MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.

MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

e-Hand Book
Welcome to M.S.E.D.C.L.

Erstwhile Maharashtra State Electricity Board was looking after Generation, Transmission & Distribution of Electricity in the State of Maharashtra barring Mumbai. On enactment of Electricity Act 2003, MSEB was unbundled into 4 Companies viz. MSEB Holding Co. Ltd., Maharashtra State Electricity Distribution Co. Ltd., Maharashtra State Power Generation Co. Ltd. and Maharashtra State Electricity Transmission Co. Ltd. on 6th June 2005.

MSEDCL has over 72,000 Employees who are the real strength of the Organization, it covers area about 300,000 Sq. Kms all over Maharashtra.

MSEDCL supplies electricity to a staggering 2.01 crore consumers across the categories all over Maharashtra excluding the island city of Mumbai. There are about 1.47 crore residential, 34.95 lakh agricultural, 14.16 lakh commercial and 3.63 lakh industrial consumers. An annual revenue of about Rs 32500 crore
M.S.E.D.C.L. Vision

To be the best power distribution utility of India by delivering affordable & quality service to the consumers and contribute to the sustainable development of the state of Maharashtra.

M.S.E.D.C.L. Mission

We as a professional company, rededicated ourselves to serve all our customer by extending reliable and quality power supply at reasonable and competitive tariffs so as to boost agricultural, industrial and overall economic development of Maharashtra.

We commit to honesty, integrity and transparency in action to achieve higher standard of customer’s satisfaction.

We aim at achieving technological excellence and financial turnaround for the overall benefit of the customers.

We will strive hard for system improvement and stress upon preventive maintenance.

We will ruthlessly curb the theft of electricity.

We will encourage and support energy saving activities and Demand Side Management thereby optimizing the use of electricity.

We will fulfill our commitment to society by improving quality of life.

H.R. Vision

Influence, shape, mould and melt our work ethos to make MSEDCL the best distribution utility.

H.R. Mission

HR processes to be transparent, unbiased and impartial.

To form cohesive synergetic teams and develop task and people oriented leadership.

To develop competency based effective and efficient work force responsive to business challenges.

H.R. Mission
Organisation Structure of M.S.E.D.C.L.

**Abbreviations**:

- **O.S.D.**: Officer on Special Duty
- **E.D.**: Executive Directors
- **C.E.**: Chief Engineer
- **C.G.M.**: Chief General Manager
- **C.I.R.O.**: Chief Industrial Relations Officer
- **C.I.O.**: Chief Investigation Officer
- **SE**: Superintendenting Engineer
- **V.&S.**: Vigilance & Security
- **C.P.**: Corporate Planning
- **Comm.**: Commercial
- **P.P.**: Power Purchase
- **TRC**: Tariff Regulatory Commission
- **LM**: Load Management
- **Dist.**: Distribution
- **MM**: Material Management
- **APDRP**: Accelerated Power Development & Reform Programme
- **IT**: Information Technology
- **CF**: Corporate Finance
- **IA**: Internal Audit
- **CA**: Corporate Accounts
- **DF**: Distribution Franchise
- **IR & QC**: Internal Reform & Quality Control
- **HR**: Human Resource
- **T/E**: Technical Establishment
- **T&S**: Training & Security
- **C.C.**: Corporate Communication
Hierarchy of Offices

Corporate office

Regional Executive
Director office

Zone Office

Circle Office

Division Office

Sub-division Office

Section Office
Company’s Profile

- Largest Electricity Distribution Company of India
- Annual revenue for the year 2011-12 was Rs. 32502.84 Cr. and targeted revenue for 2012-13 is Rs. 48,676 Cr as per ARR (Annualized Revenue Requirement). Consumer Strength as on Sept 2012 is 20059879.
- Line loss has been reduced to 16.28% in 2011-12
- Collection efficiency for the year 2011-12 is 97.14%
- 80% of Maharashtra State is load shedding free and we are marching towards load shedding free Maharashtra.

