

No. HR/CGM (HR-T/E)/MPR/30226

Date: 23-10-2012

OFFICE ORDER: MPR- 78/2012

Preamble:

- 1) Further to Office Order No. MPR-75 (HR/CGM (HR-T/E)/ MPR/29258) dtd 16-10-2012
- 2) R-APDRP is being introduced in urban areas. Hence, Sub Divisions required to be reorganized as per above referred office order as listed in annexure thereto have reviewed.

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 and **in supersession of O. O. No. MPR-70/2012 (HR/CGM (HR-T/E)/MPR/28210) dtd 06-10-2012**, 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. 54 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. 04 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. 20 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 79 Sub Divisions & selected Section Offices there under as Pilot Project.

General Instructions to implement revised norms and to start new patterns in specified 79 Sub Divisions and Section Offices there under are given in Annexure "A-5".

Functioning of these offices with revised staff set up will start w. e. f. 23.11.2012 positively.

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 .
Statement showing the names of S/Dns where Pilot Project for S/Dns is to be implemented.

Sr	Name of Division	Name of Sub Division		No. of Sections					Remarks
		C	U	C	U	R	Total		
1	2	3	4	5	6	7	8	9	
BUZ Bhandup									
1	Nerul Division	1) CBD S/Dn		04	00	00	04		
		2) Nerul HTC S/Dn		02	00	00	02		
		3) Nerul S/Dn		03	00	00	03		
2	Vashi Division	4) Airoli S/Dn		04	00	00	04		
		5) Kopar Khairne S/Dn		04	00	00	04		
		6) Vashi S/Dn		05	00	00	05		
		Total		22	00	00	22		
KLNZ Kalyan									
3	Virar Dn	7) Nalasopara "E" S/Dn		08	00	00	08		
		8) Nalasopara "W" S/Dn		06	00	00	06		
		9) Virar "E" S/Dn		07	00	00	07		
		10) Virar "W" S/Dn		06	00	00	06		
4	Vasai Dn	11) Vasai "U" S/Dn		09	00	00	09		
		12) Vasaitroad "E" S/Dn		09	00	00	09		
		13) Vasaitroad "W" S/Dn		05	00	00	05		
		Total		50	00	00	50		
KZ Ratnagiri									
5	Ratnagiri Dn	1) Ratnagiri "U" S/Dn		00	05	00	05		
		Total		00	05	00	05		
NDZ Nanded									
6	Parbhani Circle	2) Parbhani "U" S/Dn		00	05	00	05		
		Total		00	05	00	05		
JLGNZ Jalgaon									
7	Bhusaval U&R Dn	3) Bhusaval "U" S/Dn-I		00	03	00	03		
		4) Bhusaval "U" S/Dn-II		00	01	00	01		
		5) Dhule CCO&M S/Dn		00	06	02	08		
		6) Chalisgaon "U" S/Dn		00	03	00	03		
8	Nandurbar Dn	7) Nandurbar "U" S/Dn		00	05	00	05		
		Total		00	18	02	20		

NSKZ Avanipatti

9	Sangli "U" Dn	14) Central Zone S/Dn	03	00	00	00	03
		15) Madhavnagar S/Dn	04	00	00	04	
		16) Miraj S/Dn	03	00	00	03	
		17) North Zone S/Dn	03	00	00	03	
		18) South Zone S/Dn	03	00	00	03	
		19) West Zone S/Dn	02	00	00	02	
Total			18	00	00	18	

LZ Latur

10	Latur Dn	8) North "U" S/Dn	00	05	00	05
		9) South "U" S/Dn	00	05	00	05
11	Osmanabad Dn	10) Osmanabad "U" S/Dn	00	04	00	04
		Total	00	14	00	14

