

Tamil Nadu Electricity Board Engineers' Sangam

தமிழ்நாடு மின்சார வாரிய பொறியாளர் சங்கம்

Regd. No. 124/MDS (Recognised)

(Affiliated to All India Federation of Power Diploma Engineers)

793, Electricity Avenue, Anna Salai, Chennai - 600 002.

44, Ramasamy Garden Street, Royapetah, Chennai - 600 014

Phone : 28521968, E-mail : tnebes@yahoo.co.in

PRESIDENT

Er. A. ANTONYPADOVARAJ

GENERAL SECRETARY

Er. V. ASHOKKUMAR

TREASURER

Er. R. BADRINARAYANAN

To

THE CHAIRMAN cum MANAGING DIRECTOR,
TANGEDCO,
Chennai-600 002.

Lr.No.GS/TNEBES/F1/D181 /2013,Dt.24.01.2013.

Sir,

Sub: Grievances in Distribution Sections – Sub divisions – represented – no
developments – reminded – Reg.

Ref: Our representation D146/2012,Dt.22.12.2012.

With reference to the above we have represented certain grievances in the
Distribution Sections and Sub-divisions and requested date for discussion for the
improvement of functions and for better consumer relations.

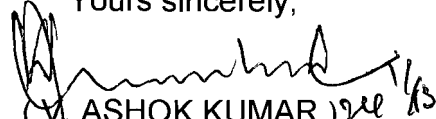
As directed by the Chairman cum Managing Director, we have given the
representation to the Director / Distribution and the Chief Engineer / Distribution /
Chennai.

We would like to mention that no improvement is made in the field condition.

We request the kind attention of the respected Chairman cum Managing Director
to initiate action early to settle the field grievances.

Thanking you, Sir,

Yours sincerely,


V. ASHOK KUMAR
General Secretary.

Encl: Our rep. D146 / 22.12.2012.

Copy to:

The Director / Distribution / TANGEDCO.
The Chief Engineers / Distribution Region / TANGEDCO.



Tamil Nadu Electricity Board Engineers' Sangam

தமிழ்நாடு மின்சார வாரிய பொறியாளர் சங்கம்

Regd. No. 124/MDS (Recognised)

(Affiliated to All India Federation of Power Diploma Engineers)

793, Electricity Avenue, Anna Salai, Chennai - 600 002.

44, Ramasamy Garden Street, Royapetah, Chennai - 600 014

Phone : 28521968, E-mail : tnebes@yahoo.co.in

PRESIDENT

Er. A.ANTONYPADOVARAJ

GENERAL SECRETARY

Er. V. ASHOKKUMAR

TREASURER

Er. R.BADRINARAYANAN

To

THE CHAIRMAN cum MANAGING DIRECTOR,
TANGEDCO,
Chennai-600 002.

Lr.No.GS/TNEBES/F1/D 146 /2012,Dt.22.12.2012.

Sir,

Sub: Grievances in the Distribution sections and sub-divisions – represented- date for discussion - requested – Reg.

Ref: Distribution Section and Sub-division officers Meetings.

--

To consolidate the grievances that prevail in the distribution sections and sub-divisions with the intention to redress and to enhance the consumer satisfaction, we have conducted meetings at regional level.

The following are some of the grievances commonly expressed by the officers of Distribution Sections and Sub-divisions. We request the respected CMD to kindly discuss and settle the grievances early for smooth functioning of the Board.

Common grievances:

- **Basic essential materials** to maintain supply like fuse wires, cables, compounds, pillar box - aluminum clamps, flats, stem bolts, meters, PT. insulator, etc., are not available.
- Materials are not available at **Sub-stores**.
- **Inadequate supply and Sub-standard materials are supplied to the field** this results in repeated breakdowns and increased interruption to the consumers.

For example: 11 KV PT insulators (Post Type insulator) are not available at stores for more than 2 years. Very limited quantity nearly 2 to 5 % of demand is supplied. In the year 2011 it was supplied only one time that too with manufacturing defect. We learn that, not even a single PT is used in the field. It is a rare material, very difficult to purchase from outside market. To meet the urgency 11 KV AB switches with complete set(Iron frames, PT insulators, fixed and moving contacts) are drawn from the stores

Tamil Nadu Electricity Board Engineers' Sangam

and the PT insulator and contacts are used and the remaining are kept idle / unused. This is huge loss to the board. This could have been avoided if the authorities responsible have kept their concentration on the realities in the field.

