

No. HR/CGM (HR-T/E)/MPR/28210

Date: 06-10-2012

OFFICE ORDER: MPR- 70/2012

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.

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" vide O. O. No. MPR-16 (HR/CGM (HR-TE)/MPR/6537) dtd 15-03-2012 read with O. O. No. MPR-17 (HR/CGM (HR-TE)/MPR/7787) dtd 28-03-2012 & O. O. No. MPR-19 (HR/CGM (HR-TE)/MPR/8698) dtd 03-04-2012.

This Pilot Project has also been implimnted in Beed "U" Sub Division under Beed Division vide O. O. No. MPR-54/2012 (HR/CGM (HR-TE)/MPR/24002) dtd 24-08-2012.

On the same lines, now it is decided to apply these norms in 189 selected Sub Divisions under various Divisions, which have already been selected for implementing Schemes under R-APDRP and are enlisted in Annexure "A".

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 Revised Norms of Sub Division & Section Office and to implement full-fledged Pilot Project in Sub divisions having 04 or more Sections i. e. 153 Sub divisions. Revised sanction of these Sub Divisions is as shown in Annexure "A-1"**
- 2. To merge Bhusaval "U" Sub Division-II having only 01 Section in to Bhusaval "U" Sub Division-I having 03 Sections for the purpose of**


implementation of Pilot Project and to implement full-fledged Pilot Project in Bhusaval "U" Sub Division-I treating to have 04 Sections. Revised sanction of this Sub Division is as shown in Annexure "A-1"

3. To apply Specified Revised Norms of Sub Division & Section Office and to implement Pilot Project in Sub divisions having 02 Sections i. e. 07 Sub divisions. Revised sanction of these Sub Divisions is as shown in Annexure "A-2"
4. To apply Specified Revised Norms of Sub Division & Section Office and to implement Pilot Project in Sub divisions having 03 Sections i. e. 28 Sub divisions. Revised sanction of these Sub Divisions is as shown in Annexure "A-3"
5. To provide hired vehicles to these Sub Divisions as detailed in Annexure "A-4".
6. To place the surplus manpower in a common pool at S/Dn level.
7. To implement these Norms initially for a period of six months in selected 189 Sub Divisions & selected Section Offices there under as Pilot Project

General Instructions to implement revised norms and to start new patterns in specified 189 Sub Divisions and 1005 Section Offices are given in Annexure "A-5".

Functioning of these offices with revised staff set up will start w. e. f. 01.11.2012.

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)

