



MINISTRY OF POWER
GOVERNMENT OF INDIA

Rajiv Gandhi
Grameen
Vidyutikaran
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SWITCH ON INDIA



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Endless energy. Infinite possibilities.

NEWS LETTER

NATIONAL TRAINING PROGRAMME

EDITION: SEPTEMBER, 2010

VOLUME-2

For Electricity Distribution Franchisees and C&D Employees of Power Distribution Utilities

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IMPORTANT EVENTS/ ACHIEVEMENTS

TNEB Expresses Happiness About C&D Training Delivery; Records Improvement in Operations

The Human Resource Development wing of Tamil Nadu Electricity Board expresses its gratitude to REC for recognising the achievements of TNEB in conducting the REC funded National Level Training Programme on "Electricity Distribution Improvement" for the C & D employees of TNEB, During the year 2009-10. 3668 Nos. of Employees were trained in the programme and following are the benefits attained by them:

- An awareness has been created among the C&D employees of TNEB to reduce AT&C losses. They have been trained on the standard erection practices of Distribution Transformer Structure, HT & LT lines, resulting in the reduction of the breakdown of the equipment & lines. Practical exposure has been given on Earthing of Distribution Transformers and its allied HT & LT lines and the vital role of proper Earthing in averting failure of Equipment have been emphasized.
- Training on the maintenance aspects of Distribution Transformer Structure, HT & LT lines and the impact of maintenance of these items in reducing DT failure, breakdown of lines and reduction of losses were also explained. Training was also imparted on the Standard procedures on effecting service connections to ensure better service to the consumers and to prevent pilferage of energy to reduce the commercial losses. The importance of VAR Compensation was also highlighted.

- Safety procedures and safe handling of tools were discussed to avert accidents. Practical demonstrations conducted during the session on Fire fighting has increased the employee's confidence to identify and use the correct type of fire extinguisher during a fire accident. Practical First Aid training has also been imparted to trainees to adopt correct methods / procedures to rescue a person in an accident emergency.
- C&D Employees of TNEB have been exposed to the National Standards and Procedures. The design of the module with 40% theory and 60% practical sessions has been very effective. The training has made the employees feel that they are part of the National Mission in extending reliable supply to the consumers. They feel proud that the country has taken care of their capacity building. They are happy to attend the first National Level Training Programme in their mother tongue with a National Certification. **(Based on input received from Chief Engineer-APDRP Tamil Nadu Generation & Distribution Corporation Ltd.)**

Maharashtra Trains Records No. of Electricity Distribution Franchisees

The Institute of Training & Safety, MSEDCL, Nasik has created the news for imparting training to 3000 plus trainees under National Training Programme for Franchisee, the biggest figure in country so far for any state. It may be recalled that the Government of India launched "Rajiv Gandhi Grameen Vidyutikaran Yojana" on April 4, 2005 for attaining the National Common Minimum Programme (NCMP) goal of providing access to electricity to all households in the country in five years. Under the RGGVY scheme, deployment of franchisees is mandatory in the areas for the management of rural distribution in the areas, where projects have been financed under the scheme. These franchisees will be the authorized representatives of the state power utilities. They may be given the responsibilities of operation and maintenance of the distribution system, issuance of electricity connections, attending of minor faults, meter reading, issuance of electricity bills, and collection of bill payment. They will work under the supervision of the state utility, which will have the overall responsibility of providing proper services to its consumers. Ministry of Power has launched a National Programme for Franchisees in May 2006 to facilitate installation of franchises in states. The Ministry of Power with REC is pursuing development of capacity building of franchisees. In order to complete this ambitious project, CIRE/REC approached Institute of Training & Safety, MSEDCL to conduct

Training batches. The proposal was accepted. Considering the importance of training programme, Ajoy Mehta, IAS, CMD MSEDCL and Col. Rahul Gowardhan, ED-HR, MSEDCL encouraged Institute of Training and safety, Nasik for franchisee training and started the story.

The driving forces:

- Interest of MSEDCL Top Management
- Effective leadership
- Well established training infrastructure of MSEDCL
- Experienced and motivated faculties
- Proper follow-up and planning
- Teamwork of training staff
- Encouraging support from CIRE

For successful completion of any programme effective leadership is must. Our Chief Engineer Shri N.G.Misal held the meeting and explained the theme of franchisee training programme and invited discussions regarding execution of this training programme. The probable difficulties and their way outs were discussed. The strategy for conducting this programme was framed. The Institute of Training and safety has wide footprints with corporate office at Nasik and four regional and 25 small training centres in Maharashtra. We have state of the art training facilities like air conditioned classroom, accommodation facility, audio-video training aids, lush green campus etc. We have more than 100 highly experienced in house and outsider faculties.

For the franchisee training programme, we formed dedicated team of faculties. Executive Engineer (Senior Level Training) along with his team has done effective planning of the training programme. The lists of private

agencies working on RGGVY all over Maharashtra were collected. The circle wise list of prospective participants and concerned circle office in charge were prepared. The scheduling of programme was done as per the convenience of participants. The awareness of this training programme was done effectively through electronic media. The effective planning of SLT division led to successful completion of training batches. The first batch was scheduled on 07-09-2009 at Nasik Training centre and was inaugurated by Cdr. Chatterjee, Principal consultant –Franchisee, MSEDCL, Mumbai. In inaugural speech, he explained the concept of franchisee. The syllabus of Training was highly appreciated by the participants. Shri Kurhekar, Chief Engineer (Rtd.), MSEDCL was called for delivering lectures to the participants. Our faculties also joined the course and it was a sort of ToT course to them. While conducting this National Level Franchisee Training Programme, we identified the need of spreading the knowledge and awareness of franchisees to final year electrical engineering degree/diploma

students. The students can be the best prospective franchisee. The Proposal of imparting franchisee training to students was submitted to CIRE and it was highly appreciated and approved by CIRE. After getting approval all nearby engineering colleges and ITI institutes were approached and theme of franchisee was explained to students, head of electrical departments and principal. They were highly impressed after listening to idea of imparting training to students and permitted us to conduct the training for these students. This overwhelming response encouraged us a lot. Our highly motivated faculties and training staff is obliged and feel proud while conducting National Level Franchisee Training Programme This programme would not have been successful without constant and encouraging support from CIRE. The CIRE authorities extended all kind of help, support and guidance, due to which we have completed 94 batches (3421 numbers of participants) successfully up till now and kept account open for future. **(Based on input received from Executive Engineer Training & Safety, Nasik, MSEDCL)**