- **Poles are not transported through stores.** Instead the section officers are directed to transport poles from other circles. No transporting arrangements are made either by the higher officers or by the authorities of the stores.
- **Major maintenance / repair works like attending HT cable faults / replacement of power transformer/Breakers/ Switch gears etc,** are exclusively left to AE/JE to attend on their own. Earlier temporary advances were approved to the AE/JE to arrange for men and materials, now-a-days it is not approved.
- **The pathetic section officers has to arrange for EVERYTHING from their pocket including purchase of materials, transporting of materials /poles etc.,** The AE/JEs are forced to bear the expenditure of the board from their pocket. Otherwise they are warned to get transfer to other than Distribution wing. This attitude of the management forces the AE/JE for unhealthy practices resulting in stigma to the AE/JE only.
- **Assistant Engineer / Junior Engineers are instructed to receive materials under 'T' note to execute works.** Even after completion of the works estimates are not sanctioned by the competent authorities. Disciplinary actions are initiated against the section officers for the delay/pending regularization of the transactions which affects their service carriers like promotions and request transfers.
- **The Oil used in Distribution Transformers to protect it from failure is not supplied for years together.** Due to shortage of oil many distribution transformers fails and causes huge damage to the Board. Our efforts to supply transformer oil to the distribution sections to save the transformer from failures have failed for the reasons best known to the management. To our surprise in many circles the failed Distribution Transformers with the actual oil condition/level are not accepted by the special maintenance/stores. The Section Officers are force to hand over transformers with full oil, which the Board has not at all supplied for many years. Board should come out clearly when they are going to supply transformer oil and avoid the failure of distribution transformers and avoid loss to the board and in turn improve the service to the consumers.
- **Non-standard materials, poles and clamps supplied to the field.** Causing additional burden to the section officers to arrange for non-standard pole clamps.
- **Non-availability of the energy meters** is the day-to-day problem in the section office. Lot of frictions with the consumers, particularly after the revision of tariff is arising due to this meter problem. Due to this shortage of meters board is incurring huge loss every second. Lot of energy meters which are defective in the field could not be replaced immediately. The existing infrastructure in the distribution circles to test the defective meters are not utilized because of the flimsy reason that the suggestion is given by TNEB Engineers' Sangam. The recommendation of the then

Tamil Nadu Electricity Board Engineers' Sangam

respected Chairman in this issue is also left unconsidered. Lot of press releases regarding the complaints and non availability of meters are published regularly. This reflects the acute grievances of the consumers.

In the interest of the Board, we request the Chairman cum Managing Director to kindly reconsider the testing of meters departmentally, first with the existing infrastructure and then to strengthen it to our requirements

- **Assistant Engineers / Junior Engineers/Assistant executive Engineers should not be compelled to attend “mass” disconnections works.** The services of Assistant Engineer / Junior Engineer/ Assistant executive Engineers should not be degraded to attend the disconnection works which was entrusted with the RWE categories. This degradation reflects adversely in the routine functions of the section officers where the consumers are not respecting the section officers and sub-division officers.

Technical:

- **Preparation to meet the summer 2013**, which starts immediately from February to August, is yet to find its place in the action programme. In anticipation of the “R-APDRP Part-B schemes”, major improvement works like erection of feeders, distribution transformers etc., have not been sanctioned under improvement heads for the past one year in many circles. The schemes sanctioned under part-B have to be completed on priority basis without further delay to meet the summer.
- **All feeders / sub-stations in all metro areas are brimming with over load.** It is very difficult to accommodate the load even if the generation is improved in these metro areas. Strengthening of lines/equipments, providing of additional feeders / bifurcation of feeders has to be done on war footing basis by identifying the critical areas. Land Acquisition process for the establishment of Sub-stations has to be completed and erection works to be started as early as possible.
- **All equipments in the sub-stations are over strained to handle the present power conditions.** Particularly the breakers are the worst affected due to frequent operations. All the equipments are to be maintained and protected on priority with immediate effect. The spares for the above breakers have to be arranged by the superintending Engineers. Otherwise the problems relating to operation of equipments and outage will be more. This will increase consumer dissatisfaction.
- **All the maintenance posts of 110 KV sub-stations must be filled up immediately** and they should be entrusted with the maintenance of the equipments.

FOC:

- **Due to various reasons the FOC vehicles are not running for more than 8 months.** It gives undue hardship to the section officers in arranging the vehicle in case of emergency. For the arrangements made privately, the section officers are not permitted to claim the same from the Board.

Tamil Nadu Electricity Board Engineers' Sangam

- **Two wheelers like Mopeds / TVS-50 are not suitable for FOC works. It is unsafe to travel and work during night shifts and rainy days.** Earth rods, ladders etc., cannot be transported with two-wheeler which results in accidents. Hence four wheelers must be arranged and to be operated round the clock in all the FOC centers to provide better service to the consumers.


PROJECT BEST:

- **The "Project BEST" is immersed in the software, hardware and maintenance contract problems for many years.** The problems of connectivity, the backup, non attending of complaints by the contract persons are perennial in nature. The repeated representations and discussions does not yield any result. Responsibility has to be attached to the concerned authorities to solve the problems with a specific time limit.
- **The responsibility of assessment and billing has to be decentralized.** The "user ID/Password" given to Assessor / I.A. / RS are for limited purpose only. Responsibility to be attached to them to use their user ID/Password for the functions related to their duties. This will relieve the section officers from "using / misusing" their password by the other sub-ordinate staff, which always results in misappropriation and unwanted problems.
- **Assessor PR (Printed Receipt for collection of cc charges) is not supplied sufficiently in time.** The section officer has to search and borrow the PRs from the nearby collection centre /sections/circles for urgent needs to avoid closure of collection.

We request the respected CMD to kindly allot us time to discuss the issues to improve the performance and smooth functioning of the Board.

Thanking you, Sir,

Yours sincerely,


(V. ASHOK KUMAR)
General Secretary.

Copy to:

The Director / Finance / TANGEDCO.

The Director / Distribution / TANGEDCO.

The Chief Engineer / Personnel / TANGEDCO.

The Chief Engineer / MM/TANGEDCO.

All Chief Engineer / Distribution / TANGEDCO.

All Superintending Engineer / Distribution / TANGEDCO.