NSKZ Nasik

12	Malegaon UCR Dn	20) Malegaon "U" S/Dn-I	05	00	00	05
		21) Malegaon "U" S/Dn-II	04	00	00	04
		22) Malegaon "U" S/Dn-III	08	00	00	08
		23) CIDCO S/Dn	05	00	00	05
		24) City S/Dn	06	00	00	06
		25) Panchvati S/Dn	06	00	00	06
		26) Satpur S/dn	05	00	00	05
		27) O&M Nasikroad	05	00	00	05
		28) Deolali S/Dn	04	00	00	04
		29) Dwartka S/Dn	05	00	00	05
Total			53	00	00	53

PZ Pune

15	Bhosari Dn	30) Akurdi S/Dn	03	00	00	03
		31) Bhosari s/Dn	04	00	00	04
		32) Pradhikaran S/Dn	04	00	00	04
		33) Deccan S/Dn	03	00	00	03
16	Kothrud Dn	34) Kothrud S/Dn	05	00	00	05
		35) Warje S/Dn	04	00	00	04
		36) Chinchwad S/Dn	04	00	00	04
		37) Kharalwadi S/Dn	04	00	00	04
		38) Sangvi S/Dn	03	00	00	03
17	Pimpri Dn	39) Aundh S/Dn	04	00	00	04
		40) Ganeshtkind S/Dn	03	00	00	03
		41) Shivajinagar S/Dn	03	00	00	03

19	Daugarden Dn	42) Daugapasa Iru. S/Dn		02	00	00	00	02	
		43) Hadapsar S/Dn		03	00	00	00	03	
		44) Wadia S/Dn		03	00	00	00	03	
20	Nagarroad Dn	45) Nagar road S/Dn		03	00	00	00	03	
		46) Vishrant wadi S/Dn		03	00	00	00	03	
		47) Wadgaon Sheri S/Dn		02	00	00	00	02	
21	Padnavati Dn	48) Dhankavadi S/Dn		04	00	00	00	04	
		49) Fire Brigade S/Dn		03	00	00	00	03	
		50) Market Yard S/Dn		04	00	00	00	04	
		51) Swargate S/Dn		03	00	00	00	03	
22	Parvati Dn	52) Peshve Park S/Dn		04	00	00	00	04	
		53) Wadgaon S/Dn		04	00	00	00	04	
23	Rastapeth Dn	54) Kasba S/Dn		03	00	00	00	03	
		55) Rasta Peth S/Dn		04	00	00	00	04	
		56) Saint Mary S/Dn		04	00	00	00	04	
		Total		93	00	00	00	93	
BMTZ Baramati									
24	Satara Dn		11) Satara "U" S/Dn	00	05	00	00	05	
25	Solapur "U" Dn	57) Solapur "A" S/Dn		04	00	00	00	04	
		58) Solapur "B" S/Dn		05	00	00	00	05	
		59) Solapur "C" S/Dn		04	00	00	00	04	
		60) Solapur "D" S/Dn		04	00	00	00	04	
		61) Solapur "E" S/Dn		06	00	00	00	06	
		Total		23	05	00	00	28	
NZ Nagpur									
26	Bhandara Dn		12) Bhandara "U" S/Dn	00	03	00	00	03	
27	Gondia Dn		13) Gondia "U" S/Dn	00	04	00	00	04	
28	Wardha Dn		14) Wardha "U" S/Dn	00	07	00	00	07	
		Total		00	14	00	00	14	
AMTZ Amravati									
29	Akola "U" Dn	62) Akola S/Dn-I		04	00	00	00	04	
		63) Akola S/Dn-II		05	00	00	00	05	
		64) Akola S/Dn-III		04	00	00	00	04	
30	Yavatmal Dn		15) Yavatmal "U" S/Dn	00	07	00	00	07	
		Total		13	07	00	00	20	
30	Total	64	15	272	68	02	02	342	

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 55 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.E.E.(Dist.)/A.E.(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
Total			49	05	54

N. B.: Earlier sanction of Post of S. D. O. as Dy. E. E. /A. E. will remain unchanged.

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 04 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.E.E.(Dist.)/A.E.(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

