

KERALA STATE ELECTRICITY BOARD

Abstract

Training programme on awareness about the Organizational Change - Training programme to the core faculty, Training of trainers and training to all employees of the model section - Syllabus, Core Faculty Team and Estimate - Sanctioned - Orders issued.

Corporate Office (Human Resources Development Cell)

B.O. (FM) No.2716 /2008 (HRD.7/Trg. Org. Change/2008-09) Dated, Thiruvananthapuram: 07.11.2008

Read: Note No.HRD.7/Trg.23 Org. Change /2008-09 dated 31-10-2008 of the Chief Engineer (HRM).

ORDER

As per section 172 of the Electricity Act 2003, the Central Government and the State Government of Kerala mutually decided to continue KSE Board as State Transmission Utility and Distribution Licensee up to 24.09.2008. The Board is passing through a transitional phase of reforms in the electricity sector.

In order to turn it to a customer oriented organization, in the years to come, we have to keep the Customer in the central focus area of our business. It will require new approaches to organizational leadership, a major change in organizational culture and a tremendous amount of human resource development.

For introducing customer friendly atmosphere, as a first phase, Board would identify at least one section office from each Division as model section. Behavioral approach of officers and staff of model section have to be moulded in such a way to function in a customer-oriented manner. In order to develop an organizational culture and a management process to manage change, a series of training programmes are to be arranged.

For this, the activities such as Identify the core areas to be covered in the training programme, Identifying the faculties, Training programme to the identified faculty members, Training to the Core faculty Members, a Duration of the training programme etc are to be done.

The training to the staff (AE/SS/SA/SE) in the model sections is to be conducted in two modules (Management topics & Technical Topics) having 3 days duration each. Training to other staff (Cashier, Meter Reader, Overseer, Lineman, Electricity Worker) to be conducted for 3 days. Programme module is enclosed as Annexure 2A to IIE

The Chief Engineer (HRM) has placed a detailed note regarding the activities to be undertaken, necessity of imparting training to the staff, expenses involved, etc. to the FTM vide note read as above. Having considered the recommendation of Chief Engineer (HRM), Board hereby accords sanction to:

1. approve the Syllabus of the Training programme enclosed as Annexure -1.
2. approve the list of core faculty team enclosed as Annexue-3.
3. arrange the training programme to the Core faculty at RTTC, Papanamcode, Thiruvananthapuram.
4. authorize the core faculty team to prepare the course materials for the Training of Trainers programme (ToT) and the subsequent training programme.
5. authorize the Joint Directors of the RPTIs to prepare the training schedule and to make the necessary arrangements for conducting the training programme to the employees in the model section.
6. incur an expenditure of Rs. 13,08,000/ (Rupees thirteen lakhs and eight thousand Only) as per the Annexure- 4 and meet the amount from the budget allocation of Rs.300 lakhs earmarked for institutional development programme for the year 2008 - 09.
7. authorize the Deputy Chief Engineer, HRM-II to arrange the payment in connection with the training of core faculty and for Training of Trainers programme (ToT), and authorize the Deputy Chief Engineers, concerned Electrical Circles to arrange the payment in connection with the training at RPTIs.

By order of the Board
Sd/-

(M.SUBAIR)

SECRETARY

To

The Chief Engineer (HRM).
The Chief Engineer (Corporate Planning)
The Chief Engineer (Distribution)-South/Central/North
Dy. Chief Engineer, Electrical Circle-----
The Director, PETARC, Moolamattom, Joint Director, RPTI, -----
All core faculty Members
Director, MIS, Thiruvananthapuram

Copy to:

The Financial Adviser/Chief Internal Auditor/
TA to Chairman/Member (T & D)/ Member (G).
PA to Member (Finance)/Secretary.
The Fair Copy Superintendent, Board Secretariat.
Stock file.

Forwarded By Order

Assistant Engineer -HRD Cell

Training programme on implementation of Organizational Change to all the Employees in the Model sections.

