

## **MANUAL- I**

### **1) AIMS AND OBJECTIVES OF ORGANISATION**

The Obligatory function of the organisation is to supply/ distribution of electricity in NDMC area as provided for under Section 11 (d) (i) of NDMC Act, 1994. The main objective of the organization is to provide reliable supply of electricity including street lighting.

### **2) MISSION/VISION**

The NDMC area has special importance in that it is the capital of the country and the seat of India's Central Government. It is also one of the most important Metropolis in the country and has various important Govt. buildings e.g. Rashtrapati Bhawan, Parliament House, P.M. House, Supreme Court/High Court, major hospitals, Five Star Hotels, Diplomatic Missions etc. NDMC's Electricity Department has, therefore, a great responsibility to ensure reliable supply of electricity; meet the growing power demand without resorting to load shedding. It is also ensured that the installed capacity of system is atleast 2.0 times the peak demand.

### **3) BRIEF HISTORY AND BACKGROUND**

It was on 12<sup>th</sup> Dec, 1911 that the transfer of the seat of the Govt. of India from Calcutta to Delhi was announced. Raisina Hill was selected as the appropriate site for the new capital. The Raisina Municipal Committee was established in 1916 to cater to the municipal needs of the labour engaged in the construction of the new capital in 1925. The then Chief Commissioner, Delhi upgraded it to the level of 2<sup>nd</sup> class municipality under Punjab Municipal Act, 1911 and was known as Imperial Delhi Municipal Committee. It was named as New Delhi Municipal Committee in 1927 and it became first class municipality in 1932.

In May 1994 the NDMC Act, 1994 replaced Punjab Municipal Act, 1911 and the committee renamed as New Delhi Municipal Council. The supply/distribution of electricity is one of its obligatory functions under Section 11 (d) (i) of NDMC Act, 1994.

#### **4) ORGANIZATIONAL CHART**

#### **5. ALLOCATION OF BUSINESS**

N.D.M.C. does not generate electricity. It receives power supply in bulk from DTL at different voltage levels at bulk receiving sub-stations of NDMC for further distribution in its area. The works are allocated as under:-

- a. Maintenance of incoming feeders.
- b. Maintenance of 66KV/33KV sub-stations/system.
- c. Maintenance of 11KV Sub-stations/system.
- d. Maintenance of LT-general supply distribution system upto the consumer's premises.
- e. Maintenance of Street lighting system.
- f. Maintenance of different electrical services e.g. Air-conditioning, ventilation, lifts, internal EI etc.
- g. Maintenance of the protection system of the HT/LT Switchgears.
- h. Planning of future action plans, budgeting etc. i.
- j. Procurement of material/Stores, General office administration.

Each of the above allocations are generally headed by an Executive Engineer,

#### **6. DUTIES TO BE PERFORMED TO ACHIEVE THE MISSION.**

The system of providing supply of electricity has to be operated/manned round the clock for which there are presently 13 complaint centers in the NDMC area. The faults occurring in the system are repaired on most immediate basis. The systems are constantly upgraded with the view to provide reliable supply of electricity. Special duty arrangements are also provided to ensure continuity of electric supply for various important functions/visits by dignitaries etc.

#### **7. DETAILS OF SERVICES RENDERED**

- a. Continuity of electricity supply in the entire NDMC area.
- b. Sanctioned of additional loads/requirements of new loads etc.
- c. Providing temporary electricity connections for various functions, marriages, construction purposes, general illumination etc.
- d. Maintenance of different services in NDMC buildings e.g. lifts air conditioning, ventilation, internal/external electrical installations, D.G sets, pumps/desert coolers etc.
- e. Maintenance of street lighting.
- f. Up gradation of systems.

## 8. CITIZENS INTERACTION

The citizens generally interact for the following –

- a. Matters connected with continuity of electricity supply/ complaints or no current complaint.
- b. Sanctioned of new additional load etc.
- c. Sanction of temporary electricity connections.
- d. Complaints relating to services in the NDMC buildings/ area.
- e. Complaints relating to street light.
- f. Refund of security amount /unspent balances.

9. POSTAL ADDRESS OF THE MAIN OFFICE ATTACHED  
/SUBORDINATE OFFICE /FIELD UNITS.

- |   |                                    |
|---|------------------------------------|
| a. Chief Engineer ( E-II)                         | NDMC Palika Kendra New Delhi- 01   |
| SEEs, EE (D/N), EE (Protection),<br>EE (Planning) |                                    |
| b. EE (M/N), EE (R/L)                             | Mohan Singh Place, CP New Delhi 01 |
| c. EE (M/S), EE (D/S)                             | S/S Kidwai Nagar West, New Delhi   |

d. EE (M-33KV), EE (BM-II)                      NDMC Vidyut Bhawan, Aurangzeb  
EE (Store), EE (M/F)                      road New Delhi

e. Field units- the list of 13 complaints centers attached at Annexure –II.

#### 10. **WORKING HOURS BOTH FOR OFFICE AND PUBLIC**

Main office -    09.00 AM to 5.30PM

Shift duty staff    round the clock.

Hours for public    2.30PM to 4.30PM

NDMC observes the working hours /holidays as per Govt. of National Capital Territory of Delhi.

#### 11. **PUBLIC INTERACTION, IF ANY**

The interaction with public is regularly done particularly in following forums-

- a. Bhagidari Meetings.
- b. Meetings with Resident Welfare Association.
- c. District Development Committee meetings.
- d. Meetings with area MLAs and MPs.

#### 12. **GRIEVANCE REDRESS MACHNISM**

The public dealing officers and top management are highly responsive to the public grievance. Majority of the grievances are redressed by them.

However, Electricity Consumers Grievances Redressal Forum for NDMC has been set up located at 67, Shaheed Singh Bhagat Singh Place, Gole Market, and New Delhi 110001.