

# 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)

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TREASURER

Er. R. BADRINARAYANAN

96001 49791

To

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

Lr.No.GS/TNEBES/F1/ D91 /2016.Dt.07.05.2016.

Sir,

Sub: Suggestions to improve performance and to maintain un-interrupted power supply – Date for discussion - requested – Reg.

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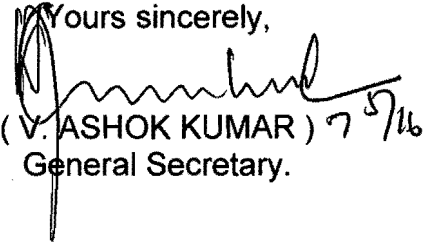
We submit herewith suggestions for improving the performance and to maintain un-interrupted power supply to the consumers particularly during Election and summer. It contains two parts, Part - A – deals with the action to be taken on Short term basis and Part-B – long term basis.

Detailed discussion on the points suggested and decision taken to implement the suggestions will be more effective, improve the functions of the Board, enhancing the satisfaction of consumers and image of the Board and reduce the burden of section officers.

Hence, we request the respected Chairman cum Managing Director to kindly allot us time for discussion.

Thanking you, Sir,

Yours sincerely,

  
(V. ASHOK KUMAR) 7/5/16  
General Secretary.

Encl: Suggestions – 10 Sheets.

Copy to:

The Director / Distribution / TANGEDCO.

The Secretary / TANGEDCO.

The Chief Engineer / Personnel / TANGEDCO.

All Chief Engineers / Distribution / TANGEDCO.

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## IMPROVING PERFORMANCE AND MAINTAINING UNINTERRUPTED POWER SUPPLY

### PART – A. SHORT TERM MEASURES

a) Immediate attention requested on the following points until election and summer:

1) Presently Section Officers are forced to carry out non- priority works than maintaining uninterrupted power supply, they should not be insisted to perform following non maintenance works until election & summer.

1. Disconnection / Reconnection works
2. DT metering works
3. R-APDRP meter changing works
4. GIS mapping works
5. Pillar level raising works etc.,

2). As section officers are engaged in round the clock maintenance, posting them again for the shift / in-charge for polling booth and counting centre is unfair and over burdened.

Polling booth supply maintenance – 16.5.2016.

Counting centre supply maintenance – 16<sup>th</sup>/ 17<sup>th</sup>/ 18<sup>th</sup>/ 19<sup>th</sup> – 5 - 2016 (4 Days).

**For the above duties engineers working in other than O&M (Office posts ) are to be posted under the overall in-charge of Superintending Engineers/ Executive Engineers for effective monitoring.**

- 3). Normally during summer and important days, section officers will be available at their jurisdiction to attend breakdown and consumer calls during the peak hours, up to night 11.30 pm. It will continue till election and summer.
- 4). Considering work burden section officers are to be exempted from attending **individual calls** between midnight 12.00 hrs and 6.00 hrs. in the morning. However major works, if any, to be attended in their jurisdiction will be attended by them round the clock, even during the above odd period.
- 5). Food and conveyance allowance – Rs.250/- day to be paid for all employees attending night peak hour duty considering the cost of food and travel expenses.
- 6). Section officers and staff are to be motivated by higher officials to meet the crucial situation like election and summer, instead of demoralizing and threatening activities that is being adopted generally. Higher officers are not sharing the additional work responsibility. All the works are water downed on the section officers.

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Positive and work sharing attitude from higher officers are expected for the best performance of the Board.

## MATERIALS REQUIRED

### Availability of following materials are to be ensured:

- For Pillar maintenance**
- Aluminum flats / Clamps
  - Stem Bolt – ½", 3/8"
  - insulators.
  - Fuse wire - for Section – 5 Kg / Week
  - for FOC Centre – 10 Kg / Week
  - Earth pipe
  - Earth wire – 6 SWG

**For O&M – Maintenance :** LT Cable / Week

- 25 Sq.mm - 60 Mts.
- 120 Sq.mm. - 60 Mts.
- 240 Sq.mm. - 60 Mts.
- L.T Compound - 5 Tins / Week
- Aluminum S/C wire - 2 (or) 3 coil / section.