Consumer Services

- Consumers can receive their monthly bills through e-mail by registering on MSEDCL’s website.
- Online bill payment facility has been made available for all LT consumers across the state by commissioning own Payment Gateway on MSEDCL website www.mahadiscom.in
- 20 Consumer Facilitation Centers (CFCs) have been opened at Major Urban Centres. In addition 130 small CFCs have been established at Sub Divisions.
- 100 seater centralised call center with Toll Free numbers.
Company’s Achievements

1. MSEDCL received POWER Excellence award in 2008.

2. MSEDCL has been adjudged as the best distribution utility from amongst 30 state utilities in the country. The award was in recognition of M.S.E.D.C.L. programme during 2010-2011 during 5th All India Energy Conference-2011 by Indian Chamber of Commerce.

3. MSEDCL adjudged second best utility amongst 30 state utilities in country by Indian Chamber of Commerce in 2012.


5. The H.R. Dept has also been awarded with “Organization with Innovative HR Practices Award” at Asia Pacific HRM Congress held at Bangalore in 2011.

6. World HRD Congress Award 2012 for Contribution to Training & Development.


8. Shine HR Leadership 2012 Award for Quality of Work Life.

9. Bloomberg TV Award 2012 as Dream Employer (State PSU)
Growth Opportunities for an Individual Employee

1. **Promotion**: Channel of promotion is available for vertical growth of every individual employee depending on his performance and available of post. Promotions are carried out in impartial manner strictly as per Recruitment Regulations & Service Regulations. Departmental Promotion Plan displayed before 01 Sept.

2. **Growth Opportunity** - Opportunity to compete in Direct Recruitment for higher post: Quota for Direct Recruitment for each post. Recruitment is done by I.B.P.S. a renowned Central Govt. approved agency in absolute transparent manner,

3. **Higher Grade Benefit (De-stagnation Measure)**
   Grant of Higher Grade Benefit under the provisions of G.O 74/111 on three occasions:
   1st Occasion - 6 Years from date of joining
   2nd Occasion - 9 Years from date of 1st Occasion.
   3rd Occasion - 28 Years from date of joining.

Performance Appraisal

- Performance Based CR (PMS - Performance Management System)
  For Field Engineers – 5 Quantifiable Targets
  For Others – KPI/KRA Based
- Monthly Review of Zones By Hon. C.M.D. on parameters specified from time to time
- Online C.R. from 2011-12
Development Programme

- MSEDCL has a workforce of over 72,000 employees. This force is the real asset of the company. Their development is given a top priority.
- In addition to the existing 4 training centres (Nasik, Amravati, Sangli & Aurangabad), MSEDCL has established well equipped 25 small training centres at Circle offices which impart necessary training to line staff. Every year about 35000 employees are put through induction/refresher/professional/IT/HR training. Safety is given special importance and safety training is imparted to line staff on regular basis.
- All officers are also deputed for training to various other well reputed training centres all over India and selected officers are deputed for training abroad.
- Our Training Establishment is accredited by C.E.A. and we have been recognized to organize R.E.C., P.F.C. sponsored training programmes.
- Two ITIs (Vaijapur in Aurangabad & Kalyan) are adopted to facilitate electricity distribution oriented training.

Individual Training Policy

- On joining orientation training.
- Induction training course.
- Refresher training course—Once in two years.
- HR/Finance/IT Training for all concerned.
- MDP - Management Development Programme for senior level

Individual / Unit Rewards & Recognition

- **Best Unit Award** : Every year selected Divisions, Circles and Zones are awarded with a Cash Prize and a Trophy which are awarded on any Special occasion like Independence Day.
- **Individual Award** : An employee / officer whose performance in Anti Theft Drive, Collection, introduction of new concept in Consumer Services and any other work is found excellent will be awarded with the cash prize along with Appreciation Letter.
- **Best Suggestion Award**.
Administration

Salary Structure

- **(Basic) Salary:** The Basic Salary is the minimum salary of an employee

- **Dearness Allowance:** At par with State Government

- **Company Accommodation:** Company accommodation is available on concession rates

- **House rent Allowance:** @30% of the Basic for Urban area and @15% of Basic for rural area if Company accommodation is not occupied.

