



# **Deen Dayal Upadhyaya Gram Jyoti Yojana**



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## Deen Dayal Upadhyaya Gram Jyoti Yojana

Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY) aims to provide continuous power to rural India through electrification of all villages, feeder separation to ensure sufficient power to farmers and regular supply to other consumers, improvement of sub-transmission and distribution infrastructure including metering at all levels in rural areas.

DDUGJY aims to improve the quality and reliability of the supply and metering to reduce the losses. This would help in providing round the clock power to rural households and adequate power to agricultural consumers.

The focus areas, with regards to implementation of DDUGJY, for the districts are listed below.

- Electrifying sanctioned un-electrified villages
- Electrifying sanctioned un-electrified BPL households
- Releasing of electricity connections APL households
- Setting up a mechanism for receiving complaints regarding faulty meters/ transformers etc. and response time for action
- Increasing number of hours of supply of power
- Using of Innovative methods for covering difficult inaccessible areas
- Ensuring transparency and accountability in implementation of the scheme

# Executive Summary

## Barwani, Madhya Pradesh (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **41** and **total un-electrified BPL households sanctioned** were **13741**
- **24X7 centralized call center** has been set up in the district
- **Fuse of Call (FoC) register** is maintained in **every Gram Panchayat Level to resolve problem** related to faulty meters, lines, transformers, etc.
- **RS joist** and **H-beams** were installed, in place of PCC poles
- Poles were transported through boats, hand carts, etc.
- **2 free LED bulbs and free of cost connection was provided to each BPL household**

### Key Achievements/ Impact

- **40 villages were electrified** during the period of consideration
- **11785 sanctioned BPL households were electrified** during the period of consideration
- **155 connections** were released for **APL households**
- **Hours of Supply** of Power is close to 24 hours
- **Response time** to rectify complaints for faulty meters is within 6 hours and for failed transformers is within 2 days





## Barwani, Madhya Pradesh

### Background

Barwani is an underdeveloped tribal district, situated in south western Madhya Pradesh. As on 1st April 2015, 41 villages and 13,741 sanctioned BPL households were un-electrified.

### Approach Adopted

The villages were electrified through conventional sources i.e. by extending electrical lines and creating adequate electrical infrastructure. 11kv electric lines from nearest 33/11kv substations were extended to electrify the villages. Low Tension (LT) cable was provided from distribution transformers till the village streets. Most of the villages were situated in forest lands and required forest clearance for installation of electrical lines.

DISCOM coordinated with the district administration and forest department to ensure speedy clearances, resulting in timely completion of the work. RS joist and H-beam steel sections were used in villages located in highly undulating terrain. Poles were transported through boats, hand carts, etc. Workers, deployed at difficult inaccessible areas, were paid higher wages. Villages were lightened with LEDs street lights and two LED bulbs were distributed to each BPL household for free.

## Innovative Methods



All distribution transformers have been metered and energy audit is carried out on regular basis. Agricultural pump connections were given on priority basis to promote two to three crops in a year. Convergence of scheme was done with other flagship schemes including Van Bandhu, CM Economic Welfare Scheme, Sakshar Bharat, etc.

### *Grievance Redressal*

A 24 hour centralized call centre, called 'TWARIT', was set up in the district, for resolution of power supply related complaints. An SMS based transformer complaint system was developed and a 24X7 complaint registration number (+91-7290222337) was also provided to the villagers. A Fuse of Call (FoC) register was maintained at Gram Panchayat Level to resolve problems related to faulty meters, lines, transformers, etc. The DISCOM has defined response times to rectify complaints, with maximum resolution time of six hours for faulty meters/ lines and two days for failed transformers.

### *Awareness Generation*

DISCOM had put up banners at prevalent locations in the villages for generating awareness among BPL households about the scheme. Regular meetings were conducted with villagers, public representatives and local community members. Stickers providing information related to service numbers, consumer name and connection date, were installed on transformers and households. All villages were also provided mandatory sign boards covering details of the scheme like cost, beneficiary details and contact details of concerned officials.