Assam commences Training Delivery for C&D Employees & Franchisees

Lower Assam Electricity Distribution Co. Ltd. (LAEDCL) at present Assam Power Distribution Company Ltd. (APDCL) entered into an MOU with CIRE of REC Ltd. in 2009-2010 for training of Franchisees and C & D category of employees under National Training Programme. After signing of agreement, LAEDCL went ahead to set up a training institute of its own at Guwahati for imparting training to Franchisee and C&D employees. Initially one class room with audio/visual facility was set up. The institute was inaugurated by chairman cum Managing Director of APDCL in presence of Chief Project Manager of REC Guwahati office, senior officials of Generation, Transmission, Distribution Company on 16th February 2010. Inauguration was followed by first 3 days training programme for C & D employees. Since then APDCL has conducted 7 programme for franchisee till September '10 and trained 278 existing franchisee. Similarly, for C&D employees (Lineman/ Sahayak/ Electrician etc) 21 programmes conducted at HQ and field level till September '10 and trained 516 nos. of lineman/ Sahayak/ electricians. One computer training class room will be set up shortly. This will

facilitate training on computer to C & D category of employees. As per the interaction & feedback with both Franchisee & C&D employees, they confirm having highly benefited from this training programme. They expect similar training programme in future also. **(Based on input received from Director-Training Institute, APDCL)**

Assam Power Distribution Company Limited (APDCL): A Distribution Franchisee Feedback

Power Scenario:

The total population of Assam is 26.6 million and 87% of this population lives in rural areas. The number of electricity consumers is 15,52,629 and 70% of these consumers are rural consumers. It is expected that there will be an addition of 9,90,000 consumers under RGGVY Scheme. The total power requirement is 950 MW and availability is 710 MW. The rural power supply is of poor quality, lacks maintenance and has very high AT&C losses. More than 58% of energy does not give revenue in rural areas.

Rural Power Distribution by Franchisees: APDCL

APDCL decided to give the work of rural power distribution to Franchisee with the aim to provide better and prompt service to rural consumers, to enhance revenue collection, to prevent pilferages and allowed Rural Distribution Franchisee to earn certain level of profit so that the scheme is sustainable in long run. The Scheme provided supply of power to Franchisee at single point. The Franchisee scope included meter reading, billing, revenue collection and to attend calls from consumers. He is required to regularize consumer records, deposit 2 months bill amount as security deposit. The ownership of the distribution assets is with utility and they were to replace damaged items maintain DTR, Network etc. Franchisee was expected to achieve a collection efficiency of 90%. Further the terms provided 15% commission for the services rendered by him, 2% maintenance allowance, 3% rebate on timely payment and ₹ 0.20 concession on unit charge of domestic

consumers. The major thrust was on loss reduction by 20-22% which would result in availability of additional 800MU of energy annually and additional revenue collection of ₹240 crore. For reduction technical losses, the Franchisee took balancing of load per phase, correction of earthing, tightening of jumpers, bushing rods, joint etc. cleaning of carbons in connections, maintenance of HT, LT, and DTR. Similarly for reduction in commercial losses, the Franchisee did sealing of all energy meters, changed old and defective meters, regular checking against hooking and meter tempering, regular meter reading and billing and revenue collection. The consumer records were also corrected. As a result of technical and commercial losses reduction measures, AT&C losses were brought down to 19% from previous level of 60%, revenue collection increased 4 to 5 times and also resulted in increase consumer satisfaction. **(Based on a Presentation on Single point power supply scheme by Shri K. Medhi Youth-Care, on 4th June 2010 at Lucknow)**

National Award Winner Franchisee from Andhra Shares its Success Mantra:

IKP Mandal Mahila Samakhya an Electricity Distribution Franchisee, operating in Vijaynagaram District of Andhra Pradesh has been in limelight for having achieved spectacular operational results enabling them to receive coveted **gold medal** awarded by Ministry of Power, Govt. of India

Performance Highlights of Rural Distribution Franchisees viz., 11 KV Seethampeta-Kusimi and 11KV Seethampeta-Donubai Feeders

- Franchising of Rural Distributions has been incepted in the year 2006.
- In EPDCL there are 12 rural feeders in tribal areas are being maintained by self help group IKP Mandal Mahila Samakhya.
- Franchising of 11 KV Donubai and Kusimi was started in 16.11.2007 and is being maintained by IKP Mahila Mandal Samakhya Seethampeta for operation and maintenance of the connected lines covering the tribal villages of Seethampeta Madal.
- Eastern Power Distribution Company of Andhra Pradesh limited has taken a bold step towards improving the reliability of power supply as well as reduction of line losses in interior tribal areas, where theft