SYLLABUS

Objective of the training :- to impart training to the staff of the proposed model section on the effective functioning of the model section.

Targeted audience :- Asst. Engineer, SS, SE, SA, Cashiers, Overseer, Lineman, Meter Reader, Electricity Worker.

1. Overall functioning & Structure of the Board.
2. Organizational Overview, Vision, Mission
3. Organizational Change
 - Necessity of the change
 - Attitudinal change
 - Change Management
 - Managing Team
 - Change the work culture
4. Organizational motivation
5. Customer Satisfaction and interpersonal relations
 - Customer Orientation
 - Right to information Act-2005
 - Telephone etiquettes
 - Protocol
6. Job Rotation in the Model section offices
7. Team building
8. Decision making
9. Communication, Stress Management
10. Functioning of the Model section
11. Supply code, Rules, regulations & procedure, Electricity Act-2003
12. Safety Aspects and Safety Manual, safety slogan
13. Construction Standards & Maintenance practices in Distribution
14. Delegation of powers & Duties and responsibilities
15. Work Measurement
16. Materials Management, Estimation, Execution, bill preparation, payment
17. Material Management, Maintenance of Asset Register
18. Planning, Scheduling, monitoring & review
19. Identification of Loss reduction projects
20. Revenue Management, Billing, Collection Efficiency, Accounting
21. Tariff
22. Prevention of theft,
23. Energy conservation & DSM
24. Disaster Management

**PROGRAMME SCHEDULE ON IMPLEMENTATION OF
ORGANISATIONAL CHANGE- Module -1**

Targeted audience :- Asst. Engineer, SS&SE

I st Day	9.30-10.00	Registration
	10-10-30	Inauguration & Ice braking
	10.30-11.30	Overall functioning of the Board
	11.40-1.00	Organizational Overview; New Vision, Mission & Organizational Change
	2.00-3.30 & 3.40-5.30	Organizational Change; Necessity of the change, Attitudinal change, Change Management, Managing Team, Team Building, Change the work culture
II nd Day	9.30-10.30	Evaluation and Feed back on the first day
	10.30-11.30 & 11.40- 1.00	Organizational motivation, Customer Orientation, Customer Satisfaction and interpersonal relations
	1.45-2.30	Telephone etiquettes, Protocol, Dress Code.
	2.30-5.30	Stress Management
III rd Day	9.30-10.30	Evaluation and Feed back on the second day
	10.30-12.00	Communication & Decision making, case study
	12.00-4.30	Functioning of the Model section, Concept of model section, Working Methodology, Customer Service Centre in the Model Section, Job Rotation in the Model Section
	4.30-5.30	Training Evaluation &Feed Back & Closing

**PROGRAMME SCHEDULE ON IMPLEMENTATION OF
ORGANISATIONAL CHANGE- Module -2**

Targeted audience :- Asst. Engineer & SE

I st Day	9.30-10.00	Registration
	10-10-30	Inauguration & Ice braking
	10.30-11.30 & 11.40-1.00	Supply code, Rules, regulations & procedure, Electricity Act-2003 & Service connection procedure
	2.00-3.30 & 3.40-5.00	Planning, Scheduling, monitoring & review & Identification of Loss reduction projects
II nd Day	9.30-10.00	Evaluation and Feed back on the first day
	10.00-11.30 & 11.40- 1.00	Revenue Management, Billing, Collection Efficiency & Accounting
	1.45-3.00 & 3.10-5.00	Work Estimation, Execution, bill preparation, payment, Work Measurement
III rd Day	9.30-10.00	Evaluation and Feed back on the second day
	10.00-11.30 & 11.40-1.00	Safety Aspects and Safety Manual, safety slogan
	1.45-3.30	Delegation of powers & Duties and responsibilities
	3.40-4.40	Prevention of Theft, Energy conservation & DSM
	4.40-5.30	Training Evaluation, Feed back & Closing