### **Impact**

40 villages and 11,785 sanctioned BPL households were electrified between April 2015 and December 2016. Electrification of villages led to reduced migration, improved literacy level and generated local employment. Message of energy conservation was propagated through distribution of LED bulbs sourced under UJALA scheme. Separate feeder lines of electricity for agricultural use and households ensured that households get 24 hours supply and agriculture feeders get 10 hours continuous power supply during critical hours of irrigation.



## Awareness Generation





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# Executive Summary

## Katihar, Bihar (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **1003** and **total un-electrified BPL households sanctioned** were **62068**
- Materials were **transported** with the help of boats, Bullock carts, Trolley and manually shifted to work sites, during flood
- To cover long distances and enhance access, **Sub-Stores** were created at remote blocks
- For **better coordination and monitoring**, monthly meetings were held by district administration with project and supply officials
- **A Project Monitoring App - DCNINE** was developed to monitor progress and quality of project
- **24X7 helpline** was operationalized to receive complaints.
- **Awareness** was created through social media, banners, distribution of pamphlets, stalls, etc.

### Key Achievements/ Impact

- **583 villages were electrified** during the period of consideration
- **47686 sanctioned BPL households electrified** during the period of consideration
- **25132 connections** were released to **APL Households**
- **Response time** for faulty transformer compliant is 24 hours and 72 hours in urban and rural areas respectively



## Katihar, Bihar

### Background

Katihar district is situated in the plains of north eastern part of Bihar. 1,003 villages and 62,068 sanctioned BPL households were un-electrified as on 1<sup>st</sup> April 2015.

### Approach Adopted

The work plan for electrification was prepared and made available on the district website ([www.katihar.bih.nic.in](http://www.katihar.bih.nic.in)). It was also circulated to 'Zila Vidyut Samiti', for any changes required. Separate 33KV and 11KV feeders were constructed and power transformers were augmented to higher capacity to meet load demand for village electrification. Ring mains system was developed for interconnection between Power System Stabilizer (PSS) for continuous power supply.

For flood affected blocks like Amdabad, Manihari, Barsoi, Balarampur, Pranpur, Barari and Kursela, materials were transported with the help of boats, bullock carts, trolley and manually shifted to work sites. For distant villages, sub-stores were created at remote blocks to ease access to villages. To overcome challenges of labour mobilization, camps with free food and other amenities were set up in school/gram panchayat premises. VAT exemptions were given to pole making units to ensure sufficient availability of poles.



## Innovative Methods



Air-bunch cables were used to prevent unauthorized use of electricity. Service main distribution boxes were fitted on top of poles from which connections were provided to ensure that all connections were metered. The local authorities proactively resolved several issues pertaining to Right of Way, forest clearance, land allotment, etc.

A Project Monitoring App, “DCNINE”, was developed for monitoring progress and quality of implementation. The project was constantly monitored by Gramin Vidhut Abhiyanta (GVA). Currently there are 15 GVAs in Katihar who report progress through “Garv-I” application. Monthly review meetings were conducted under the chairmanship of District Magistrate with participation from DISCOM and turnkey agencies to ensure timely material and fund flow. ‘Zila Vidyut Samiti’ review meetings were also held under the chairmanship of Hon’ble Member of Parliament, Katihar, every three months to review progress of the project.

### *Grievance Redressal*

Complaints could be registered with the Junior Electrical Engineer (JEE) of the area as well as online at DISCOM’s website ([www.nbpdcl.co.in](http://www.nbpdcl.co.in)). The complaints made online were automatically forwarded to concerned JEE for resolution. If the complaint remained unresolved for a specific time, it was automatically transferred to the concerned senior officer. Bill rectification camps were also conducted on 15<sup>th</sup> of every month and a 24x7 helpline was made operational to receive complaints.

### *Awareness Generation*

Banners, pamphlets were distributed in the village and local media such as newspaper advertisements were used to spread awareness. Stalls were put up on Republic Day, Establishment Day, etc. to disseminate information. Regular field visits and direct interaction was undertaken, panchayat-wise, with public regarding their grievances.



