

ಹುಬ್ಬಳ್ಳಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ
ನಿಯಮಿತ

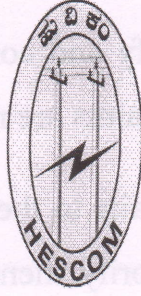
[ಕನಾಟಕ ಸರ್ಕಾರದ ಸಂಪೂರ್ಣಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ.]

ಕಂಪನಿ ಕಛೇರಿ

ಹಳೇ ಪೂನಾ ಬೆಂಗಳೂರು ರಸ್ತೆ ನವನಗರ ಹುಬ್ಬಳ್ಳಿ-580 025.

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**HUBLI ELECTRICITY SUPPLY
COMPANY LIMITED**

[Wholly owned Govt. of Karnataka undertaking]

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Company Identity Number[CIN]: U31401KA2002SGC030437

Ref No: HESCOM/GM (T)/SPA/2018-19/CYS-3695

Date: 24.12.2018

Circular

Sub: Reporting and updating of failed and replaced distribution transformers to
1912 call centre

Ref: Circular HESCOM/SE (IT)/EE (IT)/AEE-2(IT)/16-17/CYS-1966

DT: 29.08.2016.

In continuation to earlier circular mentioned in reference, it is very much regretted to note that most of the field officers are not informing and updating the failed distribution transformers and replaced distribution transformers details every day to call centre. It is evident from the data available at call centre, that most of the consumers especially IP sets consumers are complaining to higher officers informing that their failed distribution transformers are not being replaced even after 15 days and in some cases more than a month. Also it is observed that many of the officers are not checking and verifying the details entered and is not analyzing reasons for delay in replacement of failed distribution transformers.

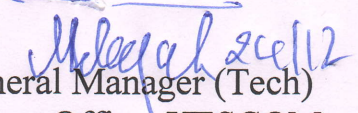
Hence, standard procedure is required in declaring and replacing the failed distribution transformers and the following guidelines is to be followed.

1. Every section officer has to inform the failure details of each distribution transformer within 24 hours of failure to 1912 call centre and often the complaint ID. Even when consumer also call 1912 regarding failure of DTR's, the complaint has to be registered and transferred to concerned section officer.

The Section officer has to verify and confirm the failure of DTR's which are registered after consumer complaints are received.

2. While informing the failure details to the Sub Division/Division the concerned section officer has to compulsorily mention the complaint ID along with all other details of failed DTRs.
3. The Executive Engineer/ Assistant Executive Engineer (El) of O&M Sub Division while taking information from concerned Section Officers shall insist for complaint ID as a mandatory information and then only they should issue either W. O / T. W. O for replacement of failed transformers.
4. The complaint ID of failed distribution transformers shall be specifically mentioned in messages, estimates, work order register and then in indents mandatorily without which the indent shall not be accepted by store keeper/ store officer.
5. After replacement of failed distribution transformers the replaced date details has to be informed to 1912 call centre on the same day itself. If the replacement is delayed beyond SOP, the reasons are to be mentioned and the complaint has to be closed by competent authority.
6. A new format of details of distribution transformers failed, complaint ID taken. W.O. issued and replacement done is attached along with this circular and same consolidated information has to be submitted every day morning by 12 noon of previous day's information by concerned Chief Engineer (El) and same has to be mailed to the E-mails ID of eera.hescom@gmail.com.
7. All the estimates of failed distributions transformers along with failure details and complaint ID has to be processed through ERP software only with effect from 01.01.2019 i.e. entering of failure details, preparation of estimates, sanctioning of estimates, processing of indents, C- register booking and CR's

and all such activities have to be done through ERP software only. To reconcile one time the failure details of all failed distribution transformers has to be updated in ERP software which are failed from 01.04.2018 onwards and also failed before 31.03.2018 and replaced and faulty DTR's returned on or after 01.04.2018. The above activities have to be personally monitored by all controlling officers and they should check the details in ERP software everyday regarding processing of above activities through ERP software. Any violation of above guidelines will be viewed seriously and disciplinary action will be initiated on erring officers. If any difficulty in processing of above activities, the concerned has to send a mail to Superintending Engineer (IT) with a copy to General Manager (Tech) and Superintending Engineer (PMC) for information.


General Manager (Tech)
Company Office, HESCOM
Hubballi.

Copy to all through E- Mail for information and needful action:

1. The Chief Engineer (El) Hubballi/ Belagavi Zone, HESCOM, Hubballi/ Belgavi.
2. The General Manager (Admin & HRD) Company Office, HESCOM Hubballi.
3. The Superintending Engineer (El) PMC/ IT & MT/ T&P Company Office HESCOM Hubballi.
4. All the Superintending Engineer (El) O&M Circle, HESCOM, Hubballi/ Haveri/ Sirsi/ Belagavi/ Chikkodi/ Vijayapur/ Bagalkote.
5. All the Executive Engineers O&M Division HESCOM to instruct all their subordinate officers.
6. The Executive Engineer (El) P-3 Company Office, HESCOM Hubballi to E-mail the consolidated report of daily failure of transformers to Executive Engineer (El) RA section E-mail.eera.hescom@gmail.com.
7. Copy to SPS to Hon'ble Managing Director /Director Technical/Chief Financial Officer/Financial Adviser (IA) to bring to the kind knowledge of Hon'ble Managing Director / Director Technical /Chief Financial Officer/Financial Adviser (IA)
8. MF/OC

ನೋಂದಾಯಿತ ಕಛೇರಿ: ಕಂಪನಿ ಕಾರ್ಯಾಲಯ, ಹಳೇಪೂ.ಬೆಂ. ರಸ್ತೆ, ನವನಗರ, ಹುಬ್ಬಳ್ಳಿ- 580 025, ಕರ್ನಾಟಕ

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HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

Annexure CCC

Details of DTR's failed, replaced and reported for 1912 call centre as on

1	2	3	4	5	6	7 (=3+6)	8	9	10	11	12 (=4+6-9)	13 (=5+10-11)	14 (=7-8)	15
SL. No.	Name of the Division	O.B of failed DTRs to be reported to 1912 call centre	O.B of failed DTRs to be replaced	O. B. of replaced DTRs to be reported/updated in system	Total No of DTR's failed today	Total No of DTR's to be reported to 1912 call centre	Total No of failed DTR's reported today to 1912 call centre (complaint ID taken)	Total No of failed DTR's W/O/T. W. O issued for replacement today	Total No of failed DTRs replaced today	Total No of replaced DTR'S updated/ reported to 1912 call centre	Total No of Balance DTR'S to be replaced	Total No of Balance replaced DTR'S to be reported/ updated in 1912 call centre	Total No. of balance failed DTR's to be reported call centre	Remarks

Chief Engineer (EI)
Hubballi / Belgavi Zone _____