Sr No	Name of Division	Name of Sub Division				No. of Sections					Remarks
		C	U	R	S	C	U	R	S	Total	
1	2	3	4	5	6	7	8	9	10		
18	Pachora Dn			289 Pachora S/Dn-II	00	00	06	06	06		
19	Savda Dn			299 Paroli S/Dn	00	00	07	07	07		
20	Bhimsval U&R Dn			309 Yevla S/Dn	00	00	09	09	09		
21	Nandurbar Dn			5) Bhimsval "U" S/Dn-I	00	03	00	03	03		
22	Shahada Dn			6) Bhimsval "U" S/Dn-II	00	01	00	01	01		
				7) Nandurbar "U" S/Dn	00	05	00	05	05		
				31) Shahada S/Dn-I	00	00	06	06	06		
					00	18	74	92	92		
KOPZ Kolhapur											
23	Jalsingpur Dn			329 Jalsingpur S/Dn	00	00	06	06	06		
24	Malsapur Dn			339 Aakha S/Dn	00	00	07	07	07		
					00	00	00	00	03		
				149 Central Zone S/Dn	03	00	00	00	03		
				159 Madhavmagar S/Dn	04	00	00	00	04		
				16) Miraj S/Dn	03	00	00	00	03		
25	Swagi "U" Dn			17) North Zone S/Dn	03	00	00	00	03		
				18) South Zone S/Dn	02	00	00	00	02		
				19) West Zone S/Dn	00	00	00	00	00		
26	Swagi "R" Dn			349 Tusgaon S/Dn- II	00	00	07	07	07		
27	Malsapur Dn			359 Jalampur S/Dn-I	00	00	11	11	11		
28	Yeta Dn			369 Yeta S/Dn-II	00	00	05	05	05		
29	Ichalkaranji Dn			379 Ichalkaranji S/Dn "A"	00	00	04	04	04		
				389 Ichalkaranji S/Dn "B"	00	00	05	05	05		
					18	00	45	63	63		
LZ Latur											
30	Tuljapur Dn			399 Umarga S/Dn	00	00	07	07	07		
				409 Tuljapur S/Dn	00	00	08	08	08		
31	Amhologol Dn			419 Amhologol S/Dn	00	00	09	09	09		
				429 Mhahalgion S/Dn	00	00	06	06	06		
				439 Perli S/Dn	00	00	06	06	06		
				449 Ahmednagar S/Dn	00	00	04	04	04		
32	Udgir Dn			459 Udgir "U" S/Dn	00	00	04	04	04		
				469 Anasa S/Dn	00	00	07	07	07		
33	Mhanga Dn			479 Mhanga S/Dn	00	00	10	10	10		
34	Latur Dn			8) North "U" S/Dn	00	05	00	05	05		
				9) South "U" S/Dn	00	00	00	00	00		
35	Osmantabad Dn			10) Osmantabad "U" S/Dn	00	04	00	04	04		
					00	14	61	75	75		
NSIKZ Nashik											
36	Saugamner Dn			489 Kopergaon "U" S/Dn	00	00	04	04	04		
				499 SaugamnerS/Dn-I	00	00	08	08	08		
				509 Igatpur S/Dn	00	00	06	06	06		
37	Nashik "R" Dn			519 Ozar S/Dn	00	00	07	07	07		
				529 Shinar S/Dn-I	00	00	07	07	07		
38	Mannad Dn			539 Mannad S/Dn	00	00	04	04	04		
				549 Yevla "U" S/Dn	00	05	08	08	08		
39	Satana Dn			559 Satana S/Dn	00	00	08	08	08		
				20) Malegaon "U" S/Dn-I	05	00	00	05	05		
40	Malegaon UCR Dn			21) Malegaon "U" S/Dn-II	04	00	00	04	04		
				22) Malegaon "U" S/Dn-III	08	00	00	08	08		
				23) CIDCO S/Dn	05	00	00	05	05		
				24) City S/Dn	00	00	00	00	00		
41	Nashik "U" Dn- I			25) CIDCO S/Dn	06	00	00	06	06		
				26) Parshivli S/Dn	05	00	00	05	05		
				26) Satpur S/dn	00	00	00	00	00		
				27) O&M Nashikroad	04	00	00	04	04		
				28) Deolali S/Dn	05	00	00	05	05		
				29) Dwartka S/Dn	00	00	05	05	05		
42	Nashik "U" Dn-II			56) "R" S/Dn	00	00	03	03	03		
				57) Gangapur S/Dn	00	00	04	04	04		
				58) USD Nashikroad	00	00	04	04	04		
					53	00	61	114	114		

Sr. No	Name of Division	Name of Sub Division					No. of Sections					Remarks		
		C	U	R	E	S	C	U	R	Total				
1														
PZ Prime														
43	Rajgunnagar Dn					59	00	04	04	04				
44	Rajgunnagar Dn					60	00	04	04	04				
45	Bhosari Dn	30) Akroti S/Dn 31) Bhosari S/Dn 32) Pradhikaran S/Dn 33) Deccan S/Dn 34) Kothrud S/Dn 35) Wazir S/Dn 36) Chinohwad S/Dn 37) Ishartwad S/Dn 38) Saugri S/Dn 39) Anandi S/Dn 40) Ganeshkhind S/Dn 41) Shivajinagar S/Dn 42) Hadapsar Ind. S/Dn 43) Hadapsar S/Dn 44) Wadia S/Dn 45) Nagar road S/Dn 46) Vishrant wadi S/Dn 47) Wadgaon Sheti S/Dn 48) Dhankawadi S/Dn 49) Fire Brigade S/Dn 50) Market Yard S/Dn 51) Swargate S/Dn 52) Peshwe Park S/Dn 53) Wadgaon S/Dn 54) Kaaba S/Dn 55) Kruti Pathi S/Dn 56) Saiji Mary S/Dn												
46	Kothrud Dn													
47	Pimpri Dn													
48	Shivajinagar Dn													
49	Bandgardien Dn													
50	Negurwad Dn													
51	Pudrnawati Dn													
52	Purveti Dn													
53	Rastapeth Dn													
BMTZ Baranati														
54	Baranati Dn					61	00	03	03	03				
55	Kodgaon Dn					62	00	03	03	03				
56	Karad Dn					63	00	06	06	06				
57	Phaltan Dn					64	00	04	04	04				
58	Sakara Dn													
59	Wad Dn					65	00	12	12	12				
60	Barshi Dn					66	00	02	02	02				
61	Pandharpur Dn		11) Satara "U" S/Dn			67	00	03	03	03				
62	Solapur "U" Dn	57) Solapur "A" S/Dn 58) Solapur "B" S/Dn 59) Solapur "C" S/Dn 60) Solapur "D" S/Dn 61) Solapur "E" S/Dn					05	00	00	04	00	04	04	
63	Solapur "R" Dn					68	00	00	09	09	09	09	09	
NIUZ Nagpur														
64	Nagpur-1 Dn		12) Kamptee S/Dn				00	00	05	05	05	05	05	
65	Katol Dn		13) Katol S/Dn				00	00	08	08	08	08	08	
66	Nagpur-1 Dn					69	00	02	04	06	06	06	06	
NZ Nagpur														
67	Balharshah Dn					70	00	00	05	05	05	05	05	
68	Bhandara Dn		14) Bhandara "U" S/Dn				00	03	00	03	03	03	03	
69	Warora Dn					71	00	00	08	08	08	08	08	
70	Bramhapuri Dn					72	00	00	03	03	03	03	03	
71	Gadchiroli Dn					73	00	00	08	08	08	08	08	
72	Gondia Dn					74	00	00	04	04	04	04	04	
73	Arvi Dn		15) Gondia "U" S/Dn			75	00	02	02	02	02	02	02	
						76	00	04	00	04	04	04	04	
						77	00	00	06	06	06	06	06	
							00	00	06	06	06	06	06	