## Awareness Generation





**Impact**

583 villages and 47,686 sanctioned BPL households were electrified between April 2015 and December 2016. Electricity has been made available for 16 to 20 hours a day. Electrification of villages has led to improved literacy level and generation of local employment. Agriculture has benefited with the use of electric motor pump, small scale industries are being developed in villages. Road safety has improved and crime has reduced due to installation of street lights. Use of televisions and mobile phones has increased the digital outreach of villagers.

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# Executive Summary

## Kishanganj, Bihar (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **110** and **total un-electrified BPL households sanctioned** were **225259**
- For **better coordination & monitoring**, weekly and monthly meetings were held by district administration with project and supply officials
- **Mukhiya, ward members and local representatives were actively involved** in release of BPL connections
- **Coverage of all mahadalit tolas and scheduled tribes was undertaken with the help of Vikasmitra**
- Team of engineers was sent for **assessment/ feedback** on village electrification and interaction with mukhiyas and ward members
- Centralized **customer helpline** and district customer helpline are in place
- **Spot meter reading** and billing is done through **android app** by Rural Revenue Franchisees (RRF)
- **Awareness was created** through newspapers, pamphlets, stalls, camps, etc.
- Progress was showcased on **DISCOM's website**

### Key Achievements/ Impact

- **100% villages (110) were electrified** during the period of consideration
- **102300 sanctioned BPL households were electrified** during the period of consideration
- **29881 connections were released for APL Households**
- **Hours of Supply of Power** are 23-24 hours and 18-22 hours in urban and rural areas respectively
- **Replacement of faulty meters** is done within 24 hours in urban areas and within 72 hours in rural areas
- **Redressal of complaints** is done within 4 hours in urban areas and 72 hours in rural areas



## Kishanganj, Bihar

### Background

Kishanganj district forms part of Purnia division in Bihar. As on 1<sup>st</sup> April 2015, 110 villages and 2,25,259 sanctioned BPL households were un-electrified.

### Approach Adopted

A number of 63 KVA Distribution Transformers (DT) were installed at proper locations with use of aerial bundled cable covering densely populated areas. As per sanction of the district under DDUGJY, only 25 KVA DTs were to be installed but on insistence from the State Government installation of 63 KVA DTs were allowed subject to the condition that any marginal increase in the cost will be borne by the State Government. Efforts were made by distribution companies and district administration to speed up implementation of the programme, which included initiatives such as creation of dedicated project offices and posting of officers.

For villages situated across river, originating from Nepal and close to India-Nepal border, boats were used to transport material. Digging and pitching of poles was done through machines. Regular meetings were held by district administration with project and supply officials for better coordination and monitoring. Interactions with sub-contractors were also undertaken for identification of major issues. Gram Vidyut Abhiyanta (GVA) were appointed by Rural Electrification Corporation (REC) at district level for monitoring of the project, where GVAs uploaded the project progress on GARV



## Innovative Methods



portal. A team of young engineers was formed and sent to villages to assess and seek feedback on electrification and interact with 'Mukhiyas' and ward members. Door to door survey was conducted under 'Ghar Ghar Bijli Lagatar' for verification of electrified and un-electrified households by use of android based application with embedded GPS coordinates.

A project monitoring application was also developed for monitoring real time progress of the project. The district administration also adopted other innovative methods for effective implementation such as, customization of Standard Bidding Document, to relax technical requirement for wider participation and formulation of a new payment policy which allowed release of 75% payment after electrification of village.

### *Grievance Redressal*

A district level customer help line number (05456-2227801) has been made operational for redressal of complaints along with a centralized customer care help line (18003456198, 1912). 'Bihar lok shikayak nivaran adhikar adhiniyam' further empowers citizens to seek time bound resolution.

### *Awareness Generation*

Extensive outreach efforts were made by district administration, distribution companies and local officials by organizing camps at panchayat level, making announcements through loud speakers, distribution of pamphlets and setting up of stalls and camps. Regular interaction with panchayat level public representatives was made to generate awareness.

