One Art 'C' (Meter Reader/Operator) for every additional 4000 Meter Readings in Corporation area by Outsourcing above 40,000 Consumers.
2. I.T.I. Qualified person should be utilized for Meter Reading.



## ANNEXURE 'G'

Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/ 14664 dt. 16/05/09)

### STAFF NORMS FOR RURAL O&M SECTION OFFICE

( Approved by Board of Directors on 16.04.2009. (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Rural		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	JE Section Office Staff	Junior Engineer (Dist.)	1 *	0	1
		Sub Engineer (Dist.)			
		Technician(As Technical Assistant)	1	0	1
2	Maintenance Staff	Sr. Technician (Lineman)	1	0	1
		Technician (ALM)	6	0	6
		Jr. Technician (Line Helper)	3	0	3
		Total	12	0	12

#### Remarks :-

➤ The Chief Engineer of the Zone shall decide whether Jr. Engr. or Sub Engr. is to be posted. 50% of the Rural Section offices in each Zone shall be headed by Sub Engrs.

➤ The contract for Watch & Ward may be given if required.

#### ➤ **The Variable Norms for Rural O&M Section Office**

1. For every additional 850 consumers of Rural Section :- Addl. One Jr. Tech. (L.H.)



**ANNEXURE 'H'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/14664 dt. 16/05/09 )**STAFF NORMS FOR URBAN O&M SECTION OFFICE**

( Approved by Board of Directors on 16.04.2009. (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Urban		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	JE Section Office Staff	Junior Engineer (Dist.)	1	0	1
		Technician(As Technical Assistant)	1	0	1
2	Maintenance Staff	Sr. Technician (Lineman)	2	0	2
		Technician (ALM)	6	0	6
		Jr. Technician (Line Helper)	4	4	8
		Total	14	4	18

**Remarks :-**

- The contract for Watch & Ward may be given if required.
  - **The Variable Norms for Urban O&M Section Office**
1. For every additional 1000 consumers above 6250 consumers :- Addl. One Jr. Tech. (L.H.)



**ANNEXURE 'I'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/14664 dt. 16/05/09)**STAFF NORMS FOR CORPORATION O & M  
SECTION OFFICE**

( Approved by Board Of Directors On 16.04.2009 (B.R. No. 781) )

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Corporation		
			Deptl.	O/s	Total
1	2	3	4	5	6
1	JE Section Office Staff	Junior Engineer (Dist.)	1	0	1
		Technician (As Technical Assistant )	1	0	1
2	Maintenance Staff	Sr. Technician (Lineman)	2	0	2
		Technician (ALM)	6	0	6
		Jr. Technician (Line Helper)	5	4	9
		<b>Total</b>	<b>15</b>	<b>4</b>	<b>19</b>

**Remarks :-**

- The contract for Watch & Ward may be given if required.
- **The Variable Norms for Corporation O&M Section Office**
  1. For every additional 1000 consumers above 11665 consumers :- Addl. One Jr. Tech. (L.H.)







**ANNEXURE 'K'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/14664 dt. 16/05/09)**STAFF NORMS FOR SMALL O&M CIRCLE OFFICE**

Sr. No.	Position	Staff Norms		
		Deptl.	Out sourcing	Total
1	2	3	4	5
	<b>Technical</b>			
1	Supdtg. Engr. (Dist.)	1	0	1
2	Ex. Engr. (Dist.)	1	0	1
3	Asstt. Engr. (Dist.)	2	0	2
4	Jr. Engr. (Dist.)	2	0	2
	<b>GAD</b>			
1	Asst. Manager ( P )	1	0	1
2	Sr. Clerk	1	0	1
3	LDC/Office Asstt.	2	0	2
4	Peon	3	0	3
	<b>Accounts / Audit</b>			
1	Asst. Manager ( F/A ) (AO)	1	0	1
2	Jr. Manager ( F/A ) (DA)	1	0	1
3	Asstt. Accountant	1	0	1
4	UDC ( A/C )	2	0	2
5	LDC/Office Asstt.	2	0	2
	<b>Total</b>	<b>20</b>	<b>0</b>	<b>20</b>



**ANNEXURE 'L'**Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/14664 dt. 16/05/09)**STAFF NORMS FOR SMALL O&M SUB DIVISION**