**For Distribution Transformer :**

- LT- Bushing rods – 4Nos (1Set) /Transformer
- LT Clamps
- Breather
- Empire tape / insulation tape.
- Aluminum Socket – 50 Sq.mm (For earthling)

**RC oil to fill up in Distribution Transformer :**

RC oil is not supplied for years together. It must be supplied without further delay.

(Approximate oil required for topping in DT )

100 KVA	-	25 Lts.
250 KVA	-	40 Lts.
500 KVA	-	100 Lts.

(Minimum 2 - 3 drums of oil required to top up to prevent transformer from failure requirement given is for minimum 10 % of the existing DT per section)

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**H.T Maintenance** : Adequate quantity to be made available at sub-stores.

11KV - Straight joint kits and termination kits

11 KV - AB Switch - fixed / moving contacts

11KV - pin insulator , pin and disc insulator

11KV – PT Insulators.

**OH materials:**

AAC conductors - 7/3.35, 7 / 3.15, 7 / 2.50.

**Rolling stock of DT at Division level ;**

100 KVA	-	2 Nos.
250 KVA	-	2 Nos.
500 KVA	-	1 No.

Immediate supply of all capacity of DTs for replacement of failed units without insisting for unwanted procedures which delays restoration of supply.

**Transport :**

- One crane lorry / Circle
- One Lorry / Division

### **O & M .**

1. All orders of Diversion to be cancelled with immediate effect to provide minimum man power to maintain uninterrupted power supply.
2. All failed DT to be rectified / replaced immediately on priority.
3. All HT cable fault to be rectified on war footing basis.
4. HT cable joint / termination kits are to be supplied to the requirements at sub-stores.
5. DT - LT Bushing rods – 4 Nos. (set) to be made available by department.

(Or)

*Bushing rods to be purchased through Temporary advance from the market.*

Approximate rates prevailing in the market (Chennai).

100 KVA DT	-	Rs.400 /rod
250KVA DT	-	Rs.800 /rod
500 KVA DT	-	Rs.1500/rod.

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6. D.T. failure – Transport arrangement by department crane lorry  
(Or)  
*Private Crane may be allowed to be hired at the cost of Rs.5000/ through temporary advance.*
7. 33 KV Fault – Joint / termination kits to be made available at all Central Stores – Instead of waiting for supply from CDC wing.
8. Rate approval to be accorded for attending 11KV and 33 KV HT cable faults by O&M wing.
9. RCC pole – to be supplied at Sub-division level instead of directing section officers to transport from very long distance.
10. Separate MRT/SPL Maintenance wing needed for maintenance of Ring main Units "RMU" and to bring back RMUs which are under fault / NOT in service.

### Fuse Of Call Centres- ( FOC ).

1. Telephone Operators posted on contract are mostly not attending shift duties, particularly during evening and night. This reflects badly on the image of the board. Hence Departmental Telephone Operators to be posted to avoid such unwanted problems in the field.
2. Communication plays major role in restoration of supply. For which the following are essential.
  - All mobile phones of FOC to be ensured for their worthiness. Where ever phones not in working condition or supplied more than a year back, it must be replaced by concerned AEE through imprest as done in the control centre / Chennai.
  - The CUG mobile and land line phones are always found to be engaged during breakdown / restoration of supply. During above period consumer calls could not be attended / received. To avoid such complaints an additional mobile phone to be provided for shift staff exclusively for FOC operations.
  - Spare battery suitable for the mobile phones to be provided through imprest / Temporary advance to avoid delay in communication.

The above will not make much financial commitment to the board. But, will definitely improve the efficiency , reduce consumer complaints and outages.

3. FOC Vehicle must run for 24 x 7 x 365 days with one drivers / shift. We learn that now it is running generally for one shift preferably Night due to restrictions in the ceiling limit for the FOC vehicle that too mostly with one driver / day. This creates problem to movement of staff and restoration of supply.

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The FOC vehicles are generally used by higher officials and least priority is given for attending FOC works. This must be immediately stopped and the vehicle must be made available for FOC works throughout the day.