### **Impact**

110 villages and 1,02,300 households were electrified between April 2015 and December 2016. Electricity has been made available for 18 to 20 hours a day. Response time of 24 hours (in urban areas) and 72 hours (in rural areas) has been defined for replacement of faulty transformers and for redressal of fuse calls. Breakdown response time has been capped at 4 hours (for urban areas) and 16 hours (for rural areas).



## Impact



कैरहाजिर 355 डॉक्टरों से पिछले एक कारंवाई हुई है उनमें अधिकतर पीएचसी और गया है। > डॉक्टरों की सूची पृष्ठ 08 डीके गुप्ता आदि ने विचार रखे।

# बिहार में बिजली क्षेत्र में हुए कार्यों को पीएम ने सराहा

टिप्पणी/हिन्दुस्तान ब्यूरो

बिहार में बिजली क्षेत्र में हुए कार्यों को प्रधानमंत्री नरेंद्र मोदी ने सराहा। साथ ही ई से स्वयंसेवक इंदिरा आवासों के मांग कार्य को पूर्ण करने को बेहतर राया। उन्होंने बुधवार को विडियो कॉन्फ्रेंसिंग के माध्यम से विभिन्न जनाओं की जानकारी विकास युक्त शिशिर सिन्हा से ली। गौरतलब हो कि गांवों तक बिजली

**रू-ब-रू**

- विडियो कॉन्फ्रेंसिंग से विभिन्न योजनाओं की जानकारी ली
- जोगबनी रेलखंड के लिए जमीन अधिग्रहण में तेजी लाने को कहा

पहुंचाने में पूरे देश में बिहार पहले स्थान पर है। केंद्र सरकार ने चालू वित्तीय वर्ष में जो लक्ष्य दिये, बिहार की बिजली कंपनियों ने इससे अधिक गांवों तक

**प्रधानमंत्री आवास योजना की भी जानकारी ली**

शहरों के लिए चालू प्रधानमंत्री आवास की भी विस्तृत जानकारी प्रधानमंत्री ने ली। वहीं जोगबनी रेलखंड पर जमीन अधिग्रहण कार्य में तेजी लाने की बात कही। इस मामले में उन्होंने रेलवे बोर्ड के अधिकारियों से भी जानकारी ली। विडियो कॉन्फ्रेंसिंग के समय नगर विकास एवं आवास विभाग के प्रधान सचिव चैतन्य प्रसाद भी उपस्थित थे।

बिजली पहुंचायी। 24 घंटे बिजली देने की योजना उदय पर करार करने में भी बिहार आगे रहा। कृषि के लिए अलग से फीडर बनाने की योजना में भी बिहार ने सबसे आगे बढ़ कर काम किया है वहीं पिछले एक साल में अपूर्ण रहे 13 लाख से अधिक इंदिरा आवासों का बिहार में पूर्ण किया गया है।



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# Executive Summary

## Munger, Bihar (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **Total un-electrified villages** were **28** and **total un-electrified BPL households sanctioned** were **123797**
- **A team was constituted to identify the beneficiaries, monitor and support execution**
- **Pole factory was established for the production of poles within the district.** The objective was to ensure speedy and timely supply of poles at the work site
- **24X7 customer care center** was operationalized to receive complaints and customer feedback
- **Hydra and other heavy machines** were used to achieve timely delivery

### Key Achievements/ Impact

- **28 villages were electrified** during the period of consideration
- **55672 sanctioned BPL households were electrified** during the period of consideration



## Munger, Bihar

### **Background**

Munger, district of Bihar, is situated on banks of Ganga river and is highly flood prone. As on 1st April 2015, 28 villages and 1,23,797 sanctioned BPL households were un-electrified.

### **Approach Adopted**

Under the leadership of District Magistrate, a survey was conducted to identify potential beneficiaries. A work plan was prepared by District Administration for speedy and timely completion of the project. A greenfield electric pole factory was set up by Ashoka Buildcon. Production of pole within the district ensured timely supply of the poles at the work site and reduced cost of transportation.