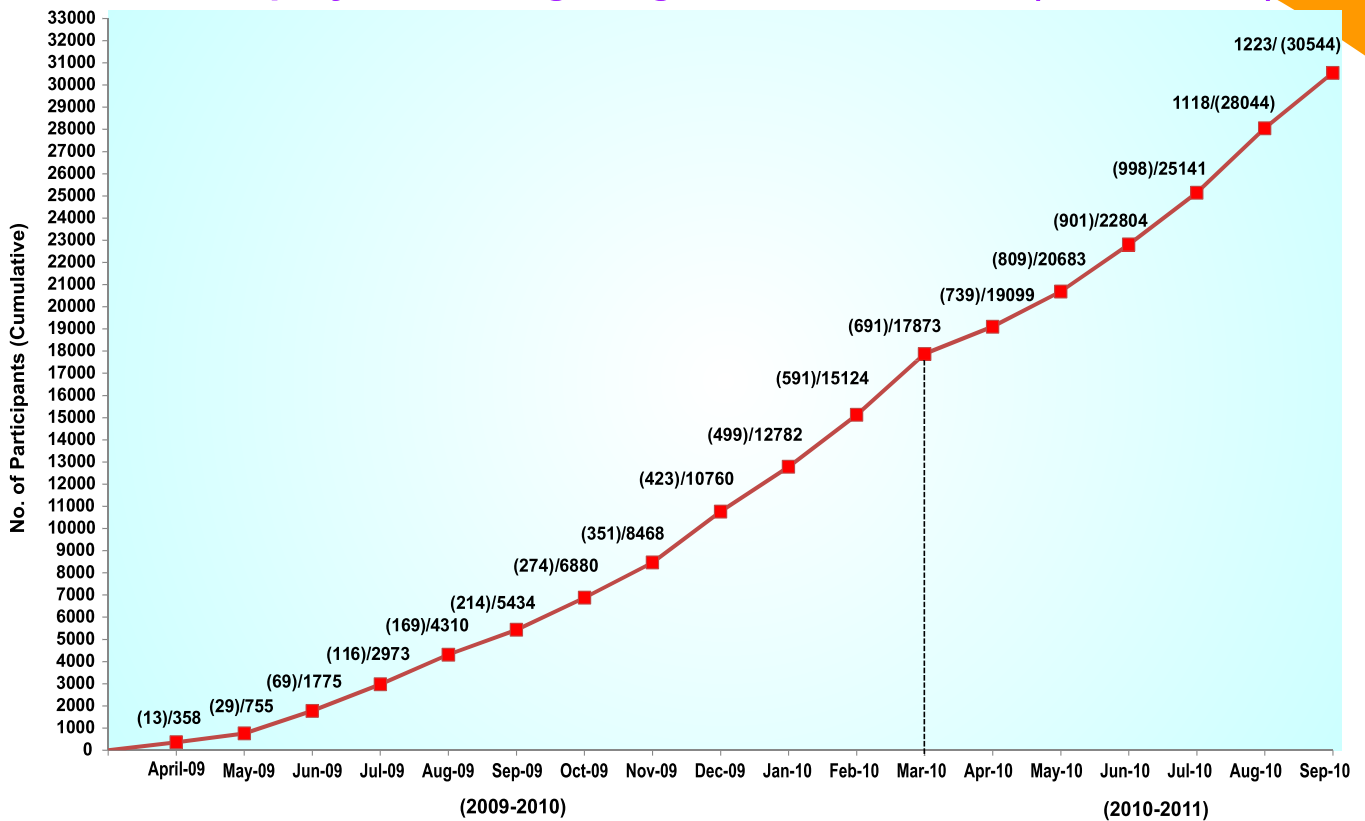
of power by direct hooking is very common and where it is difficult to arrest theft since it is predominantly Maoist movement area.

- Power Supply position is being discussed regularly once in fortnight by the president IKP Mandal Mahila Samakhya along with the tribal youth engaged by them. Consumer complaints are being redressed with in a stipulated time. Reviews are being conducted by the APEPDCL officials once in a month to monitor the performance and also for providing financial and technical support to achieve the best results.
- It has been creating employment for tribal youth through IKP Self Help Groups (SHGs) which has yielded very fruitful results. The line losses were reduced from 47.33 % to 20.26 % over a span of 2 years
- **IKP Mandal Mahila Samakhya, Seethampeta has received gold medal in recognition to its outstanding performance in improving the efficiency of electricity distribution and revenue management in rural areas for the feeders viz., 11 KV Seethampeta-Kusimi and 11 KV Seethampeta-Donubai during the year 2008-09,2009-10.**

(Based on input received from Chief General Manager/O&CS, APEPDCL, Corporate office)

DATA & STATISTICS

C&D Employee Training Program-Achievement (Month wise)