STAFF NORMS FOR URBAN/RURAL 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	Section Office (under the control of FCU)	Technician (T. A.)	01	00	01
		Jr. Technician	01	00	01
		<i>Total</i>	02	00	02

Revised Norms for 153 Sub Divisions having 04 or more Sections as below:

Sr. No.	Department / Unit	Position	Approved Staff Norms		
			Urban		
			Dept	O/s	Total
1	2	3	4	5	6
01	Sub Divn Officer	Dy. Ex Engineer (Dist.)	01	00	01
02	Technical Section	Sub 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)	Jr. Engineer (Dist.)	01	00	01
		Technician	01	00	01
		Jr. Technician	02	00	02
		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
		Jr. Technician	02	00	02
10	Common Pool	Peon	01	00	01
<i>Total</i>			49	05	54

STAFF NORMS FOR URBAN/RURAL 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	Section Office (under the control of FCU)	Technician (T. A.)	01	00	01
		Jr. Technician	01	00	01
		Total	02	00	02

Revised Norms for 07 Sub Divisions having 02 Sections as below:

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	Sub 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
08	Maintenance & Breakdown Unit	J. E. (Dist)	01	00	01
		Sr. Technician	01	00	01
		Technician	01	00	01
		Jr. Technician	04	00	04
10	Common Pool	Peon	01	00	01
Total			33	03	36

STAFF NORMS FOR URBAN/RURAL 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	Section Office (under the control of FCU)	Technician (T. A.)	01	00	01
		Jr. Technician	01	00	01
		Total	02	00	02

Revised Norms for 28 Sub Divisions having 03 Sections as below:

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	Sub 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
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
		Jr. Technician	02	00	02
10	Common Pool	Peon	01	00	01
Total			38	03	41

**Provision for hired vehicles for 153 Sub Divisions having
04 or more Sections as below:**

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

**Provision for hired vehicles for 28 Sub Divisions having
03 Sections as below:**

Sr. No.	Department / Unit	Posts
01	Fuse Call Unit (FCU)	03
02	Maintenance & Breakdown Unit	01
	Total	04

**Provision for hired vehicles for 07 Sub Divisions having
02 Sections as below:**

Sr. No.	Department / Unit	Posts
01	Fuse Call Unit (FCU)	03
02	Maintenance & Breakdown Unit	01
	Total	04