A WhatsApp group was created, to provide common platform for sharing problems and ideas related to electrification. Regular meetings were held with local bodies and elected representatives for mobilization of resources and execution of scheme particularly in Diara and hilly areas of the district. In Diara areas, boats were used as means of transport for carrying materials across Ganga river.

## Innovative Methods





### *Grievance Redressal*

A Complaint Redressal Cell (CRC) has been setup by the district administration for redressal of all type of complaints. The cell, manned by two officials functions round the clock. On receipt of a call from complainant, the details are noted in a register manually and the complaint is forwarded to the concerned field authorities. A toll free number and other numbers of the complaint cell have also been made operational.

### *Awareness Generation*

Local officers were involved to create awareness regarding the programme. For areas in hilly terrain and with large forest covers, district administration got announcements made on loudspeakers to inform, educate and build consensus among the rural population regarding needs and benefits of the programme and removing apprehensions regarding costs and risks of electricity.

### **Impact**

28 villages and 55,672 sanctioned BPL households were electrified between April 2015 and December 2016. Electricity has been made available for 16-18 hours a day. Electrification reduced consumption of kerosene by approximately 1 lakh litres per month, which resulted in reduction of fire accidents. Road safety has improved and crime has reduced due to installation of street lights. Use of television and mobile phones has increased the digital outreach of villagers.

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# Executive Summary

## Nagaon, Assam (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **225** and **total un-electrified BPL household sanctioned** were **56511**
- **Awareness drives** at village and block levels were done through **public meetings and gram sabhas**
- **Survey was conducted at village level** with the help of Gram Panchayat functionaries and social organizations at field level
- Agricultural and domestic consumers were identified through sources such as Gram Panchayat functionaries, Farmer's club, social organizations, etc.
- **A toll free number is monitored** by both DC office and Assam Power Distribution Company Ltd. (APDCL)
- **Digital meters have been installed for transparent billing**
- **Innovative methods of transportation**, such as rafts, were used for transporting electric poles to remote villages
- **Separate transformers were installed for each village** resulting in **minimal voltage fluctuation**
- **BPL households were sensitized and motivated** by Revenue Officials (Mandals) to opt for electrification

### Key Achievements/ Impact

- **210 villages were electrified** during the period of consideration
- **1133 BPL and 1251 non-BPL households were electrified** during the period of consideration
- **Average hours of power supply** to both domestic and agricultural consumers is **18 hours per day**
- **Resolution time of complaints is within 24 hours.**
- **Load shedding has reduced from 12 hours to 6 hours**



## Nagaon, Assam

### Background

Nagaon, a district in the state of Assam, had 225 un-electrified villages and 56,511 sanctioned un-electrified BPL households, as on 1st April 2015.

### Approach Adopted

A survey was conducted for identification of un-electrified households and domestic and agricultural consumers. Mission mode implementation was undertaken for the sanctioned projects. During the flood season, innovative methods, like using a raft made of banana tree trunk, were used to transport concrete electric poles to remote villages. The aerial branch cables covered with cross-linked polyethylene insulator were used to minimize electrical theft. Digital meters were installed in the households for transparent billing. The District website could be used to intimate the District Collector (DC) office directly about any issues being faced by the villagers. The beneficiaries were motivated to use power saving devices like LED bulbs which helped save electricity and reduce electricity bill.

The Above Poverty Line (APL) households were persuaded to pay the initial cost so that they could get a multifold return on their investment by increasing the agricultural and fisheries produce. They were also informed that replacing diesel pumps with electrical

pumps would result in cutting the cost to one sixth. The villages were visited monthly by the senior officials of Assam Power Distribution Company Ltd. (APDCL) to oversee the inclusion of APL households under DDUGJY. Also, efforts were made to release connections within a short time of their applying for the same.

Implementation of the programme was evaluated by the DC office through monthly District Development Committee meetings. Fortnightly, a meeting was also held with the turnkey contractor in presence of Gram Vidyut Abhiyanta (GVA) engaged by Rural Electrification Corporation Power Distribution Company Limited (RECPDCL) to review the progress.