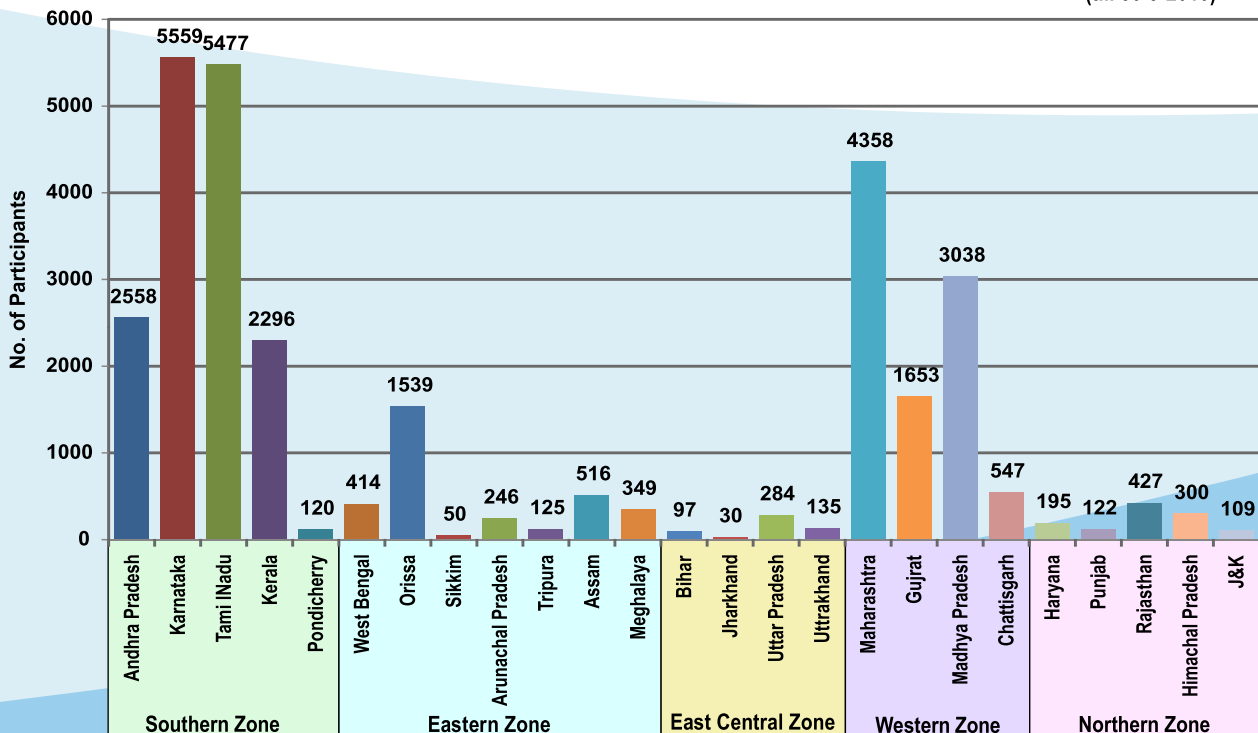


• Figures in Bracket shows cumulative number of programs conducted.

• Figures without bracket shows cumulative number of participants trained.

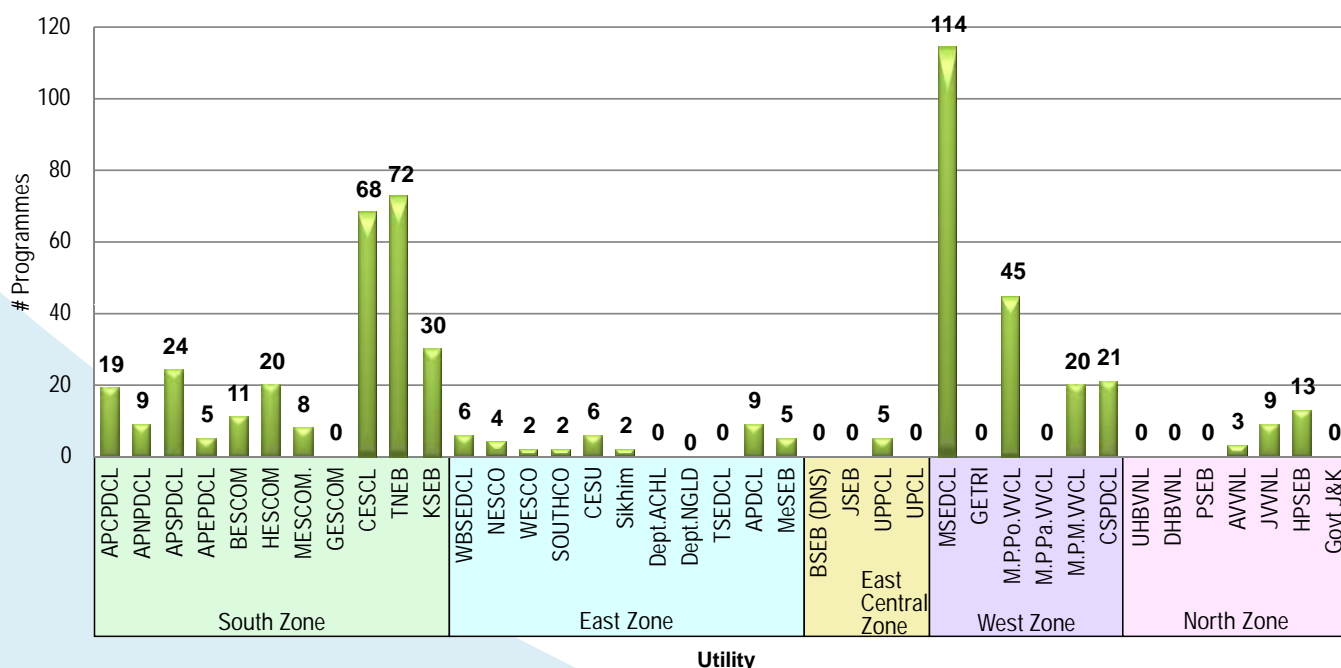
Number of Participants in C&D Employees Training (Cumulative State wise)

(till 30-9-2010)