- **Conveyance Allowance**

- **Medical Reimbursement:** The employee has choice to select between Medical Reimbursement yearly on submission of bills or Monthly Medical Allowance along with the salary

- **Electricity Charge/ Supervisory Allowance:** As per entitlement of the employee.

- **Intra City Allowance:** As per entitlement of the employee.

- **Contributory Provident Fund:** 12% of the employee’s basic salary plus DA is deducted and paid along with the matching contribution by MSEDCL

- **Employee Provident Fund Scheme**
Allowances

- Heavy Duty Allowance
- Special Compensatory Allowance
- Transport Assistance Allowance
  ---- G.O.122(P) dated 22/03/1990 and G.O.124(P) dated 06/04/1990
- Entertainment Allowance
  ----- G.O.138(P) dated 28/12/1995
- Technical Journal Allowance and Book Allowance
  ---- G.O.No.139(P) dated 28/12/1995
- Risk Allowance ------ G.O.141(P) dated 12/06/1996
- E.D.P. Allowance ------ G.O.152 (P) dated 10/01/2001

Advances

The employee can avail the following Advances:

- Advance of TA on tour / transfer.
- Advance of LTC.
- Advance of Medical Treatment.
- Personal Computer/Laptop.
- Festival Advance.
- House Building Advance.
- Motor Car/Motor Cycle/Scooter Advance.
Terminal Benefits

- **Encashment of Leave**
  Encashment of *Earned leave* is permissible in accordance with CCS leave rules. As per the rules, the employee are entitled to maximum 300 days leave at the time of retirement and encashment of *Half Average Pay* up to 360 days (converted to 180 days).

- **Gratuity**
  The Minimum qualifying period for entitlement to gratuity shall be 5 years of continuous eligible/qualified service. Employees would be entitled to gratuity in the event of termination, retirement, VRS, retrenchment for any reason whatsoever, resignation depending upon nature of case. In case of death, their nominees or legal heirs would be entitled for gratuity.

Other Benefits

- **Leave Travel Concession** : Employees are eligible for LTC as per the scheme as is announced by the State government from time to time. They are entitled for one Home Town LTC in a block of 2 years. LTC to any place in India is in lieu of one of the journeys to home town in block of 4 years.

- **Leave Encashment** : Employee can avail the facility of encashment of earned leave up to 30 days in every block of two years. Current block – 1st April 2012 to 31st March 2014.

- **Family Planning Allowance** : The employee who are in whole – time employment and have been employed for at least 6 months before undergoing sterilization operation or I.U.C.D. Insertion (In case of Female) and are likely to remain in service for at least three months after the operation, are granted special casual leave with full wages as follows
  
  For a period not exceeding 6 working days to such contingency paid staff as undergo vasectomy operation.
  
  For a period not exceeding 14 days to such contingencies paid female staff as undergo non – puerperal tubectomy operation.
  
  For one day to such contingency paid female staff as have had I.U.C.D. insertion.
- **Ex-Gratia**: All officers/employees including daily rated employee and all the veej sevak may be paid an ex-gratia as per the decisions of management on time to time basis.

- **Uniform / Washing Allowances**: The washing allowance of Rs. 60 is given to the employee who are having certain dress code like Drivers and peons etc.

- **Mobile Facility**: Mobile facility is provided to employees under CUG plan

- **Lien For A Period Of Three Years**: The Employees can avail three years Extra Ordinary Leave for outside employment by keeping lien.