### *Grievance Redressal*

The district has operationalized a 24x7 toll free number where rural citizens can register complaints. Copy of the complaint is sent to APDCL and DC office. A copy of the action taken report on the complaint is also sent to the DC office as a follow-up to the grievance redressal. The toll free number is well advertised in local language on transformers in the villages. In addition, a lineman has also been deployed for a cluster of 2-3 villages to facilitate direct interaction. Citizens may also register their complaints in the complaint book at nearby sub-stations.

### *Awareness Generation*

Gram Sabha meetings and farmer clubs were used as platforms to generate awareness and encourage villagers to apply for a free electricity connection. Revenue officials sensitized and motivated the BPL families to opt for electrification, during their E-Safar tour. Line departments, such as irrigation and agriculture, also held awareness workshops in collaboration with local NGOs to demonstrate benefits of electrification to the villagers.

### **Impact**

210 villages and 1,133 sanctioned BPL households were electrified between April 2015 and December 2016. Electricity has been made available for 17-19 hours a day for both domestic and agricultural



## Success Stories



consumers and load shedding has been reduced from 12 hours to 6 hours. Due to a dedicated transformer for each village, the voltage fluctuation is minimal. Also, use of aerial branch cables for electricity transmission has minimized electricity loss and theft, ensuring stable supply of power.

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# Executive Summary

## Nalanda, Bihar (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **12** and **total un-electrified BPL households sanctioned** were **314071**
- **For grievance redressal**, 24X7 toll free number, website, customer care center, etc. are in place
- **New payment policy** was launched for contractors, which has **reduced the payment cycle to 15 days from 118 days**
- **Workshop for capacity building** of the sub-contractors was conducted at DISCOM level to address their issues and provide training for quality work
- **Special Task Force (STF)** has been set up to verify quality (of material and erection work) through random checks
- **Non-conventional modes of transport (such as boats, hand carts, etc.)** were leveraged for inaccessible areas
- **Flood affected blocks were targeted** on priority before rainy season
- **Project Monitoring App - DCNINE** was developed **to monitor progress and quality**
- **Android App based survey** of all BPL households was undertaken to identify un-electrified BPL families
- **Awareness was created** through distribution of pamphlets, wall writing, helpline, etc.

### Key Achievements/ Impact

- **12 villages were electrified** during the period of consideration
- **98189 sanctioned BPL households were electrified** during the period of consideration
- **Hours of power supply In rural areas is 16 to 18 hours per day and in urban areas is 22-23 hours per day**



## Nalanda, Bihar

### Background

Nalanda district of Bihar had 12 villages and 3,14,701 sanctioned BPL households, un-electrified, as on 1<sup>st</sup> April 2015.

### Approach Adopted

Survey of each household of the district was done by the DISCOM with the help of Rural Development Department. An android based application was developed for recording survey data capturing status of electricity connection in each household as well as their GIS location. A dedicated team of officers was constituted at field level with deployment of Project Management Agency, Louis Berger for implementation and day to day monitoring of project work.

Flood affected blocks like Sarmera, Bind, Asthwan, Hilsa and Karaiparsura were targeted on priority before rainy season for electrification. Non-conventional modes of transport (such as boats, hand carts, etc.) were adopted for inaccessible areas. Issues related to Right of Way (RoW) were resolved on timely basis by Local Project Officers, along with active support of local administration.

Multiple local level policy interventions were undertaken for effective implementation.

- Local pole manufacturers were given relaxation in qualifying



## Innovative Methods



criteria without compromising the quality.

- A new payment policy was launched for contractors which reduced the payment cycle to 15 days from initial duration of 118 days
- Payment was released per village against the cluster approach of Standard Billing Document (SBD) with consent of Rural Electrification Corporation (REC).

To avoid delay incurred due to Pre-Dispatch Inspection (PDI) materials were classified with approval of REC into three categories namely A, B and C. PDI was mandated for Category A (transformers, meters), fixed time limit PDI defined for Category B (poles, etc.) and no PDI was required for Category C (nut, bolt, structures). To further save time and manpower, tractor drilling machine was used for pole erection. Android based application was used to conduct survey of all BPL households to find out if any household was left un-electrified.