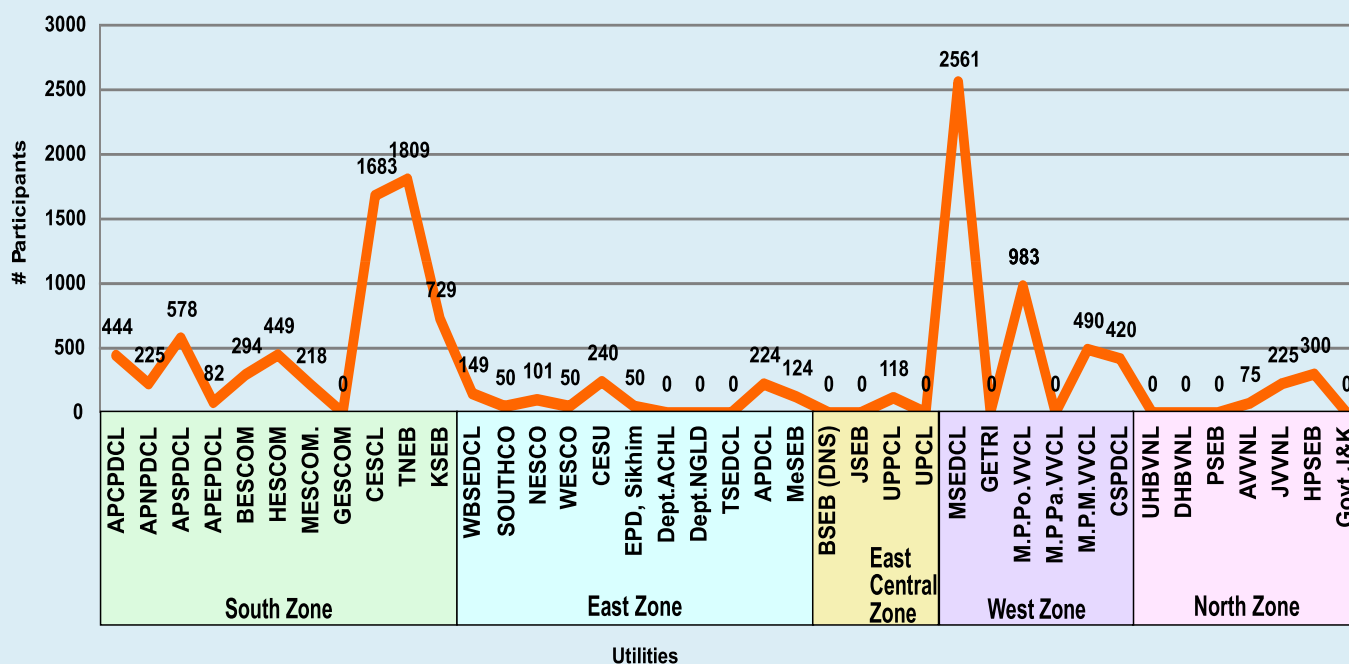
Number of C&D programmes Organised Distribution Company wise.

Prog Utility Wise till Sept. 2010 (2010-11)



Number of C&D employees Trained Distribution Company Wise

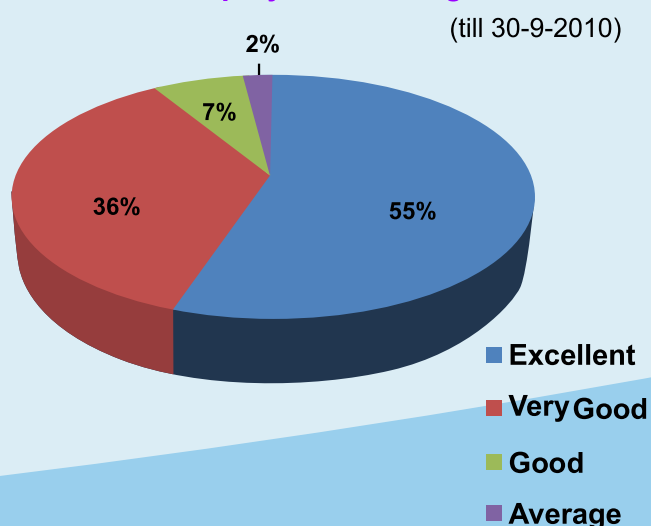
Participants Trained Utility wise till Sept. '2010' (2010-11)



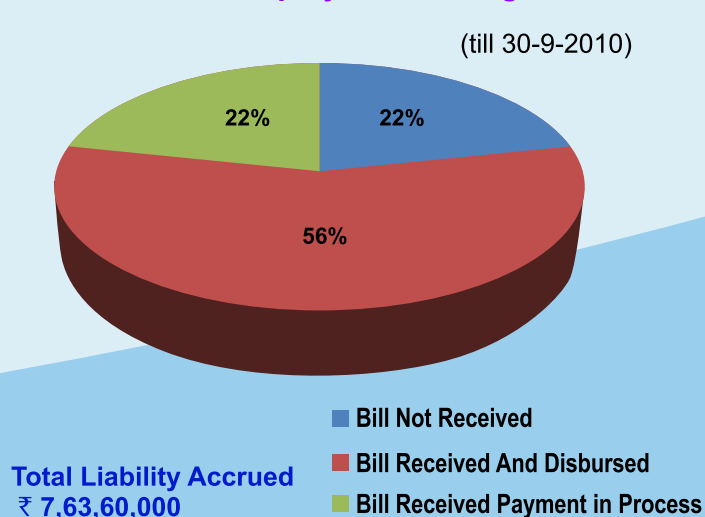
C&D Employee Training Program -Achievement (Statewise)

State	(2009-10)		(2010-11) Upto Sep'10		Cumulative		
	No. of Program	No. of Participants	No. of Program	No. of Participants	No. of Program	No. of Participants	Training Man Days
Andhra Pradesh	48	1229	57	1329	105	2558	7674
Arunachal Pradesh	10	246	0	0	10	246	738
Assam	12	292	9	224	21	516	1548
Bihar	5	97	0	0	5	97	291
Chattisgarh	7	127	21	420	28	547	1641
Gujarat	49	1653	0	0	49	1653	4959
Haryana	8	195	0	0	8	195	585
Himachal Pradesh	0	0	13	300	13	300	900
J&K	3	109	0	0	3	109	327
Jharkhand	1	30	0	0	1	30	90
Karnataka	116	2915	107	2644	223	5559	16677
Kerala	60	1567	30	729	90	2296	6888
M.P	59	1565	65	1473	124	3038	9114
Maharashtra	75	1797	114	2561	189	4358	13074
Meghalaya	9	225	5	124	14	349	1047
Orissa	33	1098	14	441	47	1539	4617
Pondicherry	6	120	0	0	6	120	360
Punjab	5	122	0	0	5	122	366
Rajasthan	5	127	12	300	17	427	1281
Sikkim	0	0	2	50	2	50	150
Tamil Nadu	144	3668	72	1809	216	5477	16431
Tripura	5	125	0	0	5	125	375
U.P	7	166	5	118	12	284	852
Uttarakhand	13	135	0	0	13	135	405
West Bengal	11	265	6	149	17	414	1242
Total	691	17873	532	12671	1223	30544	91632