4. Extending Mobile operations by control centre to the extended metro areas like Ponneri, Ambattur, Avadi, Tambaram, etc., will reduce outage and interruption.
5. FOC centre to be established at Sub-division level for all city /metro areas.

### **Sub-Stations**

#### **Following materials (spares) are to be made readily available:**

1. 11 KV CT – Indoor / Outdoor types.
2. Spares - contacts, coils, interrupters, etc. for all types of breakers.
3. SS clamps / Bolt nuts.
4. Lighting Arrestors.
5. Termination kits to all SS.
6. Effective functioning of Power Transformer Cooling system to be ensured by MRT.
7. All maintenance / operational posts of substations at all voltage ratings to be filled up immediately.
8. Shift operator / helper must be provided for each shift particularly during night shift.
9. Police protection to be given for all sensitive sub-stations.
10. SS communication – trunked radio to all sub-stations particularly to sensitive Sub-station.
11. SCADA - functions of sub-stations at Chennai now found to be ineffective after modernization (by Dong Fong / China). It must be corrected or original system to be revived.
12. All unmanned SS to be made as manned SS
13. Restriction & Control measures to be dispensed as it fails practically preventing the consumers from using motive power during that period.
14. Adequate capacitor banks are to be provided in all sub stations to reduce VAR load and to avoid over loading of feeders.

### **Section Officers Grievances:**

- 1) Supply restoration period to be assessed considering the actual problem / real conditions that prevail in the field.
- 2) Existing system of execution of works and labour payment through Chit / K2 agreement to be continued.

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- 3) Labour rates to be revised annually, at the beginning of the year, to meet the prevailing market rates.
- 4) Until required manpower as per post sanction is made section officers to be allowed to engage temporary man power to attend works and to meet the emergencies during summer and Election period.
- 5) All major schemes must be executed only by the full pledged construction wings.
- 6) Sufficient flow of funds through imprest must be ensured to purchase urgent, essential materials, to meet labour charges and incidental expenses to maintain un-interrupted power supply to the consumers.
- 7) Imprest amount to be enhanced from Rs.2000 to Rs 4000 for section officers.
- 8) Imprest sanctioning powers to be enhanced (AE/JE-Rs 500, AEE-Rs1000, EE-Rs2000) to meet market rate / cost.
- 9) All materials must be made available in sub-stores and central stores. Details of stock to be posted to section officer e mail.
- 10) Section officers should not be compelled to discharge duties of stores staff, like transporting of materials from other circles or from other wings of the Board.
- 11) Minor defects on Distribution Transformers are to be attended on site by Spl (M) wing.
- 12) All over loaded Distribution Transformers (based on Tong tester/ DT meter readings), to be enhanced immediately with specific time limit, after inspection and approval by the AEE and EE. The same must be regularized within three months from the date of enhancement. Under the leadership of EE/General Engineers working in EE and SE office must be entrusted with responsibility to monitor and to regularize the above DTs.
- 13) **Distribution Transformer on wheels** to be made available (as in other states) at sub-division / division level, depending on the practical condition, for providing alternate arrangement for failed DT. Once DT is replaced, the D.T. on wheel will be released and kept as stand by at sub-division or division level.
- 14) CUG SIM cards (with minimum charge as approved by the board) to be issued to the field staff for better functioning of the Board. *As a first step CUG facility to be approved for the Foreman working in the distribution sections.* The delay in attending the breakdown and the loss of revenue due to delay and the damage to the image of the Board, will be much higher than the cost of providing CUG SIM cards to the field staff.