Villages that were left uncovered under DDUGJY, due to fund constraints, were covered through Backward Regions Grant Fund (BRGF) scheme. Defective and lower capacity transformers were replaced under State Plan and Members of Parliament Local Area Development (MPLAD) scheme. Adequate infrastructure was created at village level for providing BPL, APL and other connections. Capacity of 60 MVA was added through six new Power System Stabilizer (PSS) and 25 MVA through existing PSS.

Extensive field visits were undertaken by the Chairman, Managing Director (MD), Director and other senior officers of DISCOM to gather first hand information on quality and progress, provide solution of RoW, etc. Weekly meetings were held at MD/Director level with local project in-charge and monthly meetings at Chairman level with the MDs of the executing agencies and the district teams to review project progress, milestones, payment and policy issues, etc. A project monitoring application DCNINE was also developed for monitoring progress and quality of the project.

### *Grievance Redressal*

A 24x7 district customer care centre has been made operational for

## Grievance Redressal



redressal of complaints related to breakdowns. Complaints can also be registered through DISCOM's website at [www.sbpdcil.co.in](http://www.sbpdcil.co.in). A 24x7 toll free number is also operationalized to register complaints regarding meter, transformers and other breakdowns. Monthly camps are organized at sub-division level for redressal of meter billing and other disputes. Dedicated agencies are available for replacement of Distribution Transformers (DT) and meters at sub-division and section level. Defective meters are identified through the spot billing software and suitable action for replacement is undertaken. Contact details of field officers are made available to public through newspaper advertisement and DISCOM's website.

### *Awareness Generation*

Several awareness campaigns such as wall writing, posters and newspaper advertisement were used to impart awareness about free electric connections to BPL households under the programme. Block level committee having technical officers and local administration along with block level staff undertook awareness activities in the district.

### **Impact**

12 villages and 98,189 sanctioned BPL households were electrified between April 2015 and December 2016. Electricity has been made available for 16-18 hours per day in rural areas and 23-24 hours per day in urban areas. A burnt DT is replaced within a specified time limit of 72 hours in rural areas and 24 hours in urban areas. Electrification has also increased use of agriculture equipment such as water pumping motors, harvesters, etc. resulting in reduced distribution of diesel subsidy. District has witnessed increased inflow of tourists and setting up of new small scale industries such as flour mill, ice factory, welding shops, etc.

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# Executive Summary

## Sivasagar, Assam (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **145** and **total un-electrified BPL households sanctioned** were **47803**
- **Complaint booths are set up** at Sub-Divisional level for complaint redressal
- There is **24X7 centralized customer care number**. Additionally, other numbers are provided to receive complaints from customers
- **Local Gram Panchayats are involved for identification of BPL beneficiaries, priority areas for electrification and settlement of disputes**
- **Damaged distribution transformers** are replaced by the turnkey contractors during the warranty period. Post warranty period, **damaged transformers** are generally replaced by Assam Power Distribution Company Ltd. (APDCL) within 7 days
- Grass root level participants are also being involved in implementation of the programme
- **Geographical Information System (GIS) has been used for survey of existing networks and the networks to be constructed under the scheme**
- Awareness is created through programmes at Gram panchayat level

### Key Achievements/ Impact

- **135 villages were electrified** during the period of consideration
- **24 hours power supply** is available during the normal season
- **Faulty meters** are generally replaced within 7 days



## Sivasagar, Assam

### Background

Sivasagar, a town in upper Assam, had 145 un-electrified villages and 47,803 un-electrified sanctioned BPL households, as on 1st April 2015.

### Approach Adopted

Most of the Above Poverty Line (APL) households were already electrified in the district, thus district administration was focused towards electrification of BPL households. Local Gram Panchayats were involved for identification of BPL beneficiaries, priority areas for electrification and settlement of disputes arising out of right of way.

