

## **THE PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY**

### **1) Activity of giving new connections:**

Submit the application at local Section Office (SOs)

Verification of spot by SOs/Assistant Executive Engineers (Ele.)

Sanction of power according to the powers delegated in KWs / KVA As to Assistant Executive Engineers (Ele.)/ Executive Engineer (Ele.) / Superintending Engineers (Ele.) /Chief Engineers (Ele.)

Execution of line extension/improvement work by Section Officers/ Assistant Executive Engineers (Ele.)

Servicing the connection by Section Officers/ Assistant Executive Engineers (Ele.).

### **2) Attending the customer complaints:**

Section Officers register the complaints and attend.

There are separate central complaint sections in city places.

### **3) Billing and Accounting:**

Meter readers under Section Officers will take meter reading and issue bills.

Assistant Executive Engineer (Ele.) is the head of the sub-division ,

Section officer is the head of the section office.

Verification of bills can be made by Assistant Executive Engineer (Ele.) /Section officers.

These Accounts Sections are supervised by Senior Assistant/Assistant Accounts Officers of respective Sections/sub-divisions.

### **4) Sanction of new extension/Improvement Works on Distribution Network:**

Estimates for works prepared by Section Offices or Assistant Engineers (Ele.)/Junior Engineers (Ele.).

Sanctions are made by Assistant Executive Engineers (Ele.)/ Executive Engineer (Ele.) / Superintending Engineers (Ele.) /Chief Engineers (Ele.) as per their power of Sanction.

Works are executed through department/contract by Assistant Executive Engineer (Ele.) /Section officers.

Funds/Budget is given by FA/CEE (CP) Corporate office.

**5) Appeals on Disputed bills:**

Complaints on regular bills shall be attending by local billing sections.

Supplemental bills/bills on misuse/unauthorized use can be appealed to Executive Engineer (Ele.) / Superintending Engineers (Ele.) /Chief Engineers (Ele.) /Corporate office depending upon the amount of the bill.

**6) Material Purchase:**

Assistant Executive Engineer (Ele.) shall purchase few petty materials according to his powers of sanction. In other cases, requisitions are given by Executive Engineer (Ele.).

Executive Engineer (Ele.) shall purchase certain category of materials as listed. In rest of the cases, requisitions are given to Superintending Engineer (El).

Superintending Engineer (El) will purchase certain listed category of materials. In other cases, requisitions are sent to CEE.

SEE (T&P) Corporate office will purchase the major materials as per the power delegated to them.

Store Budget shall be prepared and released by SEE(T&P) annually/quarterly.

**7) Sanction of Schemes on Major Items of Capital Works:**

The Corporate office (SEE (T&P) ) shall accord sanctions on the basis of schemes/programs approved by MD/Board.

**8) Employees Transfer:**

Executive Engineers (Ele.) s will transfer Group C & D Employees under their jurisdiction.

Superintending Engineers (El) s will transfer Group C & D employees under their jurisdiction.

Chief Engineers can transfer all employees under their jurisdiction.

Managing Director has all the full authority on employees' transfers.