

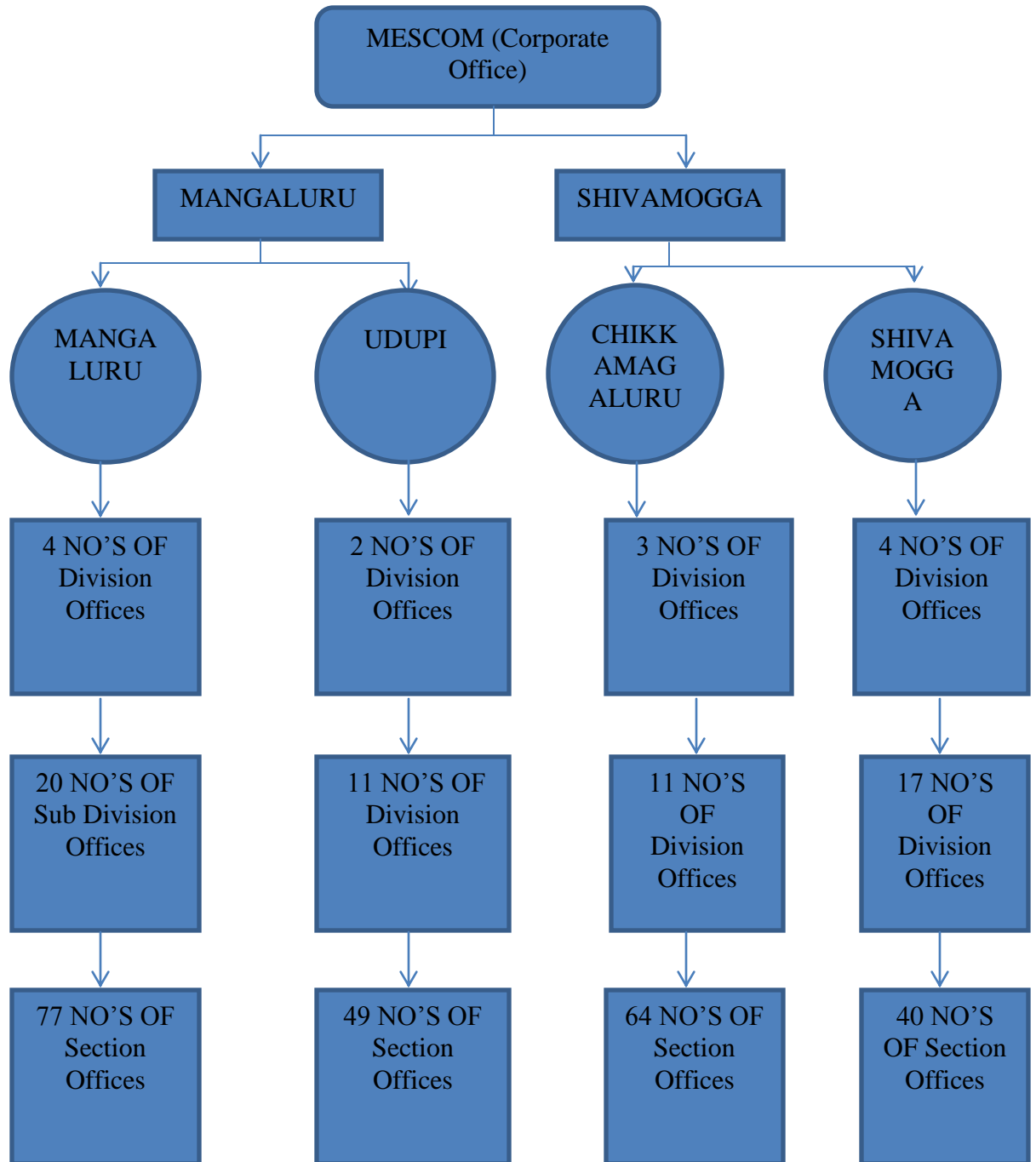
## **Item No. 3**

**Procedures followed in the  
Decision making process &  
Accountability**

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**PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS**  
**INCLUDING CHANNELS OF SUPERVISION &**  
**ACCOUNTABILITY**

**i. Channels of Supervision**



## ii. Procedure in Decision making & Accountability

Following procedures are existing on various activities.

### a) Activity of giving new connections

- ✓ Submit the application at local Section Office (Section Officers)
- ✓ Verification of spot by Section Officer / Asst. Executive Engineer(Ele).
- ✓ Sanction of power according to the powers delegated in KWs /KVAs by Asst. Executive Engineers(Ele)/ Executive Engineers(Ele)/Superintending Engineers(Ele)/Chief Engineers(Ele).
- ✓ Execution of line extension/ improvement work by Section Officer/ Asst. Executive Engineers(Ele).
- ✓ Servicing the connection by Section Officer/ Asst. Executive Engineers(Ele).

### b) Attending the Consumers Complaints

- ✓ The complaints are registered by local Section Offices and the same will be attended.
- ✓ Complaints from consumers received at Section Offices are registered and attended.
- ✓ There are separate common complaint sections in city places.
- ✓ There is a 24/7 Centralized Consumer Complaints Centre at Zonal office to receive and respond to the Consumer Complaints.

### c) Billing and Accounting

- ✓ Meter reader under Section Offices will take Meter Reading and issue bills to consumers.
- ✓ Accounts are kept by Asst. Executive Engineer (AEEE) / Section Offices. AEEE is the head of the Sub-Division & Section Officer is the head of the Section Office.
- ✓ Verification of bills can be made at AEEE/ Section Offices.
- ✓ These Accounting Sections are supervised by Senior. Assistant/ Asst. Accounts Officer of respective Section/Sub-Divisions.

### d) Appeals on disputed bills

- ✓ Complaints on regular bills shall be attended by local billing sections.
- ✓ Supplemental bills, bills on misuse/un-authorized etc., can be appealed by Executive Engineer/Superintending Engineer/Chief Engineer/Corporate Office depending upon the amount of the bill.

e) **Sanction of New Extension/ Improvement works on Distribution Network**

- ✓ Estimates for works prepared by Section Officer/Asst. Executive Engineers.
- ✓ Sanctions are made by AEE / EE / SE / CE as per their powers in sanctioning.
- ✓ Works are executed through department/contract by SO/AEE.
- ✓ Funds/ Budget are given by Financial Advisor/Superintending Engineer (Technical), Corporate Office.

f) **Material Purchase**

- ✓ Asst. Executive Engineer shall purchase few petty materials according to his powers of sanction. In other cases requisition is given to concerned Executive Engineer.
- ✓ Executive Engineer shall purchase certain category of materials as listed according to his powers of sanction. Rest of the cases, requisition is given to Superintending Engineer.
- ✓ Superintending Engineer will purchase certain listed category of materials. In other cases, requisitions are sent to Chief Engineer.
- ✓ Chief Engineer and Superintending Engineer (Purchase), Corporate Office will purchase the major materials as per the powers delegated to them.
- ✓ Store Budget shall be prepared and released by Superintending Engineer (Purchase) annually/quarterly.

g) **Sanction of schemes on major items of capital works**

The Superintending Engineer (Technical), Corporate Office shall accord sanctions on the basis of schemes / programmes approved by Managing Director / MESCOM Board.

h) **Employees Transfers**

- ✓ Executive Engineer will transfer Group C & D employees under their jurisdiction.
- ✓ Superintending Engineer will transfer Group C & D employees under their jurisdiction.
- ✓ Chief Engineer can transfer all employees under their jurisdiction.
- ✓ Managing Director has the full authority on employee transfers.