

KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Indian Companies Act - 1956)

Registered Office: Vydyuthi Bhavanam, Pattom

Thiruvananthapuram – 695 004

Abstract

Uniform rate and guidelines for the contract works related to Meter Readers , Billing Assistants and DB works – Sanctioned – Orders issued.

CORPORATE OFFICE (SBU-D)

B.O.(FTD) No.1543/2014 [D(D&GE)/D5/ Uniform rate/GI-158/2013-14] TVM, Dated:31-5-2014

Read: B.O.(FM)No.1843/2013(MD&GE)/D6/AE(El)/uniform rate/13-14) dated 27.08.2013

ORDER

Various representations have been received for fixing a uniform rate for the Meter Readers, Cashiers and Billing Assistants on contract basis. In the discussion conducted by the Deputy Labour Commissioner (Head Quarters)(in charge) with the Union representatives on 19/06/2013 in connection with the statewide strike declared by the Contract workers, they also demanded to re-fix a uniform rate per bill for the Cashiers and Billing Assistants on contract.

In the above circumstances, Board vide B.O. read above, constituted a committee with the selected officers from the Distribution wing to study the issue in detail on the matters as per the Terms of Reference and entrusted the committee to submit its recommendations to the Board.

Terms of Reference

1. The Meter Reading works are being given on contract basis by inviting quotations in sections where there is shortage of permanent Meter Readers. The necessity of proposing a statewide base rate for the contract meter reading to be addressed for arriving the estimates, inviting quotations and awarding contract.
2. As the existing work norm and previous incentive rates for permanent Meter Readers are linked with the necessity of contract meter reading works, it is to be ascertained whether the existing work norms of permanent Meter Readers to be revised according to the technological advances and if so, detailed work norms to be proposed with/with out PDA.
3. Since number based work norm is replaced by time related nature of duty in the case of Billing assistants and Cashiers, the number of Senior Assistants and Cashiers required per Electrical Sections has to be fixed. It is to be examined whether same has to be related with the number of consumers and if so the guidelines required to be addressed.

4. The practice of allowing 7.5 multiplication factor in determining the norms of Senior Assistants for LT IV billing may also be looked in to.
5. Any other matters related with the subject but arise during the discussions.

Subsequently, the Committee has conducted four sittings, collected relevant details from the field offices, analyzed with present field conditions and submitted a report to the Board.

Having considered the report in detail, the FTD meeting held on 27-5-2014 accorded sanction to :

1. Fix the rate of meter reading, Billing and DB Works on contract and the qualification of the persons engaged in the works on contract as follows:

Name of Work	Norm/Rate					Minimum Qualification	
	Category	Urban	Semi Urban	Rural	Remote/Punja		
Meter reading works on contract	No. of consumers to be attended per day	105	90	75	50	Qualification prescribed by KPSC for Departmental Meter readers.	
	Rate(₹/consumer)	4.8	5.6	6.7	10		
	Electrical Sections	₹ 2.5 per Bill. For LT Industrial ToD Billing - ₹ 5 per bill till the implementation of billing software for TOD billing/ Oruma Net. Per day remuneration system if any shall be discontinued.					
Billing works/ Senior Assistants	Electrical Circles, Divisions and other similar offices	₹350 per day shall be fixed based on theGO(P)No.204/2011(PRC/2770/2011) dtd 2/5/2011 and the adoption of the same as per B.O. dt 27/6/2011. The same rate shall be continued for Senior Assistants on Contract for the time being where rate contract can not be applied. Any revision of the corresponding GO and the adoption of the same in the Board should be reflected in their rates with immediate effect.					Graduate Degree (Computer Proficiency is preferable)
DB works (Sub Engineer/ Assistant Engineer)	All offices under distribution wing wherever applicable	₹589/- per day for Diploma holders and ₹ 745/- per day to Graduates in Engineering employed on contract under distribution sector.					Diploma/ Degree in Electrical Engineering or any other qualification prescribed for Departmental Sub Engineers/ Assistant Engineers respectively.

Note:

- a. *In general, consumers under Corporation areas shall be treated as Urban, Consumers under Municipality /Taluk Head quarters/Major Town areas as Semi Urban and Consumers under Ordinary Grama Panchyaths as Rural consumers. Any difficult area in Corporation area which need special attention can be decided by concerned Dy Chief Engineer suitably after discussions but with valid reasons. Conversely, Dy Chief Engineers are also authorised to fix congested and developed areas of Municipalities/Rural to the higher category after proper examination.*
 - b. *Among the Rural consumers, those who are connected from transformers which are located more than 8 km farther than the concerned section offices may be considered as Remote consumers and Consumers in the Punja Area may also be treated equivalent to Remote consumers.*
 - c. *The category of consumers Urban/ Semi Urban/Rural/ Remote/ Punja has to be identified immediately by the respective Dy Chief Engineers after discussion with all concerned and the same has to be refixed appropriately on every bifurcation/shifting the section offices. Exceptional cases where special consideration is required can also be identified during the above discussions.*
2. Approve the guidelines for contract works as given below.