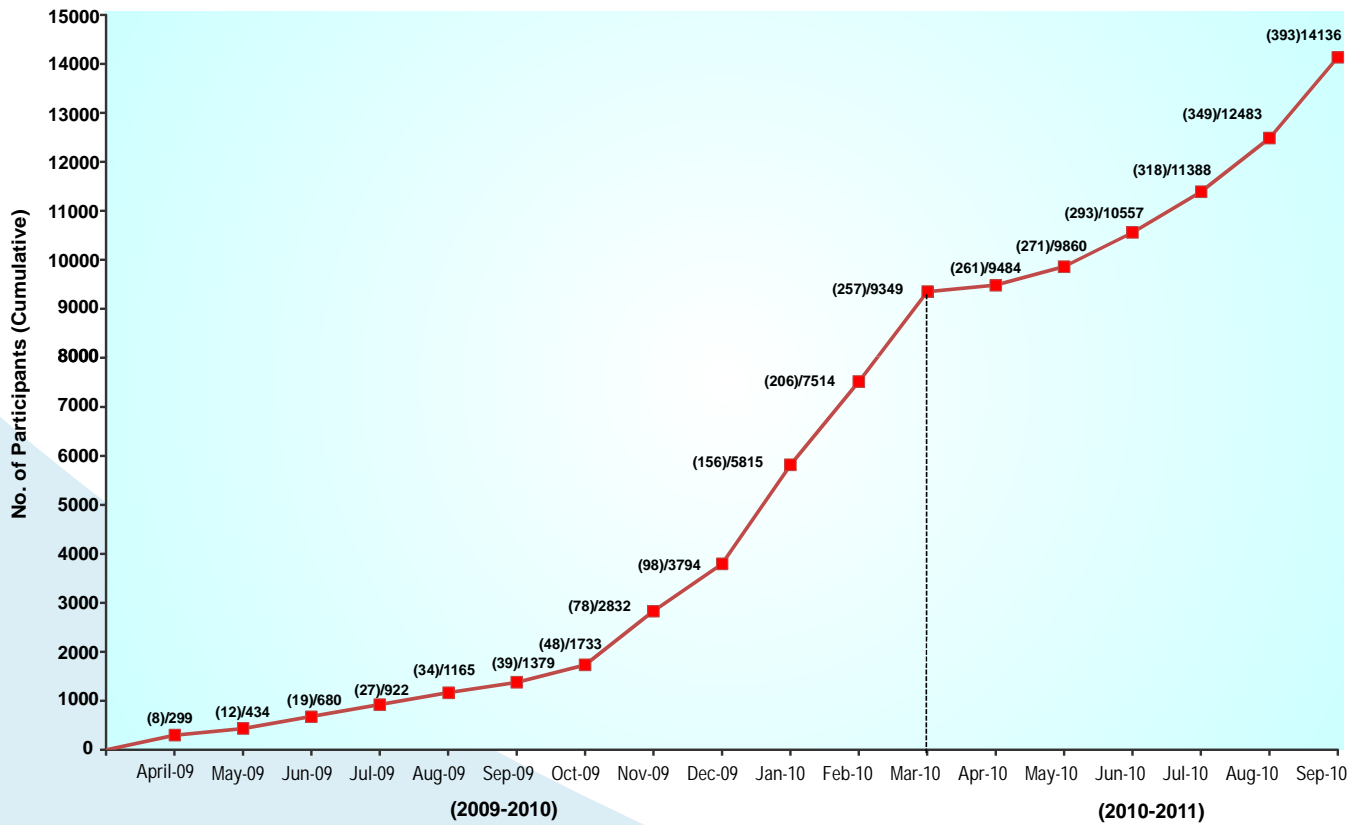
Participants Feedback of C&D Employees Training



Billing & Disbursement Status of C&D Employees Training



Franchisee Training Program -Achievement (Month wise)