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## PART- B. LONG TERM MEASURES

### Man power

- 1) Posts to be sanctioned and filled up as per latest work load settlement.
- 2) Entry level posts to be filled up immediately and field staff must be rationally and judicially allotted to all distribution sections.
- 3) Technical Assistant to be posted to all distribution sections as agreed, like city sections, to technically assist the section officers and to improve the performance of the section offices.
- 4) Separate post sanction must be made for executing special schemes like RAPDRP, IPDS, etc., which are either temporary or permanent in nature.
- 5) For 110 KV Substation (Non Grid), Assistant Engineer / Junior Engineer Grade-I maintenance post to be sanctioned as in the past to effectively maintain equipments and to provide un interrupted power supply.
- 6) Section offices are to be supported by the field staff who are physically fit to attend field works. Presently many people are physically unfit to do field work but due to compulsions and pressure they are utilized as ornamental posts. Because of the above said nature, employees who work hard in the field are burdened to work over and above their capacity which results in development of stress, deterioration of health and ends up with unwanted accidents.
- 7) Separate RWE gang to be formed at sub-division level to utilize them for execution of major works / emergency works.
- 8) All employees of the board are to be trained to meet the requirement of serving people and to upgrade them technically to improve the efficiency of the board. In that series first, existing TT&DC to be strengthened to impart training to Mazdoors / CA / CI / LI and TA on their relevant fields. Training must be imparted for enhancing the skills of the assessment and collection staff of the board.
- 9) Sweeper cum Scavenger post to be allowed to all offices of the Board, particularly to the newly formed section offices. Approval may be accorded to the respective officials to engage the Sweeper cum Scavenger temporarily and payment may be made at division level.

### Materials:

- 10) The system of insisting "separate allotment" for drawl of materials from stores is not healthy. It should be stopped.
- 11) Stationeries, essential registers, Requisition books, Devolution Books, OTRs etc., to be supplied without shortage.



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- 12) Allotment of materials must be made based on the work load / burden of the section not on the influence of the individuals.
- 13) Safety equipments to be supplied to all sections to reduce accidents and loss to the Board.
- 14) Most of the OH lines, equipments like D.T., Breakers, RMG etc., have served more than its life period. Orders to be issued to replace above said lines and equipments in a specific time limit. Sanctioning authorities must be directed to co-operate with field engineers in getting sanction and supply of required materials. This will considerably reduce accidents throughout the state and relieve the additional burden on the field engineers / staff.
- 15) Hand Held Device (HHD) – An important instrument for the revenue of the board. Life period of the HHD to be fixed as 2 years and replacement to be made immediately for the HHD which has served the life period to avoid the problems and to improve the revenue of the board.
- 16) Scanner to be supplied to all Circle and division office to store important records in soft form.
- 17) Separate computer to be provided for staff working in the section offices.

### **Technical:**

- 18) R-APDRP and Computer Centre officials must ensure effective and trouble free functioning "GO LIVE" programme. Boards revenue is crippled in most of the areas where the "GO LIVE" programme is activated. Recently in Nagai EDC from 30.03.2016.  
  
Responsible persons to be posted at H.Q. (R-APDRP & Computer centre with field timing) to redress the grievance of field engineers where "GO LIVE" is affected.
- 19) Meters of the board must be specifically designed and purchased to display only the required billing parameters like KWH, KVAH, MD KW & average PF.
- 20) Relays of outdated model are to be replaced with latest relays in all sub-stations to save equipments and to reduce outages.
- 21) Entrust delegation of power to sanction mere service connection for temporary supply and extension work up to single pole with section officers.
- 22) Reading and billings of Wind energy HT service connections, numbering more than hundred, are added burden on the section officers Working in Tirunelveli, Kanyakumari and Udumalpet EDC. It should be delinked from the section officers and to be retained with AEE.
- 23) HT services readings and billings are to be handled only by AEE. Section officers are to be made free from this additional burden.
- 24) Automatic starters in agriculture services are to be barred in delta areas to avoid over loading and failure of Distribution Transformers.

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- 25) All estimates sent for approval by the higher officials are returned number of time. This practice is unhealthy and waste of time and man power. Hence it must be returned only once citing all the points which requires clarification / rectification of defects noticed in the estimate.

If any estimate is returned for more than once, then action deemed fit may be taken against the official responsible for the return. Likewise if the estimate is submitted with defects and in incomplete shape even after pointed out by the competent authority then action deemed fit on the sender of the proposal may be taken, to improve the administrative efficiency.

Best solution to the above issue is "to post only Engineers having field experience to office/technical posts "as in the past.