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

- 1) For implementing this new pattern in 189 S/Dns, initially, MSEDCL has to revise the Norms prescribed for Sub Divisions & Section Offices. It is to revise the Norms temporarily for a period of six months from 01-10-2012 and subsequently, they will continue forever.
- 2) Following works pertaining to these S/Dns are to be attended by the Dy, E. E. (M) at concerned Division Offices 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
- 3) It is proposed to centralize the work of Section Offices at these Sub Division Offices.
- 4) Existing Section Offices will be treated as **Fuse Call Cell** with following manpower. There will not be change in the name of these offices.
- 5) This Cell will work as per working hour's norms on all working days.
- 6) This Cell will work as liaisoning Cell and direct all enquiries and fuse call complaints to sub Division concerned section
- 7) The Section Offices will work under the control of Sub Engineer (Office) of Sub Division.
- 8) Existing working and set up of billing section at Sub Division will be as it is. There will not be any change.
- 9) Only Sub divisions having 04 or more Sections i. e. 153 Sub divisions are to be considered for implementing full-fledged Pilot Project. These Sub Divisions are having minimum 60 posts and we are giving $49+05= 54$ posts.
- 10) 07 Sub Divisions having 02 Sections are to be provided with **only Fuse Call Unit (FCU) and Maintenance & Breakdown Unit. Other units i. e. Small Customer Care Unit (CCU), Recovery Unit and Quality Control Unit (QCU) are not to be provided. Works assigned to these Units are to be assigned to the provided Units.**

- 11) 28 Sub Divisions having 03 Sections are to be provided with **only Fuse Call Unit (FCU), Maintenance & Breakdown Unit and Quality Control Unit (QCU). Other units i. e. Small Customer Care Unit (CCU) and Recovery Unit are not to be provided. Works assigned to these Units are to be assigned to the provided Units.**
- 12) FCU will run round the clock i.e. 24x7.
- 13) Jr. Engineer (Dist) will be in charge of these units and responsible for the works given.
- 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 these Sub Divisions.
- 17) One **Quality Control Unit (QCU)** is created for these Sub Divisions. This unit will replace the earlier Q. C. Unit
- 18) After implementation of Pilot Project in these Sub Divisions, Centralized Call Centre will forward complaints directly to the Fuse Call Units of concerned Sub Division.
- 19) Revised sanction for these Sub Divisions & Sections is notified herewith. This shall be treated as sanction of posts.
- 20) After applying these revised Norms to the S/Dns and Sections, there will be surplus manpower. This surplus manpower varies from office to office due to application of Variable Norms previously. Now, this surplus manpower is to be kept at Sub Divisional level in a common pool. This manpower is to be utilised for day to day works such as fuse call complaints, breakdowns, replacement in leave period of other employees etc. This manpower is not to be shifted/ transferred out of that Sub Division.
- 21) 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 E. E. on or before 01/11/2012. As the transfers are to be effected within same H. Q., there will not be any financial implication.
- 22) Existing premises of "U" Section Offices may be utilised for Fuse Call Cell and for any other unit of the same Sub Division.
- 23) Concerned E. E. will have to submit Action Taken Report (ATR) & Function Start Report (FSR) to the undersigned on 02/11/2012 by scanned email.

24) Work assignments of newly created Cells

Fuse Call Unit (FCU)	
To attend all fuse off calls and no supply complaints	<ol style="list-style-type: none"> 1) There will be 03 teams of 01 Sr. Technician, 02 Technician, 02 Jr. Technician and 01 Jr. Technician (O/S) in shift duties round the clock. 2) At any given time, there will be minimum 03 members in team. 3) Three outsourced vans are to be provided.
Small Customer Care Unit (CCU)	
<ol style="list-style-type: none"> 1) All Consumer Services 2) Act as a consumer interaction point/ window 3) Under supervision of J. E. Fuse Call Unit 4) Work as part of Fuse Call Unit 	
Recovery Unit	
<ol style="list-style-type: none"> 1) Disconnection 2) Re-Connection 3) Verification of TD/PD 	<ol style="list-style-type: none"> 1) This unit will have two Teams. 01x Technician & 02x Jr. Technician in each Team. 2) Two outsourced vans are to be provided.
Maintenance & Breakdown Unit	
<ol style="list-style-type: none"> 1) Preventive Maintenance of all 11 KV and LT lines 2) Breakdown Maintenance of all 33KV / 11KV/ LT lines, Transformers and Substations 	<ol style="list-style-type: none"> 1) One outsourced van is to be provided.
Quality Control Unit (QCU)	
<ol style="list-style-type: none"> 1) Theft Detection 3) Detection of commercial losses and further corrective action 	<ol style="list-style-type: none"> 2) Energy Audit 4) Meter Replacement
<ol style="list-style-type: none"> 1) Accucheck is to be provided. 	