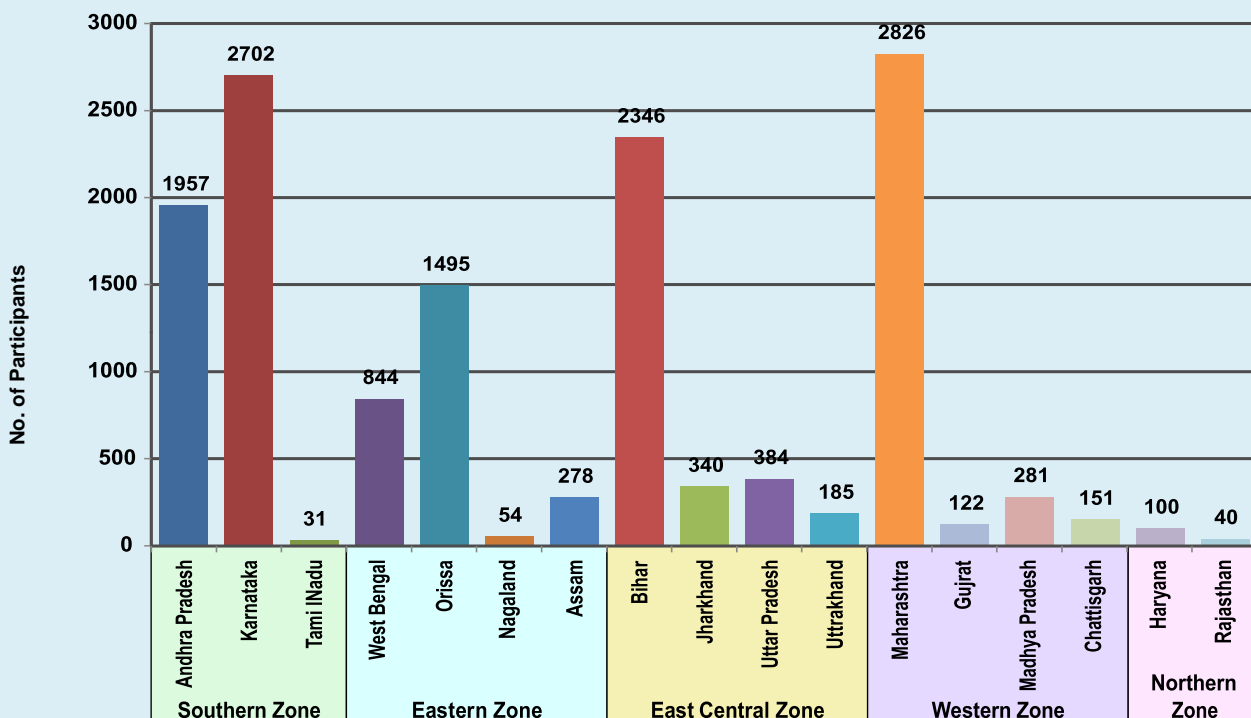


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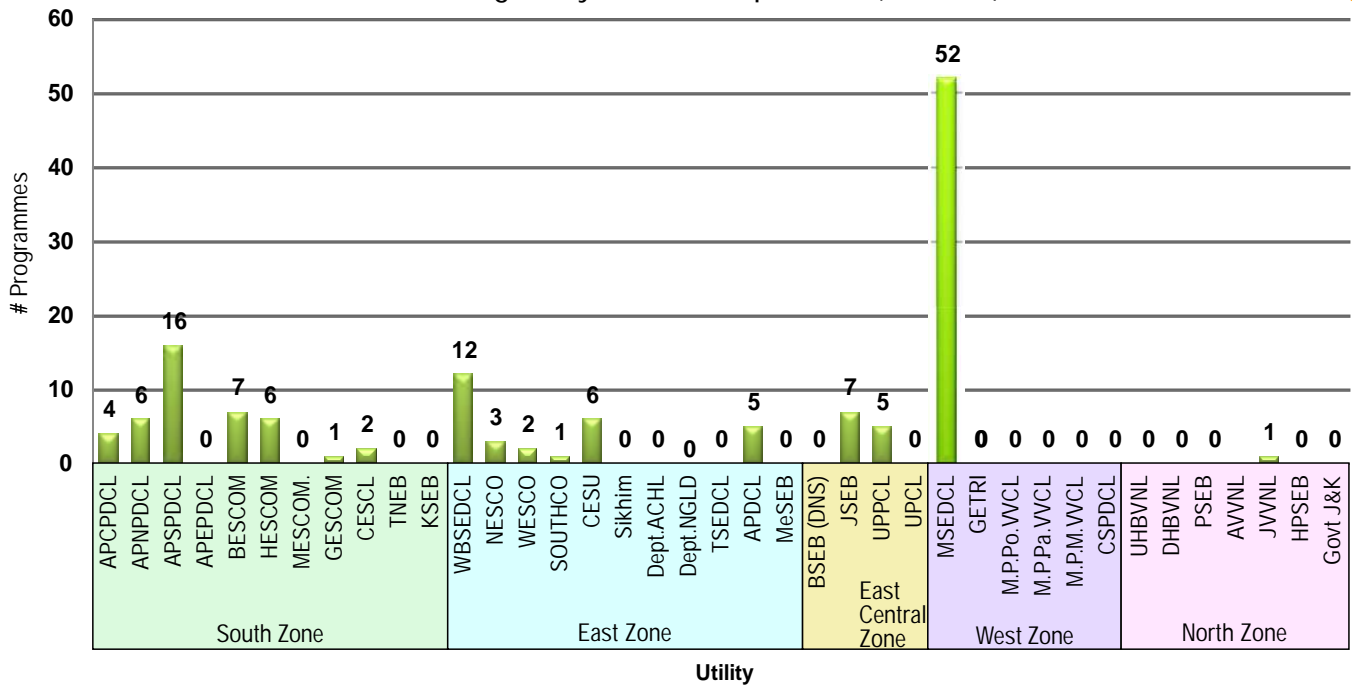
Number of Participants in Franchisee Training (Cumulative State wise)

(till 30-9-2010)