- 26) Upgrading existing server and software of the board in LT billing to meet the requirements of the field it must be user friendly to the field.

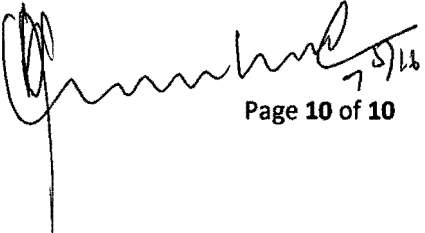
### **Administrative & Policy issues:**

- 27) Land Line / C.U.G. phone – payment to be made from EE / Office to have better communication and to avail concession on group billing to save boards money.
- 28) Considering the need of enhanced communication with officials by the Board and consumers the CUG limit of Section Officers to be enhanced to Rs.500 / month (excluding taxes).
- 29) Board should come out with uniform policy for issuing CUG'SIM card to employees of the Board. At present different norms are adopted in different regions depending on the wishes of the officers concerned.
- 30) Revenue issues / functions / actions are to be dispensed from section officers and they must be allowed to concentrate only on technical matters.
- 31) Expert committee for handling court cases to be formed at circle level. Section officers can be directed to furnish details of the cases to the committee instead of forcing them to run from pillar to post to handle the legal matters apart from being treated shabbily by the advocates and their offices even after paying the charges insisted by them . Normally the charges will be over and above the norms prescribed by the board.
- 32) Audit remarks and recoveries made by audit wing (Non technical persons) on technical matters neglecting / rejecting the approval already made by the higher authorities competent to approve on technical matters must be stopped and section officers must be freed from such unwanted burden and mental stress.
- 33) Section officers should not be punished without due investigation on all matters including accidents which are not directly attributable to the section officers.
- 34) Section officers should not be charge sheeted / included in the FIR , unfairly filed by the police, under non-bailable sections under CRPC for the accidents caused without the knowledge of the section officer. The harassment by police in the recent past has

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increased and the staff and their family are humiliated by these actions. Board should take up the matter with the government to ensure the dignity of the officers and employees of the board.

- 35) Section officers should not be disturbed from attending routine maintenance works. All works other than technical in nature must be detached from the section officers.
- 36) To avoid unnecessary delay and restoration of supply, section officers should not be insisted to come to central office for allotment of DT, for replacement of failed unit.
- 37) Maintenance of the equipments and lines in the coastal areas are different from that of the normal areas of the board. Officials and staff other than the native place are mostly not interested to work in these areas. Hence norms for the above coastal areas are to be fixed separately, like Hill areas, considering the hard working nature of the areas.
- 38) As the CT service Connections are increasing day-by-day taking reading of the CT service is of great difficult for the section officers. Hence the CT reading must be entrusted with the any other person.(i.e. Spl.Gr.FM / FM, RS)
- 39) Responsibility to be fixed on all staff to improve the efficiency of the Board.
- 40) Separate user ID for CA / CI / IA / RS / FM to discharge their official duties.
- 41) Uniform timing (any time - like 9.00 am to 11.00 am) may be allotted to all offices having business with consumers like section / sub division / division and circle offices for meeting consumers and to settle their grievances early.
- 42) Section officers are the easy target for the public and the undisciplined employees to write unanimous petitions to coerce them. Most of them found to be false and not proved. Because of this even transfers with in circle are denied.This adds mental stress on the section officers. Hence, Board should not take action against the unanimous petitions, as in the past.
- 43) Like compounding charges, compensation working sheet to be prepared and handed over by the enforcement wing to avoid unwanted conflict between field staff and consumers.
- 44) Clause 8 (a) of the D&A regulations imposes punishment without enquiry. This clause is being misused widely by the disciplinary authorities. Either clause 8(a) may be deleted or amended as follows "Without enquiry no punishment to be awarded. Only after proper enquiry due actions if warrant may be taken."
- 45) Additional charge allowance to be included in the pay bill without expecting representation from the individual's concerned.
- 46) Co-ordination between TANGEDCO and TANTRANSOCO to be ensured for smooth and seem less operations of the board.

  
7/5/16  
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