### Leave Entitlement

Employees of the Company are entitled for leave as stated below

- **Earned leave (EL)**: *For the first year of service*, 1/23rd of the period spent on duty. *For subsequent year*, 1/12th of the period spent on duty. [accumulation limit of 300 days]

- **Casual Leave [CL]**: 15 days in any calendar year (January to December).

- **Leave on Half-Average Pay [HAP]**: 20 days for each completed year. [Leave can be accumulated up to 360 days]

- **Other Leave**:
  - **Committed Leave on medical certificate**: [limit of 180 days]

  **Study Leave**: Providing for higher study. [12 months at any one time, during his entire service, 24 months in all]

  **Special Disability Leave**: [who meet with accident, arising out and in the course of employment, shall be eligible.]

  **Maternity Leave** [180 days]

  **Special Leave (90 days)** [for female employees of the Company who adopt orphan child]
Welfare Scheme

- **Medical Benefits**: Employees are eligible for free Medical Aid. The list of the recognized Institution hospitals / nursing homes is published from time to time.

- **Medical Camp**: A medical camp is arranged by Chief Engineer of Each Zone to carry out the free health check up of employee at each Zonal / Circle level.

- **Employee Welfare Trust Fund (Employee Welfare Scheme)**: Under this scheme the dependent of the employee can get medical aid through Staff Welfare Employee Trust upto Rs. 20,000/- and through company Rs. 10,000/- for 39 various diseases which are keep on updating from time to time.

- **Providing Alternate Employment**: In case an Employee met with an Accident and not able to perform duties assigned to his post is provided with an alternate employment and his services are continued.

- **Monthly Monetary Benefit**: The Monthly Monetary Benefit is paid at Rs. 3000/- p.m. to the dependants of deceased employee.(For further information refer to the Circular No. LIR / MMB/ 21993 dtd. 12th July 2010.)

- **Employment of the son/daughter of the deceased employee (C.S.28 cases)**: This scheme cover cases of the dependants of the MSEDCL’s employee, who were working on regular basis and who expired while in service or retired prematurely on medical ground. The scheme will also cover the cases of the dependants of the MSEDCL temporary employee who on due selection by the competent selection panel have put in 3 or more years service against temporary / regular post and who expired while in service or retired per- maturely on medical grounds.

- **Group Accident Insurance Scheme**: MSEDCL has tied up with the United Indian Insurance Company for Group Accident Insurance Scheme (GAIS) for its Employees. Under this scheme all the employees are covered for amount of Rs.2,00,000/-. The premium for the above scheme is completely borne by the MSEDCL only. The compensation amount is depends upon the extent of damage to the employee.

- **Scholarship Scheme for children**: The Scholarship up to the degree course is Rs.200/-and up to the post graduate course level Rs. 400/-.

- **Canteen Facility**: Canteen facility is available at subsidized rates.

- **Library**: This facility is available for employees at Zone Offices.

- **Sports Club**: are available at certain locations.
Incentive for Acquiring Higher Education

- **Sponsorships**: Sponsoring Engineers to Two years MBA in Power Management Course at MDI Gurgaon and NPTI, Faridabad.

**Reimbursement of the Fees**: In order to motivate the employee to acquire latest knowledge, develop skill, the management has decided to reimburse fees for the certain exams or courses like Bureau of Energy Efficiency and Advance Certificate in Power distribution management conducted by the IGNOU to the qualifying employee.

- **Grant of one advance increment for having PG degree**: With a view to attract professionally qualified candidates in all cadre, MSEDCL grants one advance increment to the new entrant who posses the Post Graduate Degree at the time of joining the Company.

- **Grant of one advance increment for acquiring PG degree while in service**: With a view to motivate/develop the intellectual level of the employees to compete with private players in power sector, MSEDCL grants one advance increment to employee who acquire the Post Graduate Degree while in service.

We welcome you to MSEDCL family and all the best for journey towards the growth with us........