

KERALA STATE ELECTRICITY BOARD LIMITED (Incorporated under the Companies Act, 1956) CIN: U40100KL2011SGC027424 Registered Office: Vydyuthi Bhavanam, Pattom Thiruvananthapuram, Kerala-695 004 Website : www.kseb.in Phone: +91 471 2514476, 2514473 Fax: 0471 2514405

## Abstract

Enhancing service quality and organizational effectiveness in Kerala State Electricity Board Limited – Circulation of the restructuring proposals among Trade Unions and Associations of Officers – Orders issued.

## CORPORATE OFFICE (COMMERCIAL & PLANNING) BO(FTD) No.265/2021 (CE(C&P)/MPC/2020-21) Thiruvananthapuram, dated 23.04.2021

Read: (1) Office order (CMD) No.759/2019 (CE(C&P)/MPC/2019-20) dated 27.04.2019.

(2) Note No. CE (C&P)/MPC/2020-21/104 dated 16.04.2021 of Deputy CE (C&P) with full powers of Chief Engineer.

## ORDER

By the enactment of the Electricity Act 2003, all the activities in the power sector are being regulated by the State Electricity Regulatory Commissions. Being a major power utility in the state of Kerala shouldering responsibility of Generation, Transmission and Distribution of power, the entire activities of KSEB Ltd are being strictly monitored and regulated by the State Commission. Various directives have been issued by the Commission to improve the operational efficiency of KSEB Ltd after its critical evaluation as part of safeguarding the interests of consumers of the state. Also the Commission has taken a firm stand to control the employee cost of KSEBL. Hence during 2013, Board decided to conduct a work study on improving the efficiency of the organization. Accordingly, the Indian Institute of Management, Kozhikode (IIM-K) was engaged to conduct a work study on "Enhancing service quality and organizational effectiveness in KSEBL". Based on the study report, draft proposals for restructuring the Generation, Transmission, Distribution wings of KSEBL as well as the Corporate office were prepared by a Sub Committee constituted for the purpose.

The draft proposals for restructuring were presented in the Full Time Directors' meeting and it was decided that an indepth analysis is required on the various recommendations of the Sub Committee by experts having domain knowledge in their respective functional areas. Accordingly four Expert Committees – one each for Corporate office, Generation, Transmission and Distribution wings

were constituted vide office order read 1<sup>st</sup> above. After due deliberations, the four expert committees have submitted their proposals on restructuring. On going through the recommendation of the above reports, certain overlapping issues and some matters requiring further considerations have been noticed. The restructuring proposals along with the overlapping issues mentioned above were placed before the Full Time Directors for consideration as per note read as 2<sup>nd</sup> above.

Having considered the matter in detail, the Full Time Directors in its meeting held on 16.04.2021 has resolved to provisionally approve the recommendations on the overlapping issues as detailed in Annexure A for circulation so as to finalize the restructuring proposals. Further resolved to circulate the restructuring proposals along with the decisions on matters placed in Annexure among the Trade Unions and Association of Officers for obtaining their suggestions. It was also resolved that the committee constituted for submission of proposals for restructuring shall ensure that the above proposals are in consonance with the draft Special Rules.

Orders are issued accordingly.

By order of the Full Time Directors

Sd/-Lekha.G Company Secretary in-charge

То

The Deputy Chief Engineer (Commercial & Planning) with full powers of Chief Engineer

Copy to

All Chief Engineers

Financial Adviser/Chief Internal Auditor/Legal Advisor & Disciplinary Enquiry Officer/ Chief Vigilance Officer / Company Secretary /Chief Personnel Officer/

**Chief Public Relations Officer** 

TA to Chairman & Managing Director / PA to Director (Finance)

TA to Director (Dist, IT&HRM)/Director(Trans & SO)/Director (Gen-Ele & SCM)

TA to Director (Generation-Civil)/Director (Planning & Safety) / CA to Secretary (Admin)/ Fair Copy Superintendent / Record Section/Library / Stock File

Forwarded/By Order

Senior Superintendent