

No. GAD/CGM (T/E)/MPR/31869

Date : 20/10/2011

**OFFICE ORDER: MPR – 46**

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.

- I) **To create one each "Model Pilot Unit" at Washi Circle under BUZ Bhandup and Ganeshkhind Circle under PZ Pune as detailed in Annexure "A"**
- II) **To create 10 following posts for these units**

Sr. No.	Name of Post	No. of Posts	Sr. No.	Name of Post	No. of Posts
01	02	03	04	05	06
<b>Washi Pilot Unit</b>			<b>Ganeshkhind Pune Pilot Unit</b>		
1	Dy. E. E. (Dist)	01	1	Dy. E. E. (Dist)	01
2	J. E. (Dist)	01	2	J. E. (Dist)	01
3	UDC (A/c)	01	3	UDC (A/c)	01
4	Sr. Technician	01	4	Sr. Technician	01
5	Jr. Technician	01	5	Jr. Technician	01
<b>Total</b>		<b>05</b>	<b>Total</b>		<b>05</b>

- III) **Above posts are to be filled in from the existing employees and the currier persons are to be hired by the C. E. (Dist) PZ Pune and C. E. (Dist) BUZ Bhandup.**

- IV) **These units are to be functioning from 01/12/2011.**

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

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

**Creation of "Model Pilot Unit" at Washi Circle under BUZ Bhandup  
and Ganeshkhind Circle under PZ Pune**

**Preamble**

Due to urbanisation of small cities and towns in Maharashtra, many residential projects, towers, complexes are being developed in or nearby such destinations. Obviously, demand for supply of electricity is day by day increasing. To distribute the electricity in effective and efficient manner with utmost satisfaction of the consumers is the main motto of the MSEDCL. Importance of fast and quick service is also an essential factor in era of competition in any business. Expectations of consumers are on increasing trend and they desire instant services as like service providers for cell phones.

This is the situation in the area of Mumbai, Navi Mumbai, Pune, Nasik, etc. MSEDCL is providing services to the consumers through its employees. Consumers Facilitation Centres have also been created and functioning at various places. However, due to various reasons, MSEDCL can not provide instant new service connections after physical submission of A-1 form in section offices. Consumers have to wait for sight inspection, issue of quotations, availability of material and meters etc. This waiting period varies from destination to destination and it ranges between 1 to 3 months. Consumers can not live without electricity and it is their tendency to search out alternative ways for getting electricity. This may be theft of energy, pilferage, tapping connections etc. These illegal sources cause for less revenue of MSEDCL. To overcome, it is decided to create a Model Pilot Unit on trial basis initially for Washi Circle under BUZ Bhandup and Ganeshkhind Circle under PZ Zone.

**These units will function on following lines:-**

- 1) H. Q. of these units will be at Washi & Pune. They will run from the existing premises of Washi Circle & Ganeshkhind Circle. These Units will be under the control of S. E. Washi and S. E. Ganeshkhind.
- 2) Area of jurisdiction of Washi Circle will be the area of Washi Pilot Unit.
- 3) Area of jurisdiction of Ganeshkhind Circle will be the area of Ganeshkhind Pune Pilot Unit
- 4) "New Service Connection on Demand" will be the slogan of these units.
- 5) Toll free no. of CFC Washi and Pune will be used for these units and this number will be widely published in that particular area. These numbers may be printed on the monthly energy bills of existing consumers of that area.
- 6) There shall be two currier persons to be employed having passed 12<sup>th</sup> Std, possessing two wheeler & valid driving licence. Concerned Chief Engineers may hire services of qualified candidates through agencies on outsourced basis.
- 7) Monthly wages of such candidates may be fixed considering minimum wages declared by Govt. time to time.
- 8) Hired candidates will be provided with Monthly Petrol Allowance @ cost of 15 litres per month.
- 9) Each currier should approach and collect full-fledged A-1 forms with its connected documents of minimum 300 prospective consumers in a month.
- 10) If he will collect full-fledged A-1 forms from more than 300 consumers in a month, incentive of Rs. 05/- per additional consumer more than 300 consumers may be granted to him.
- 11) If he will not able to collect full-fledged A-1 forms from minimum 300 consumers in consecutive months in spite of sufficient demand, inthat case Currier will be sent back to the agency with giving fair chance for improvement.
- 12) Consumers who are in need of new service connection will register his demand telephonically on toll free no.
- 13) Consumer will automatically get his registration no. instantly.



- 14) On registration of demand by the prospective consumers, Unit in-charge should immediately send Currier to the consumer at pre decided timings and he will help the consumer to fill in the A-1 form properly and to collect documents of residential proofs etc i. e. all documents required for new service connection. He will check the filled in form along with documents and will give acknowledgement to the consumers on behalf of MSEDCL, on the spot.
- 15) After receipt of A-1 forms, same will be handed over to the Dy. E. E. in-charge who in turn will inspect the premises/site and take measurement etc. He should record his observations.
- 16) Unit In-charge will send employees of MSEDCL along with required material and meters for giving new service connection immediately in morning of next day.
- 17) One each hired Tempo/Matador is to be provided to these units.
- 18) After giving connection, necessary entries will be carried out by the Unit In-charge and NSC report should be sent to the concerned S/Dn and/or I. T. Centre.
- 19) Concerned S. D. O. and /or I. T. Centre should start billing of these consumers immediately if P. C. cycle of that area is still not run in that month or in next month.
- 20) These units will be accommodated in the available space in premises of concerned circles with exiting available furniture. As such, there will not additional expenditure on rent & furniture.

  
**General Manager (HR-MPP)**