



KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Indian Companies Act, 1956)

CIN:U40100KL2011SGC027424

Office of the Chief Personnel Officer, Personnel Department,
Vydyuthi Bhavanam, Pattom, Thiruvananthapuram, Kerala-695 004

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PS-1(B)/Unions-Meetings/2017

Date: 23.10.2017.

From

The Chief Personnel Officer

To

The General Secretary

KSE Board Workers' Association (CITU)

United Democratic Electricity Employees Front

Kerala Electricity Workers' Federation (AITUC).

Sub: Re-arrangement of duties of Sub Engineers in the Revenue Wing of
Electrical Model Sections and utilization of redundant staff of Electrical
Section in the proposed Vydyuthi Sevana Kendram – Regarding.

The Director (Distribution & IT) is desirous of convening a meeting
of the recognised general Trade Unions of the Board regarding the subject matter.
The meeting is schedule to be held on 27.10.2017 at 11.00 AM in the Conference
Hall, 9th Floor, Vaidyuthi Bhavanam, Thiruvananthapuram. The number of
of representatives attending the meeting may please be restricted to two from each
Trade Union.

Yours Faithfully


Chief Personnel Officer

Acc: Proposal.

Copy to: The Director (Distribution & IT).

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23/10



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Reg. Office: Vidyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004 Website: www.kseb.in

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No. PS1/3286/2017.

Dated : /10/2017

Proposal to discuss with recognised Trade Unions

Sub: Re-arrangement of duties of Sub Engineer in the Revenue Wing of Electrical Model Sections and Utilisation of redundant Staff of Electrical Sections in Vidyuthi Sevana Kendram – Submitting the Proposal- reg.

- Ref:
1. Note No. D (D & IT)/D6 – AE2/Proposal-1/2017-18/359 dated 14.09.2017.
 2. Note No. D (D & IT) D6-AE3/Customer Service Centres/2017/440 dated 20.10.2017.
 3. B.O (FB) No.1460/2009 (CP/R&P/Plg./Model Section/2009-10) dated 04.06.2009.
 4. Minutes of the 2nd meeting of the Distribution Core Committee held on 22.06.2017.
 5. Note to FTD No.D (D & IT) D6-AE3/Customer Service Centres/2017/13.10.2017.

Kindly refer to the above,

- 1 In order to facilitate effective functioning of Electrical section offices and for improving the organizational culture, KSEB Ltd went for a major revamp of the section offices by introducing Model sections. The personnel in the Electrical sections were arranged into three functional groups viz. Breakdown wing, Maintenance & Capital wing and Revenue wing. The duties and responsibilities of the staff in each wing were also fixed as cited in ref (1). The Model section concept which was initially introduced in selected sections was later extended to all Electrical sections. As the name indicates, the fuse off calls, supply interruptions etc are attended by the Breakdown wing in section offices while the Maintenance and capital wing is entrusted with maintenance of lines and transformers, identification, estimate preparation and implementation of capital works etc. The Revenue wing is entrusted with monthly/bimonthly reading and billing, cash collection and remittance, disconnection & reconnection, estimate preparation and effecting of service connection, inspection of consumer premises etc.
- 2 KSEB Ltd, being in the business of supply of electricity, has to ensure maximum return from the sale of energy to consumers. Measures such as proper recording and billing of energy consumed, prompt disconnection of supply in the case of defaulters, inspection of the premises for detection of anomalies, replacement of faulty meters, serving of arrear notices on time etc help minimise the revenue loss. The Revenue wing plays an important part in the whole process. At present the staff pattern of the revenue wing is as follows:-

Senior Superintendent	1
Sub Engineer	1
Overseer	1

Lineman	2
Electricity worker	2
Senior Assistant, Cashier, Meter reader	As per requirement

- 3 As far as billing of consumers is concerned, it is to be noted that all HT, LT Industrial, all Non Domestic consumers having Connected Load above 10 kW, domestic consumers having Connected Load above 20 kW, consumers with demand based tariff and consumers with net meters are billed monthly and all other categories are billed bimonthly. Meter readers are assigned the duty of taking bimonthly readings. The readings of HT consumers are taken by the Assistant Engineer, while the Sub Engineer of the Revenue wing is assigned the duty of taking all remaining monthly readings. In Electrical sections with a huge consumer base of monthly billed consumers, recording of meter readings could stretch to a number of days making it difficult for the Sub Engineers to bestow required attention to his assigned duties (besides meter reading) which in turn badly affects service delivery. Many of the high consumption consumers would be having current transformer connections which require more time and attention while taking readings. Attempts to accomplish the target of meter reading within the stipulated time often results in erroneous recordings leading to consumer dissatisfaction and / or revenue loss to the Board. The matter was discussed in the Distribution Core Committee meeting held on 22.6.17 and the Committee recommended the following:-
- a The meter reading responsibility of Sub Engineers shall be limited to taking energy meter readings of all demand based consumers and other consumers having connected load of and above 20 kW only.
 - b Overseers of the Revenue wing are to be vested with the responsibility of taking readings of all other consumers whose readings were taken by the Revenue wing Sub Engineers.
 - c The concerned wings are to be requested to assess the requirement of additional facilities if any.
 - d The proposal is to be discussed with Trade Unions and implemented at the earliest.
- 4 As per this proposal, Sub Engineers of the Revenue wing in normal case will have to take readings of all consumers with connected load of and above 20kW, net metered consumers and all demand based consumers only. This arrangement will considerably reduce the number of monthly readings to be taken by Sub Engineers. This in turn will give more time to the Sub Engineers for detailed inspection at the premises of consumers while taking readings and also to concentrate on other revenue related activities. As per the database, the approximate number of LT consumers with 10-20 kW connected load (excluding domestic category) and LT Industrial consumers with connected load less than 20kW comes to 1,85,500.
- 5 A proposal in this regard was placed before the Full Time Directors. The proposal is as follows:-