**PROGRAMME SCHEDULE ON IMPLEMENTATION OF
ORGANISATIONAL CHANGE**

Targeted audience: - Meter Reader, Overseer, Lineman, E.W

I st Day	9.30-10.00	Registration	Remarks
	10-10.30	Inauguration & Ice braking	
	10.30-11.30	Overall functioning & Structure of the Board & Organizational Overview; New Vision, Mission & Organizational Change	
	11.40-1.00	Organizational Change; Necessity of the change, Attitudinal change, Change Management, Managing Team, Change the work culture	Simplified version
	2.00-3.30 & 3.40-5.00	Customer Satisfaction and interpersonal relations, Telephone etiquettes, Protocol & Dress code, Customer Orientation.	
II nd Day	9.30-10.00	Evaluation and Feed back on the first day	
	10.00-11.30 & 11.40- 1.00	Functioning of the Model section, Concept of model section, Working Methodology, Customer service centre in the model section, Job Rotation in the model Section & Duties & Responsibilities	Depending on the role to be performed in the model sessions
	1.45-3.00 & 3.10-5.00	Safety Aspects and Safety Manual, safety slogan	
III rd Day	9.30-10.30	Evaluation and Feed back on the second day	
	10.00-11.30	Planning, Scheduling, monitoring & review, Identification of Loss reduction projects	
	11.40-1.00 & 1.45-4.30	Construction Standards & Maintenance practices in Distribution section & Energy conservation	Simplified form
	4.30-5.30	Feed Back & Closing	

**PROGRAMME SCHEDULE ON IMPLEMENTATION OF
ORGANISATIONAL CHANGE**

Targeted audience: - Cashier, SA

I st Day	9.30-10.00	Registration
	10-10.30	Inauguration & Ice braking
	10.30-11.30	Overall functioning & Structure of the Board & Organizational Overview; New Vision, Mission & Organizational Change
	11.40-1.00	Organizational Change; Necessity of the change, Attitudinal change, Change Management, Managing Team, Change the work culture
	2.00-3.30 & 3.40-5.00	Customer Satisfaction and interpersonal relations, Telephone etiquettes, Protocol & Dress code, Customer Orientation.
II nd Day	9.30-10.00	Evaluation and Feed back on the first day
	10.00-11.30 & 11.40- 1.00	Functioning of the Model section, Concept of model section, Working Methodology, Customer service centre in the model section, Job Rotation in the model Section & Duties & Responsibilities
	1.45-3.00 & 3.10-5.00	Supply code, Rules, regulations & procedure, Electricity Act-2003
III rd Day	9.30-10.00	Evaluation and Feed back on the second day
	10.00-11.30 & 11.40-1.00	Billing & Tariff
	1.45-4.30	Revenue Management & Accounting
	4.30-5.30	Feed Back & Closing

**PROGRAMME SCHEDULE ON IMPLEMENTATION OF
ORGANISATIONAL CHANGE- Module-2**

Targeted audience: - SS

I st Day	9.30-10.00	Registration
	10-10.30	Inauguration & Ice braking
	10.30-11.30&11.40-1.00	Electricity Act-2003
	2.00-3.30 & 3.40-5.00	Supply code, Rules, regulations & procedure
II nd Day	9.30-10.00	Evaluation and Feed back on the first day
	10.00-11.30 &11.40-1.00	Tariff Rules
	1.45-3.00&3.10-5.00	Industrial Billing Billing
III rd Day	9.30-10.00	Evaluation and Feed back on the second day
	10.00-1.00&2.00-4.00	Revenue Management & Accounting
	4.15-5.30	Training Evaluation, Feed Back & Closing