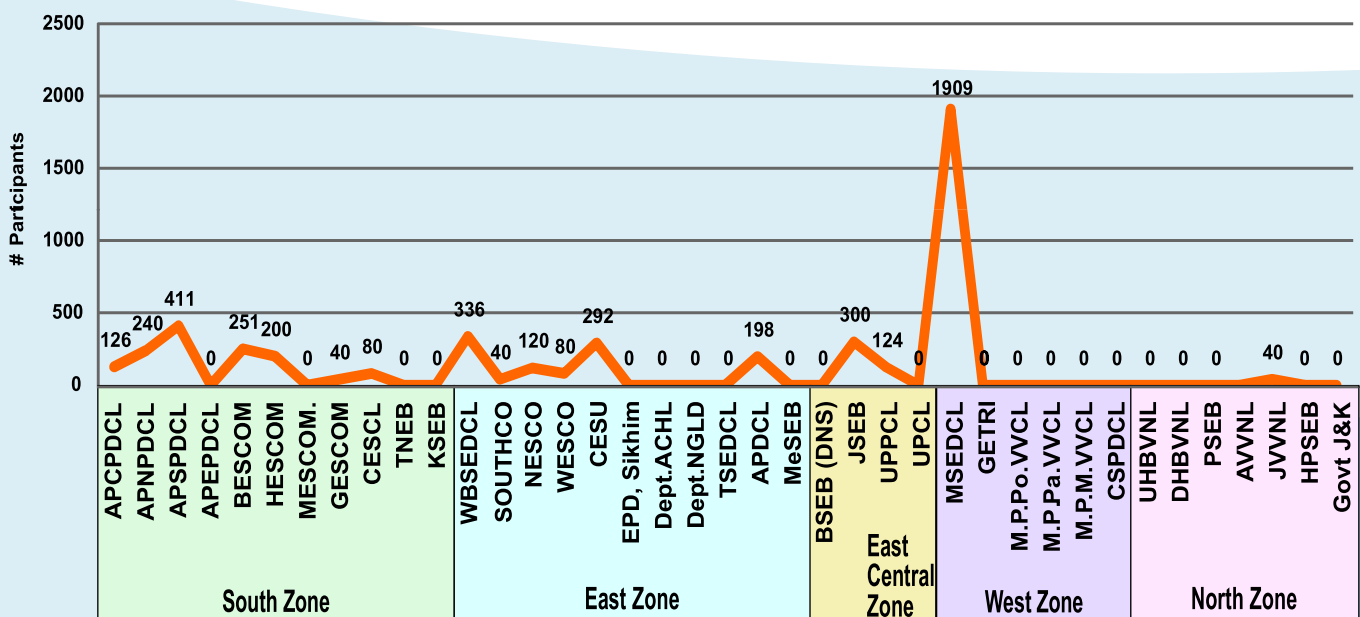
Number of Franchisee Organised Distribution Company wise.

Prog Utility Wise till Sept. 2010 (2010-11)



Number of Franchisee Trained Distribution Company Wise

Participants Trained Utility wise till Sept. '2010' (2010-11)

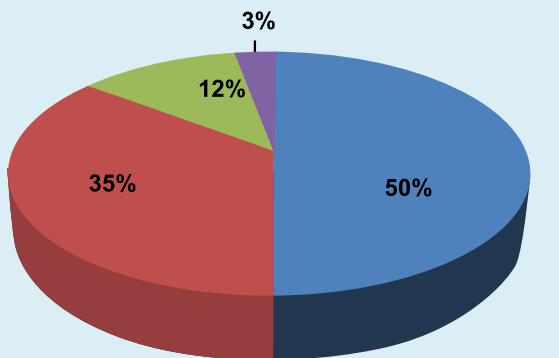


Franchisee Training Program -Achievement (Statewise)

State	(2009-10)		(2010-11) Upto Sep'10		Cumulative		
	No. of Program	No. of Participants	No. of Program	No. of Participants	No. of Program	No. of Participants	Training Man Days
Andhra Pradesh	31	1180	26	777	57	1957	5871
Assam	2	80	5	198	7	278	834
Bihar	58	2346	0	0	58	2346	7038
Chattisgarh	4	151	0	0	4	151	453
Gujarat	4	122	0	0	4	122	366
Haryana	4	100	0	0	4	100	300
Jharkhand	1	40	7	300	8	340	1020
Karnataka	60	2131	16	571	76	2702	8106
M.P	10	281	0	0	10	281	843
Maharashtra	25	917	52	1909	77	2826	8478
Nagaland	1	54	0	0	1	54	162
Orissa	24	963	12	532	36	1495	4485
Rajasthan	0	0	1	40	1	40	120
Tamil Nadu	1	31	0	0	1	31	93
U.P	10	260	5	124	15	384	1152
Uttarakhand	5	185	0	0	5	185	555
West Bengal	17	508	12	336	29	844	2532
Total	257	9349	136	4787	393	14136	42408

Participants Feedback of Franchisee Training Program

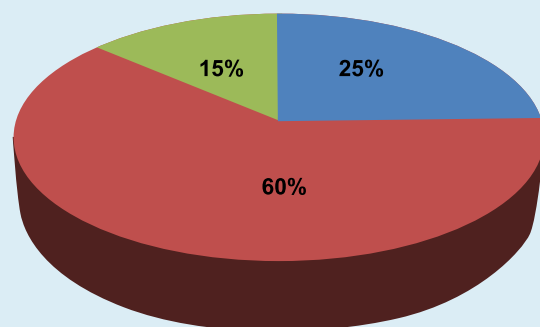
(till 30-9-2010)



■ Excellent ■ Good
■ Very Good ■ Average

Billing & Disbursement Status of Franchisee Training Program

(till 30-9-2010)



Total Liability Accrued
₹ 3,53,40,000

■ Bill Not Received
■ Bill Received And Disbursed
■ Bill Received Payment in Process

Photo Gallery...



CIRE Faculty delivering lecture in Franchisee Training Program at Bokaro, Jharkhand



REC Team Visits Model room at T & S, Eklahare Nashik, Maharashtra (C&D Training Program)



CMD Sh. A. K. Sachan, Assam Power Distribution Company Limited Inaugurating Program for Training of C&D Employees and Franchisees at Guwahati, Assam



Demo on Fire Fighting using DCP Type & Foam Type Fire Extinguishers C&D training of TNEB Employees



C&D Employees Training at Mangalore Electricity Supply Company (MESCOM) Training Institute



C&D Employees training of Meghalaya Energy Corporation Limited Site-Visit to stage-1 Power Station



Delivery of Franchisee Training Program by CIRE Faculty in August, 2010 at Dalton Ganj, Jharkhand



Delivery of Franchisee Training Program by CIRE Faculty in Sept. 2010 at Giridh, Jharkhand

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