Meter Reading Works

- i. Considering the reduction in job due to advanced technology, increase in consumer strength and small increase in the area of jurisdiction , the work norm for meter reading works on contract shall be revised to 105, 90, 75, 50 consumers per day respectively for urban, semi urban, rural and remote areas.
- ii. Sufficient no of contract staff as per the revised norm should be available in the team of meter readers under a contract in order to ensure timely completion of meter reading works and to ensure the quality of the works.
- iii. Meter Readers should report the daily reading details to Section office before 3 PM on the same day so that the uploading of the same can be done by the billing assistants with the approval of the Senior Superintendents on the same day itself as envisaged.
- iv. As the specific date of Meter Reading for a particular consumer has greater significance in the changed scenario of Tariff pattern and concessions, the Meter Readers shall take the

reading in the designated dates itself and section authorities are to ensure that only the relevant day code is given to the meter reader for next day's work.

- v. To ensure the accountability /quality of the Meter Reading Works, Check Reading should be taken by the Overseers, Sub Engineers, Assistant Engineers and Assistant Executive Engineers as envisaged by the Board and the actions are to be taken immediately on the erring contract staff.
- vi. The Section Heads/Senior superintendents shall ensure that services of Departmental Meter Readers are fully and properly utilized. They should attend consumers as per the entrusted day code completely even by resorting to incentive system rather than limiting their works to the agreement norms. This will improve the accountability of work and will avoid increase in the quantum of the contract works.

Billing Works /Cashiers

- i. Considering various factors, norm for Billing /Senior Assistant shall be fixed as 5000 consumers per month for calculating the number of bills that can be given for contract works and to formulate a guideline for arriving an order of priority in Transfer & Posting. Also, this will eliminate unwanted outsourcing in one section, while permanent staff are available in excess in a nearby section within the division.
- ii. Accordingly, for Electrical sections, works that can be given as contract has to be limited to [(Total bills per month) – (5000 x Total No of Departmental Senior Assistants available)].
- iii. The no of Senior Assistants required/section shall be re-fixed based on the above norm in discussions with Trade Unions in future. However, at present, an order of preference has to be evolved while posting the persons in the sections rather than simply filling up the sanctioned places without any rational criteria. Minimum No of Senior Assistants required can be calculated as per the formula:
$$\frac{[\text{Total bills per month}]}{5000}$$
(To be Rounded to the higher whole number). The Deputy Chief Engineers shall post the staff in the above order of priority such that the minimum no of Senior Assistants required shall only be filled up first before posting in sanctioned places coming above this criterion.
- iv. Regarding cashiers, present system of employing Departmental Cashiers or Cashier Trainees from other categories with required qualification can be continued. However, the deployment of field staff such as Overseers, Linemen and Workers as Cashier Trainees are

to be limited to the minimum as far as possible. Cash collection works shall not be outsourced at any circumstances. The no of cashiers required shall be restricted to two in sections with two shifts and to one in sections without shifts. One more additional cashier can be posted in sections where full fledged cash collection centre facility is available. However, such centers are to be reduced or days to be restricted in future, since on-line cash collection and cash collection through other agencies such as Akshaya, Friends etc are widely available and such additional cashiers to be deployed where-ever cashier trainees are engaged.

- v. In case of ToD Billing, billing procedure is different for Industrial consumers. Hence for LT Industrial ToD Billing , ₹ 5 per bill shall be given for Contract billing staff till the implementation of billing software for TOD billing.
 - vi. The practice of allowing 7.5 multiplication factor for LT IV billing is not relevant due to computerization and hence it shall be discontinued.
3. Deputy Chief Engineers of Electrical Circles are directed to identify the category of the consumers immediately and to follow/insist the above guidelines, while giving work order for the meter reading / billing/ DB works on contract and in posting departmental staff in various Electrical sections on transfer/ appointments.
- 4. Authorise Personnel Department to fix the corresponding work norm, incentive scheme, staff fixation etc of Departmental Meter Readers and Senior Assistants and the same has to be finalised in discussion with the trade unions.**

The above rate is only for preparation of estimates and for inviting tender/quotations. The works shall be awarded after observing all prevailing formalities. The rates shall be only prospective effect from 01/06/2014. No arrears to the contractors due to the short payment or refund to the Board due to excess payment will be applicable to the contract of works executed upto 31/5/2014.

Orders are issued accordingly.

By Order of the Full Time Directors

Sd /-

M. Shahul Hameed
Secretary (Administration)

To:

The Chief Engineer - Distribution (South/ Central/ North)

The Personnel Officer

Copy to:

1. The Financial Adviser/The Chief Internal Auditor
2. The Chief Engineer (IT)/The RCAO/The RAO/The LLO
3. The TA to Chairman and Managing Director
4. The TA to Director (Distribution & Generation-Electrical/
Transmission & SO/Generation-Civil)
5. The PA to Director (Finance)/Secretary
6. Library/Stock File

Forwarded/By Order

Assistant Executive Engineer