Secretary

Annexure - III

CORE FACULTY TEAM

Sl. No	Name	Design.	Educational Qualification	Official Address
1.	K.J Thomas	Director	M.Sc Engg.	PETARC
2	V.R Sudhi	Dy. CE	B.Tech, PGDIM, PGDOM, DEMA, MIE	Electrical Circle, Ernakulam
3	Cheriyar Varghese	Dy. CE	B.Sc Engg.	El. Circle, Kottarakkara
4	Gayathri. R.Nair	EE-JD	B.Sc Engg.	RPTI Thrissur
5	Vishnu T.P	EE-JD	B.Sc Engg.	RPTI Thiruvananthapuram
6	C.S Martin	EE-JD	B.Tech	RPTI Kozhikode
7	P. Rajan	EE	M.Tech, PGDBM	Electrical Division, Alathur.
8	V. Kesavadas	EE	B.Tech, PGDBM	Electrical Division, Wadakkanchery
9	Bose Jacob	EE	M.Tech, MBA	Electrical Division, Kozhikode
10	Mohammed Shereef	EE	M.Tech, MBA, LLB	O/o the CE (D.S)
11	Krishna Kumar	DA	CA	Electrical Section, Aluva
12	Remesh Das	AEE	B.Tech, AMIE (Civil), LLB	11KV Control Room, Thiruvananthapuram
13	Raveendran Nair	AEE	B.Tech	O/o the CE (D.S)
14	Jose Ebenezer	AE-AD	B.Tech, PGDHRM, MS, DIL, CSTA	RPTI Thiruvananthapuram
15	Remesh. B	Programmer	B.Sc, PGDCA	MIS, TVM
16	P. Khalid	SE	Diploma	Electrical Division, Manjery
17	A.C Sabu	SE	Diploma	Electrical Circle, Perumbavoor.
18.	Satheesh Kumar	Overseer	SSLC	Electrical Section, Kazhakkuttam
19	A. Sudheer	Overseer	B.Com,ITI(wireman)	Ele. Section, Nadakkave
20	Syam Kumar.A	AE	B.Tech	MTU, Electrical Circle, Kollam
21	Latheesh K.G	AE	B.Tech	System Administrator, MIS Kannur
22	Manoj.E	AE	B.Tech, PGDBM, PGDOM, MBA	APDRP Kozhikode
23	Sajith Kumar	AE	B.Tech	Electrical Section, Kozhikode
24	Unnikrishnan.V	AE	B.Tech, PGDBM	Office of the Chief Engineer (Corporate Planning)
25	Lekha.P	AEE	B.Tech	Electrical Division, Aluva
26	K. Venugopalan	EE	B.Tech	Tr. Division, Chalakudy
27	Vinod	S.S	M.Sc,B.Ed	Electrical Division, Kannur
28	K.P Rafeek	AE	B.Tech	APDRP Kozhikode
29	Shaji Peter Kallada	EE	B.Tech	Trans. Division, Kundara.
30	Seenath Beevi P.T	EE	B.Tech, MBA	HRD Cell,

Annexure-IV

AVERAGE ESTIMATE FOR THE TRAINING OF TRAINERS PROGRAMME
(5 days)

Sl.No.	Description	Amount
1	Hall Rent	0
2	Course Materials and other stationeries (pen, pad etc) for the participants (Rs.100x 40 Nos)	4000
3	Lunch and other light refreshment (Rs.75x 40) *5	15000
4	Faculty Fees (600*5)	3000
5	Unforeseen items	1000
	Total	23000

Expenditure for Five days=Rs.23,000/-
(Rupees twenty three thousand only)

AVERAGE ESTIMATE FOR THE TRAINING PROGRAMME (3 days)

Sl.No.	Description	Amount
1	Hall Rent	0
2	Course Materials and other stationeries (pen, pad etc) for the participants (Rs.100x 40 Nos)	4000
3	Lunch and other light refreshment (Rs.75x (35+5))*3	9000
4	Faculty Fees (600*3)	1800
4	Unforeseen items	200
	Total	15000

(Rupees fifteen thousand only)

Total Expenditure = 23000 + (70* 15000) +75000 (RTTC) + 15000(three days in PETARC)

= 11,63,000/-
(Rupees eleven lakhs sixty three thousand only)

Secretary