

2. POWERS AND DUTIES OF FUNCTIONAL HEADS/OFFICERS & EMPLOYEES OF COMPANY

AUTHORITY

DUTIES BEING PERFORMED

BOARD OF DIRECTORS

As per the provisions of Memorandum of Association & Article of Association

[Link](#)

Executive Director (HR)

In charge of Human Resources Affairs.

Executive Director (Commercial)

In charge of Commercial, Load Management, Power Purchase, Distribution Franchise.

Executive Director (Projects)

In charge of distribution projects like Infrastructure, APDRP, Special Projects, RGGVY & Material Management.

Executive Director (Corporate Planning)

In charge of Corporate Planning, Internal Reforms, Regulatory affairs, Testing, Civil & Corporate Communications.

Regional Executive Director I

In charge of Bhandup (Urban), Konkan and Kalyan Zones.

Regional Executive Director II

In charge of Baramati, Jalgaon, Kolhapur, Latur, Nasik, Nanded and Pune Zones.

Regional Executive Director III

In charge of Nagpur (Urban), Nagpur (Rural), Amravati and Aurangabad Zones.

Functions & duties of Field Chief Engineers are as under:-

- i. Overall supervision and implementation of various activities under his area of jurisdiction as per the policies setout by Corporate Office and GoM from time to time,
- ii. To redress the grievances of the consumers

- iii. Monitoring of release of connections to the new applicants as per rules and procedure
- iv. Monitoring of recovery of company's dues from the consumers.
- v. To attend the meetings convened by the Ministers, GoM/Gol offices like Commissioner.
- vi. To utilize the funds as per the target set by Corporate Office from time to time,

Functions & duties of Field Suptdg. Engineers (Circle) are as under:-

- i Overall supervision and implementation of various activities under his area of jurisdiction as per the policies setout by MSEDCL from time to time.
- ii To redress the grievances of the consumers
- iii Monitoring of release of connections to the new applicants as per rules and procedure
- iv Monitoring of recovery of company's dues from the consumers.
- v To attend the meetings convened by the Ministers, GoM offices like Collector, Chief Executive Officer of Zilla Parishad.
- vi To utilize the funds as per the target set by Corporate Office from time to time.

Functions & duties of Field Executive Engineers (Divisions) are as under:-

- i Overall supervision and implementation of various activities under his area of jurisdiction as per the policies setout by MSEDCL from time to time.
- ii To redress the grievances of the consumers
- iii Monitoring of release of connections to the new applicants as per rules and procedure
- iv Monitoring of recovery of company's dues from the consumers.
- v To attend the meetings convened by the Ministers, GoM offices like Collector, Chief Executive Officer of Zilla Parishad.
- vi To utilize the funds as per the target set by Corporate Office from time to time.

Functions & duties of Field Dy Executive Engineers/Assistant Engineers (Sub Dns.) are as under:-

- i Overall supervision and implementation of various activities under his area of jurisdiction as per the policies setout by MSEDCL from time to time.
- ii Maintenance of supply and redressal of fuse call off complaints.
- iii Issue and distribution of energy bills to the consumers and redressal of billing complaints.
- iv Release of connections to the new applicants as per rules and procedure
- v To recover company's dues from the consumers.
- vi To redress the grievances of the consumers
- vii To attend the meetings convened by the Block Development Officer of Panchayat Samiti

Functions & duties of Field Junior Engineers/Sub Engineers(Section Office) are as under:-

- i Overall supervision and implementation of various activities under his area of jurisdiction as per the policies setout by MSEDCL from time to time.
- ii Maintenance of supply and redressal of fuse call off complaints.
- iii Acceptance of A-1 forms for new connections, undertake survey and check technical feasibility, issue demand note and release connections as per rules and procedure.
- iv To recover company's dues from the consumers.
- v To redress the grievances of the consumers

3 DECISION MAKING PROCESS, SUPERVISION AND ACCOUNTABILITY

Officers exercise their powers as laid down in various General Orders and circulars issued from time to time.

Link for:

- Financial Powers as per GO 2(S & S)

- *Commercial Powers as per Commercial Circulars*
- *MSEB Employees Service Regulations*
- *Classification & Recruitment Regulations*

4 THE PHYSICAL & FINANCIAL NORMS SET BY THE ORGANISATION

The financial norms are to be followed strictly as per the procedure set out in the GO2 and amended from time to time. Further based on the techno-economic considerations and subject to availability of funds the physical targets are also set circle wise, division wise and efforts are made to achieve them.

5 RULES, REGULATIONS, INSTRUCTIONS, MANUALS, RECORDS, RELATED WITH THE FUNCTIONING OF OFFICE CONSTITUTING THE ORGANISATION

ACT : INDIAN ELECTRICITY ACT 2003

REGULATIONS : AS PER MERC/CERC

CIRCULARS : On matters relating to Operation and Maintenance, Commercial, Personnel, Financial and Administration are issued from time to time.

- Link for Circulars/Act/ Regulations

6 STATEMENT OF THE CATEGORIES OF DOCUMENTS HELD BY IT OR UNDER ITS CONTROL

A-1 form for new connection, Forms for change of name in connections.