N. B.: Earlier sanction of Post of S. D. O. as Dy. E. E. /A. E. will remain unchanged.

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 20 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.E.E.(Dist.)/A.E.(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

N. B.: Earlier sanction of Post of S. D. O. as Dy. E. E. /A. E. will remain unchanged.

**Provision for hired vehicles for 55 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 20 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 04 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 79 Corporation & Urban 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 23-11-2012 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.
- 3) Transformer Repairs
- 4) Meter Testing
- 5) Maintenance of all 33/11 KV S/S
- 6) Maintenance of all 33 KV lines
- 7) Maintenance of all DTC's
- 8) It is proposed to centralize the work of Section Offices at these Sub Division Offices.
- 9) Existing Section Offices will be treated as **Fuse Call Cell** with following manpower. There will not be change in the name of these offices.
- 10) This Cell will work as per working hour's norms on all working days.
- 11) This Cell will work as liaisoning Cell and direct all enquiries and fuse call complaints to sub Division concerned section
- 12) The Section Offices will work under the control of Sub Engineer (Office) of Sub Division.
- 13) Existing working and set up of billing section at Sub Division will be as it is. There will not be any change.
- 14) Only Sub divisions having 04 or more Sections i. e. 55 Sub divisions have considered for implementing full-fledged Pilot Project.
- 15) 04 Sub Divisions having 02 Sections have 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 provided. Works assigned to these Units are to be assigned to the provided Units.**

- 16) 20 Sub Divisions having 03 Sections have 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 provided. Works assigned to these Units are to be assigned to the provided Units.**
- 17) FCU will run round the clock i.e. 24x7.
- 18) Jr. Engineer (Dist) will be in charge of these units and responsible for the works given.
- 19) Jr. Technicians on O/S basis are to be engaged with qualification of ITI Electrician/Wireman and computer awareness is must.
- 20) They will work in shift duties of 08 hours each.
- 21) One **Maintenance & Breakdown** Unit is created for these Sub Divisions.
- 22) One **Quality Control Unit (QCU)** is created for some Sub Divisions. This unit will replace the earlier Q. C. Unit
- 23) Sub Divisions listed at Annexure will establish link with Call Centre and trained manpower to attend fuse calls on line/ on P. C. from centralized call centre be deputed in three shifts w. e. f. 01-11-2012 and progress will be included in C. Es, review meeting on 03-11-2012.
- 24) All Sub Divisions listed in Annexure to be reorganized by 23-11-2012 positively. Accordingly, C. E. will submit completion report to this office by 25-11-2012. Progress report of the same will be given by C. E. during C. E. review meeting on 01-12-2012.
- 25) Revised sanction for these Sub Divisions & Sections is notified herewith. This shall be treated as sanction of posts.
- 26) 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. These directives shall also applicable to the Sub Divisions where Pilot Project was introduced vide O. O. No. MPR-16 (HR/CGM (HR-T/E)/MPR/6537) dtd 15-03-2012 and O. O. No. MPR-54 (HR/CGM (HR-T/E)/MPR/24002) dtd 24-08-2012.
- 27) Existing premises of "U" Section Offices may be utilised for Fuse Call Cell and for any other unit of the same Sub Division.

Fuse Call Unit (FCU)	
To attend all fuse off calls and no supply complaints	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. 29) 2) 3) Three outsourced vans are to be provided.
Small Customer Care Unit (CCU)	
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	
1) Disconnection 2) Re-Connection 3) Verification of TD/PD	1) This unit will have two Teams. 01x Technician & 02x Jr. Technician in each Team. 30) 2) Two outsourced vans are to be provided.
Maintenance & Breakdown Unit	
1) Preventive Maintenance of all 11 KV and LT lines 2) Breakdown Maintenance of all 33KV / 11KV/ LT lines, Transformers and Substations	31) 1) One outsourced van is to be provided.
Quality Control Unit (QCU)	
1) Theft Detection 2) Detection of commercial losses and further corrective action	2) Energy Audit 3) 1) Accucheck is to be provided. 4) Meter Replacement