Sr. No.	Position	Staff Norms		
		Deptl.	Out Sourcing	Total
1	2	3	4	5
	<b>Technical</b>			
1	Asstt. Engr. (Dist.)	1	0	1
2	Sub Engineer (Dist.)	1	0	1
3	Sr. Technician (L.M.)	1	0	1
4	Jr. Tech (L.H.)	1	0	1
	<b>GAD</b>			
1	LDC/Office Asstt.	1	0	1
	<b>Accounts / Audit</b>			
1	UDC (A/C)	1	0	1
	<b>Total</b>	<b>6</b>	<b>0</b>	<b>6</b>

**STATEMENT SHOWING ZONE WISE NO.  
OF RURAL SECTION OFFICES IN  
MSEDCL WHICH WILL BE HEADED BY SUB ENGINEERS**

Sr. No.	Name of Zone	No. of Rural Sections which will be headed by Sub Engrs.
1	2	3
1	Amravati Zone, Akola	98
2	Aurangabad Zone, Aurangabad	50
3	Bhandup (U) Zone, Bhandup	0
4	Kolhapur Zone, Kolhapur	204
5	Kalyan Zone, Kalyan	104
6	Latur Zone, Latur	116
7	Nagpur Zone, Nagpur	96
8	Nagpur (U) Zone, Nagpur	50
9	Nashik Zone, Nashik	149
10	Pune Zone, Pune	60
11	Kokan Zone, Ratnagiri	55
	<b>Total</b>	<b>982</b>



**ANNEXURE 'N'**

Enclosure's to Corporate Office MSEDCL O.O. No. 4  
(GAD/CGM (T/E)/MPR/Staff Norms/14664 dt. 16/05/09)

**CONSUMER NORMS**

Sr. No.	Offices	Norms accepted vide BR 478 dated 23.2.05
1	2	3
1	<b>Section Office</b>	
	(a) Rural Section	4000 consumers or 25 villages whichever is less
	(b) (U) Section Office	6250 Consumers
	(c) (U) Section office in Corporation area	11665 Consumers
2	<b>Sub Division</b>	
	(a) Rural Sub Division	1. 18000 Consumers 2. 75- 85 villages/ 3. Sub Division shall have with 4 to 5 Section Office 4. No. of DTC shall also be seen while creating Sub.Dn.
	(b) Urban Sub Division	30000 Consumers with 4 Section Office
	(c) Urban Sub Division In Corporation area	40000 Consumers with 4 Section Office
3	<b>Division Office</b>	
	(a) Rural Division	1 lac Consumers with 4- 6 Sub Divisions
	(b) Urban Division	1.2 lac with 4-6 Sub Divisions
4	<b>O&amp;M Circle</b>	a) 2 to 4 lacs Consumers b) 4 to 5 Divisions c) Each Circle will have one or two Districts d) Attempt will be made to provide one Circle to each District.
5	<b>Zone</b>	4 O&M Circles

**Note :**

- 1 The bifurcation process for creating above new offices shall start after 50% increase in consumer strength. However new offices shall commence only after consumers strength reaches with minimum no. of consumer prescribed for each office even by restructuring.
- 2 Special treatment/ norms shall be provided for creating new offices having revenue dimensions.
- 3 Any other deviation in above consumer norms shall be decided by the Board.

## MISSION STATEMENT

- 1. We, as a professional company, rededicate ourselves to accept to serve all our consumers by extending reliable and quality power supply at reasonable and competitive tariffs so as to boost agricultural, industrial and overall economic development of Maharashtra.
- 2. We, commit to Honesty, Integrity and Transparency in all actions to achieve higher standards of Consumer Satisfaction
- 3. We, aim at achieving technological excellence and financial turnaround for the overall benefit of the consumers. We shall be a learning organization focusing on continuous improvement.
- 4. We, will strive hard for system improvement and stress upon preventive maintenance.
- 5. We, will ruthlessly curb the theft of electricity & explore all possibilities for reduction in distribution losses.
- 6. We, will encourage and support energy savings activities and Demand side Management thereby optimizing the use of electricity.
- 7. We, will fulfill our commitment to society by improving quality of life.