

Manual I

Particulars of organization, functions and duties

[Section 4(1)(b)(i)]

1. Aims and objectives of the organization

The Commercial Department deals with revenue realization on account of electricity/water supplied to consumers. Consumption of electricity/water is metered. Readings are taken and recorded by Meter Readers/Meter Inspectors every month. The consumption is computerized and bills are sent to consumers

2. Mission/Vision

Revenue realization for the council for better financial strengthens of the council to make it self-dependent and to serve the citizens residing in NDMC area.

3. Brief History and Background for Establishment

Commercial have been constituted for revenue realization on account of sale of energy/water.

4. Organizational chart

Headed by Director (Commercial) followed by E.E. (Comml.)/ Sr. A. O. (Billing)/ A. A. O./ S. O./ Head Asstt./ Jt. Dir. (Stats.) in the supervisory capacity.

5. Allocation of Business

E.E.(Comml.)-:

- 1) To supervise the work of Reading Branch, Enforcement Section, and C&D Branch of Comml. Deptt.
- 2) To keep liaison with Transco Ltd, Delhi Jal Board in r/o matters related to water and electricity quantity.

A.E.E.(Comml.)-:

- 1) To supervise the work of Enforcement Section of the Comml. Deptt.
- 2) To ensure the cases of misuse and theft of electricity are properly submitted for approval as per Resolutions/Electricity Acts etc.

A.E.E. (Meter) :

To supervise the work of installation of connection/disconnection, transfer of name of the private consumers of electricity & change of defective meters, upto 30 KW.

A.E.E. (Electric Meter Workshop) :

1. To supervise the work of installation of connection/disconnection, transfer of name of the private consumers of electricity & change of defective meters, above 30 KW.
2. Attending to the complaints of defective electric meters.

Supdt. (C&D) -:

- 1) To supervise the work of connection and disconnection branch.
- 2) To ensure the timely connection and disconnection of electric and water connections on a/c of non-payment and to monitor the progress of the same.

Sr. A.O.(Billing)/A.O.(Bulk)/A.O.(Commercial)

Bulk procurement of electricity from Delhi Transco Ltd. and water from Delhi Jal Board. Release of share cost of sewage treatment to the Delhi Jal Board. Issue of Electric/Water bills to the consumers of NDMC area and realization of revenue for the electricity and water consumed by the resident of NDMC area.

Joint Director (Statistical)

Supervision of generation of bills, matters relating with tariff.

ACO - :

- 1) Supervision and checking the work of Supdt. (Comml.)/Meter Inspectors/Meter Readers and ensure the meter reading of electric and water connections, assessments of provisional billing and finalization of the bills in time.
- 2) Reporting of defective meters to the Electricity and Civil Engineering Department for replacement.

6. & 7. Duties to be performed to achieve the mission/Details of services rendered

As per appendix with Performa with manual 2

8. Citizens interaction

Direct interaction with the consumers of electricity and water of NDMC area with regard to their billing problems. To accept payment in installments if required and correction of the bills if incorrectly issued to the consumer.

9. Postal address of the Office

Director (Comml.):

Room No. 5016, 5th Floor, Palika Kendra, New Delhi-110001.

S.E. (Comml.)

Room No. 101, 1st Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi-110001.

EE(Comml.) :

Room No. 103, 1st Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi-110001.

A.E.E. (Comml.) :

Room No. 104, 1st Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi-110001.

A.E.E. (Meter) :

Room No. 102, 1st Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi-110001.

A.E.E. (Electric Meter Workshop) :

Electric Sub-station, Harish Chandra Mathur Lane, New Delhi-110001.

Supdt. (C&D) :

Room No. 93, 1st Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi-110001.

A.C.O. :

First Floor, Shahid Bhagat Singh Complex, Gole Market, New Delhi-110001.

Sr. A.O.(Billing)/A.O.(Bulk):

Room No. 87, are the attached subordinate offices situated at Shaheed Bhagat Singh Place, Gole Market, New Delhi-11001 for attending to the complaints with regard to the billing of the consumers of the NDMC area.

A.O.(Comml.):

Room Nos. 1904, 1905 & 1907, 19th Floor, Palika Kendra, New Delhi-110001.

Joint Director (Statistical) :

Room No. 227, 2nd Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi-110001.

10. Map of Office location

Head office: located on main Parliament Street flanked by Park Hotel and State Bank of India opposite Jantar Mantar, Room No. 5001, 5th Floor, Palika Kendra, Sansad Marg, New Delhi-110001.

Branch Office: located on Shaheed Bhagat Singh Marg, at Shaheed Bhagat Singh Place, 1st Floor, Gole Market, New Delhi-110001, near Bangla Sweet.

11. Working hours for office and public

Office hours 9.00 a.m. to 5.30 p.m. and Public interaction between 3.00 to 4.00 p.m. on working days.

12. Public Interaction

Every working day between 3.00 to 4.00p.m.

13. Grievances Redressal Mechanism

NDMC has set-up electricity grievances redressal forum at Shaheed Bhagat Singh Place, Gole Mkt. for redressal of public grievances relating to complaints of electricity consumers.

MANUAL – I. (ITEM NO. 4)
(ORGANIZATIONAL CHART)

