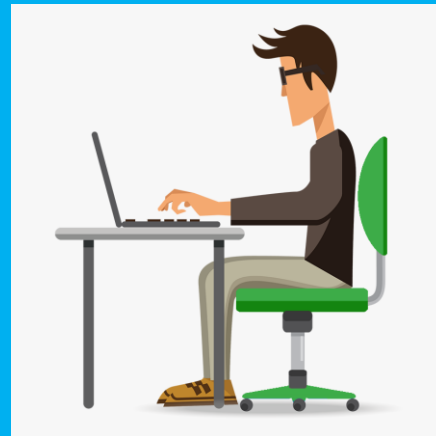


Standard Operating Manual

Functionary: - Ward Energy Secretary (WES)



BASIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:



Households Mapped:



Clusters Mapped:



Functionaries Mapped



Volunteers Mapped:



Secretariat Vacancies:



Functionaries & Volunteers

Service Requests Received
Since Inception (26-01-2020)



Service Requests Closed



Till Date

Grievances Received
1902/ Spandana Register



Grievances Resolved:



Registers Maintained at the Secretariat

1	Attendance Register	5	SPANDANA Grievances Register
2	Movement Register	6	Leaves Register
3	Stock Register	7	Tappal Register
4	Visitors Register	8	Meeting Register

DESIGNATION SPECIFIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:



Volunteers Attached COP:



Service Requests Received



Service Requests Closed

From: Till date:



Grievances Raised:

From: Till date:



Grievances Resolved:



Registers Maintained by the Functionary

1	New Service Register	5	Work Allocation Register
2	Meter Stuck up Register	6	Filed Observation Register
3	Meter Burnt Register	7	Meter Permanent Disconnection Register
4	Meter Challenge Test Register	8	Meter Changes Register IRDA (Infrared Data Association)

COMPULSORY ADMINISTRATIVE PROTOCOL



Bio-metric Attendance:
Thrice A Day: **10.30 AM** |
3.00 PM | **5.00 PM**



Update Movement
Register before & after
Field Visits



Always Wear Uniforms
at Work



Remain at Secretariat
for SPANDANA From:
3:00 PM To 5:00 PM



Always display posters
of Schemes, non
schemes, list of eligible,
ineligible beneficiaries



Use HRMS for all Leave
Applications, on field
duty regularization by
approval authority



Always wear your Badge
at Work



Compulsory participate
in Gram Sabha meeting
every 3 months

FUNCTIONAL ASPECTS

Key Responsibilities

- **Maintain and operate streetlights**
- Undertake **Grievance redressal related to Electricity**
- Help DISCOM staff in **patrolling LT Lines, rectification of defects & maintenance**
- **Install & maintain electric poles**, motors of power bores & other **power related infrastructure** work
- Identify loose & hanging wires to **avoid power breakdowns** & unforeseen accidents
- Identify power supply problems, **short-circuit points & transformer failures** for water supply schemes
- Conduct **energy audit** on quarterly basis
- **Control unauthorized power use** by households, noticing & reporting direct tapping, pilferage & malpractices
- Monitor **Operations & Maintenance complaints** regarding LED lights
- Maintain transformers, replace burnt/ stuck-up meters, no seal/ seal cut (terminal meters)
- Maintain diary of work
- Monitor social switch points in scheduled tribal areas.

FUNCTIONAL ASPECTS

Responsibilities

Ward Energy Secretary shall:

- Attend outdoor work daily for a minimum period of 1 hour to perform the responsibilities entrusted ensuring new power connections to the poor households as per the data collected by the Ward Volunteers.
- Undertake Reconciliation of monthly power bill and actual consumption and suggest ways to reduce power bill.
- Ensure regular tree cutting for power supply and identification of damaged poles and inform the same to Electricity Department for rectification and create awareness creating on Energy efficient practices
- Maintain transformers in coordination with the Electricity Department
- Undertake Meter reading of L.T. services, recording and submission when entrusted to him
- Ensure disconnection and reconnection of service as and when ordered by the Assistant Engineer/Operation of the Section concerned.
- Aid in transformer and other equipment concerned, all other works entrusted by the superior officers from time to time apart from fuse off calls, breakdowns and consumer complaints by the Energy Assistant Grade-II
- During emergencies, jurisdictions should not be observed, all staff must rise as one man to tackle the emergency and work to restore total normalcy.

FUNCTIONAL ASPECTS

Responsibilities

Ward Energy Secretary shall:

- Uphold dignity and image of the DISCOM in the public and strive hard for the benefit of the consumer satisfaction.
- Responsible for implementation of subsidies to the eligible consumers.
- Any other works entrusted by the superiors of DISCOM or by the Municipal Authorities.
- Visit Ward Area/ Colony in the ward area and identify problems related to meters, release new electrical connections, attend fuse-off calls (consumer grievances), monitoring and identification of problems related to streetlights and water supply schemes.
- Attend LT/HT Line maintenance, replacement of DTR sections and HG fuses for extending reliable and quality supply and attend “Deendayal Upadhyaya Gram Jyothi” representations.
- Gather Functional Assistants & Volunteers to exchange the information related to grievances in Spandana to ensure quality disposal and developmental activities of their jurisdiction and to seek solutions.
- Verify working of Standard Testing Laboratory (STL), attending renewal of HG fuses, section fuses at DTR, Taking Tong Tester Readings at DTRs and Attend 33KV, 11KV and LT Line Breakdowns.
- Time being Tasks (mandatory duties) to be carried out as prescribed in the Periodicals as per the APERC regulations in force.

FUNCTIONAL ASPECTS

Responsibilities

Ward Energy Secretary shall:

- Update all the manual financial records and software related applications with the help of Digital Assistant.
- Attend the work entrusted by the higher authorities in the secretariat jurisdiction (rectification of electricity bills, dtr maintenance, replacement of defective meters).
- Attend general duties and duties of other functional assistants as and when required.
- Any other duty entrusted by any higher authorities.
- Attend defaulters list releasing of new services and realization of pending bills from the customers review with ward volunteers.

Note: Shall also be responsible for:

- All the other Functional Aspects as Instructed by the Respective Higher Authorities in any mode of communication.
- All the other functions described with the reference to GO.MS No: 201, Dated: 23-06-2019 Issued by: MAUD
https://gramawardsachivalayam.ap.gov.in/GSWS/AdsandGos/assets/go/19_LrNo._ENE01-to_CandMD_APSPDCL.pdf
- Also Refer GSWS Employee Corner for Ward Energy Secretary Calendar Activity
<https://gramawardsachivalayam.ap.gov.in/GSWS/downloads/UAT/WARD%20ENERGY%20SECRETARY%20English%20Version.pdf>

FUNCTIONAL ASPECTS

Key Services Handled

- CPDCL - New Connection
- CPDCL - Application for Consumer Complaints
- CPDCL - Repayment
- EPDCL - Electricity Bill Payment
- SPDCL - New Connection for Meter
- SPDCL – Repayment
- APCPDCL - Meter Burnt/Glass broken
- APCPDCL - LT1 New Connection Domestic (Without Estimate Below 10 KW)
- APCPDCL - LT Additional Load (Without Estimate Below 10 KW)
- APCPDCL - LT2 New Connection Commercial (Without Estimate Below 10 KW)
- Application for Consumer Complaints
- Damaged poles and middle poles replacement