- i. To relieve the Sub Engineer of the Revenue wing of Electrical section offices of the duty of taking energy meter readings of LT non domestic consumers with 10-20 kW connected load and that of LT Industrial consumers and Govt. consumers with connected load 20kW and below in normal case and to assign the task of taking the meter readings of the above mentioned group to the Overseer of the Revenue wing. The Assistant Engineers of the Electrical Sections can however depute Sub Engineers and Overseers from other Wings for meter reading activities also for smooth functioning of the offices.
- ii. Recording of the readings at grid connected solar premises shall continue to be the responsibility of the Sub Engineer of the Revenue wing and recording of the readings of domestic consumers with connected load 20kW and less will continue to be the responsibility of meter readers.

II. As per reference 5 it is decided that the following proposal to utilize the billing staff of Electrical Section who have become redundant owing to implementation of PDA and full scale automation in billing is also to be discussed with the recognised Trade Unions of the Board.

In order to revamp the services provided to customers to cope up with the fast developing electricity distribution sector, it is proposed to introduce Customer Touch points coined "**Vydyuthi Sevana Kendras**" across the state where consumers can enjoy the benefits of various services rendered by KSEB without visiting the electrical section offices.

Distribution Core Committee in its meeting held on 22.06.2017 suggested introduction of such Customer Service Centres with the following features:-

1. The Customer Service Centres may function as borderless service providers i.e., they shall receive and process applications for all services provided by KSEBL, including remittance of electricity charges, required at any point of KSEB's area of service.
2. Applications for all offered services, irrespective of the area may be received in the centre. The received application and accompaniments can be scanned to generate soft copies and originals are to be returned to the applicant. Retaining and filing of manual documents are not intended.
3. The received application along with required accompaniments in electronic form and details regarding fees remitted are to be transferred to the respective offices for processing.

4. Alerts/Intimations may be sent to the applicant in each stages of processing in sms / e-mail form.
5. After site verification / estimation, if required, intimation regarding the cost involved can be sent to the applicant in electronic form.
6. The applicant may be able to remit the cost in any office or electronically, upon which the service is to be provided.
7. All present services including the feasibility of grid connected solar connections are to be provided from the centre.

Further, for professional business outlet ambience, the committee recommended the following:

Uniform exterior and interior ambience designed aesthetically and ergonomically.

To be located in a place having maximum exposure to public.

The centre is to have three multipurpose counters, with space enough to expand to five, if required.

Standard facilities like air conditioning, free net connectivity & Wi-Fi, drinking water, coffee vending machines, video and audio systems, card swipe machine (on negotiation to acceptable rates), charging facility, etc are to be ensured in the centres.

The committee suggested implementing one Vydyuthi Sevana Kendra in each district headquarters on a pilot basis. Assistant Executive Engineers in charge of the area where Vydyuthi Sevana Kendras are located may be assigned overall charge (Controlling officer) of Vydyuthi Sevana Kendras.

The centres may initially be manned by billing staff (Senior Assistants, Superintendents, Senior Superintendents) who have become redundant in Electrical section offices, owing to use of spot billing machines and full scale automation in billing. It was suggested that officials having work experience in Distribution Field offices may be posted to Vydyuthi Sevana Kendras.

Officials in Vidyuthi Sevana Kendras need to follow up the progress of applications filed in their respective Kendras.

Adequate training on Kerala Electricity Supply Code, Standards of Performance Regulations, and procedures related to various services rendered by KSEB Ltd and other general information regarding the licensee and electricity may have to be given to all officials deputed to Sevana Kendras. The training should cover basics of Electricity Act, 2003, Supply Code and Tariff Regulations besides development of interpersonal skills. It is suggested that RPTIs in respective regions may be entrusted with the task.


Chief Personnel Officer