Copy of the Energy bills

Consumer personal ledger (CPL)

Complaint registers

Receipt/dispatch registers

Maharashtra Electricity Regulatory Commission (MERC) (Standard of Performance of Distribution Licensees, period for giving supply and Determination of Compensation) Regulations, 2005

Maharashtra Electricity Regulatory Commission (MERC) (Electricity Supply code and other conditions of Supply) Regulations, 2005

Tariff booklet

GO2

Service Regulations (SR)

Various circulars, orders and correspondence

7 PARTICULARS OF ARRANGEMENT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN FORMULATING POLICY OR IMPLIMENTATION THEREOF.

As per section 166(4) of EA 2003, co-ordination forum (State Advisory Committee) is constituted at State level.

As per section 166(5) of EA 2003, co-ordination committees are constituted at district level.

8 NAMES OF THE BOARD OF DIRECTORS OF THE COMPANY

NAME OF THE DIRECTOR	DESIGNATION
Shri Ajoy Mehta, IAS	Managing Director, MSEDCL
Shri V. K. Kanade, IAS, Principal Secretary (Energy)	Director
Shri Director (Operations) MSEDCL	Director
Shri Dattatraya Wavhal – Director (Finance) MSEDCL	Director
Shri M.K. Deore – Director (Projects), MSEDCL	Director
Shri P.V.Page	Director
Dr. Ashok Harne	Director

- Board Meetings are not open to public

9 DIRECTORY OF THE OFFICERS AND EMPLOYEES (Click here)

10 MONTHLY REMUNERATION AND COMPENSATION (Click here)

11 ANNUAL BUDGET ALLOCATION AND EXPENDITURE STATEMENT

- For Annual Budget (Click here)
- For Statement of Accounts (Click here)

12 MANNER OF EXECUTION OF SUBSIDY PROGRAMMES AND DETAILS OF BENEFICIARIES

MSEDCL is basically involved in Distribution of Electricity through 33/22/11 KV Sub-stations. MSEDCL provides power supply at a highly subsidized rate to about 75% consumers including the consumers in BPL, Agriculture, Public Water Works, Residential (lower consumption) etc. categories. The Agriculture & power loom consumers are further subsidized by GoM & this subsidy is paid by GoM to MSEDCL in cash. The Power supply for SC,ST is released on priority under Special Component Plan (SCP), Tribal sub plan (TSP), other tribal sub plan (OTSP). The funds are generally provided by GoM as grant.

Rajiv Gandhi Gramin Vidyutikaran Yojana (RGGVY) is the scheme sponsored by Gol.

The features of RGGVY Scheme are as under:-

- i The scheme aims to electrify all villages as per the 2001 census and according to new definition of electrification.
- ii It aims to extend power supply to 100% BPL (Below Poverty Line) Households. Service connection cost & in house one and half point fitting wiring cost not to be recovered from such beneficiaries.
- iii BPL category certificate is issued by the concerned Block Development Officer.

13 DETAILS OF THE RECIPIENTS AND NATURE OF CONCESSION, PERMITS

- 33.64 Lakh Agricultural Consumers.
- 80,928 Power Loom Consumers.
- 7,00,594 Domestic Consumers in BPL category
- 11,66,384 RGGVY beneficiaries

The SC/ST/ DTNT category applicants can get the new residential connections by paying only security deposit and application fees and they need not pay any other charges.

14 DETAILS OF INFORMATION IN ELECTRONIC FORM AVAILABLE IN OFFICE

- Consumer Bills, consumption pattern & payment pattern, history
- Monthly metered consumer's sale, billed amount & Collection reports.
- Feeder hourly readings
- Reliability Indices (SAIFI/SAIDI/CAIDI)
- Number of Consumers, Contract Demand & Connected Load
- Energy Audit Reports

15 FACILITIES AVAILABLE (LIBRARY, PUBLIC COUNTER ETC) TO CITIZENS FOR OBTAINING INFORMATION

Notice Boards are provided in the premises of the MSEDCL offices.

Presently there are no Libraries,

16 List of the APIOs, PIOs & AAs (Click here)

17 SUCH OTHER INFORMATION AS MAY BE PRESCRIBED

For redressal of consumer grievances MSEDCL has set up Consumer Grievances Redressal Forums (CGRFs) at Zonal level.

Forums for Redressal of Consumer Grievances have started functioning at zonal level with Chairperson and a Member in the service areas as per provisions of Electricity Act-2003.

Internal Consumer Grievances Redressal Cells (ICGRCs) are established for redressing consumer complaints at all circle offices.

For Customer satisfaction 24x7 operating 15 call centers have been commissioned for redressing “no power” complaints of consumers in that area. Toll Free Call centre number is 18002 333435.

50 Customer Facilitation Centers (CFCs) have been commissioned at sub division level for redressing billing complaints of consumers. The basic idea is to introduce single window clearance for consumers at sub divisional level.

Any time payment machines for bill payment (24X7 hours) have been installed in major cities.

Energy bill of the individual consumer can be viewed on the MSEDCL website.

<http://billing.mahadiscom.in>

The Urja Mitra meetings are arranged at division, circle and zone levels after regular intervals.