Considering the rainy season lasts for five months in Assam, innovative methods were adopted for speedy implementation. Boats, bullock carts, etc. were used to carry construction materials in flood affected areas. Material was procured during rainy season and construction work was undertaken during dry season. In order to minimize loss of energy through theft and leakage, insulated Aerial Bunched Conductor (ABC) has been used. Static electronic meters have been used for measuring the power delivered to the consumers and network. Metering was done at Distribution Transformers (DT) for transformer level energy audit and accounting. LED bulbs were provided to BPL beneficiaries.

## Innovative Methods



The project was monitored by Assam Power Distribution Company Limited (APDCL) on a day to day basis. Monthly review meetings were conducted with contractors and senior level functionaries of APDCL to review project progress.

### *Grievance Redressal*

Both online and offline complaint redressal systems have been made operational for the villagers. Online complaints can be made through APDCL website, Centralized Public Grievance Redressal and Monitoring System and by email at [support@apdcl.org](mailto:support@apdcl.org).

The complaints can also be made directly to the AGM (RE-M) for speedy disposal. Damaged transformers are replaced by contractors during the warranty period and by APDCL after expiry of warranty period. A provision of lodging complaint was also made operational through Revenue Circle Officers.

Complaint booths have been made available at sub-divisional level and telephone numbers are mentioned on electricity bills for lodging complaints telephonically. Linemen have been deployed in each village to address problems related to power supply.

### *Awareness Generation*

District administration used local media, regional newspaper, official calendar, etc. to advertise the programme. Awareness programs were also organized at Gram Panchayat level. For APL customers, service connection melas were organized by district administration from time to time.

### **Impact**

135 villages were electrified between April 2015 and December 2016. Electricity has been made available for 24 hours a day, during normal season. After warranty period, damaged transformers and faulty meters are replaced by APDCL within 7 days. Electrification has given boost to commercial activities by allowing small businesses to operate for long hours.



## Impact



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# Executive Summary

## West Khasi Hills, Meghalaya (DDUGJY)

### Background/ Initiatives Undertaken

- As on 1<sup>st</sup> April 2015, **total un-electrified villages** were **221** and there were **no un-electrified BPL households** in the district
- **Complaints** regarding faulty meters, transformers, etc. are received in writing/ verbally and the same are attended/ verified by the respective Revenue or Distribution Sub-Division Office, Meghalaya Power Distribution Corporation Limited (MePDCL) for rectification
- WhatsApp number and district Facebook page have been created to receive complaints
- **Helpline number** is also made available to the customers
- **Innovative methods** such as animal carriers, viz. buffalo and domesticated elephants, in villages have been engaged to carry the loading
- Headmen of the respective villages called for a public meeting before implementation of the scheme and also **verified the BPL households**
- **NGOs maintain vigil over the implementation** of scheme and **village power committees** have been constituted to **stop power theft**
- On completion of work by the Turnkey Contractors, the infrastructures created were handed over to the respective Distribution Division, MePDCL, to look after the operation and maintenance work for sustainability of the program

### Key Achievements/ Impact

- **167 villages were electrified** during the period of consideration
- **Response time** in case of faulty meters is within 6 hours and in case of transformers is within 2 days
- **Hours of supply of power** is approximately **20 hours a day**



## West Khasi Hills, Meghalaya

### Background

West Khasi Hills, district in the state of Meghalaya had 221 un-electrified villages as on 1st April 2015.

### Approach Adopted

Innovative methods were adopted to implement the programme. Animal carriers like buffalo and elephants were engaged in Mawjain village in Mawshynrut block for transporting materials.

Village headmen conducted public meetings to verify list of beneficiaries with NGOs, women associations, Gram Vidyut Abhiyanta (GVA), Church leaders and Government officials. The meetings facilitated connections to APL consumers like schools, community halls, churches and beneficiaries of Pradhan Mantri Awas Yojana Gramin (PMAY (G)).

Supervision and monitoring work was carried out by the implementing agency, Meghalaya Power Distribution Corporation Limited (MePDCL), and follow up inspection work was carried out by Rural Electrification Corporation (REC) officials, Third Party Inspection Agency, National Quality Monitoring, Regional Quality Monitoring. The accounting was monitored by account section of Meghalaya Energy Corporation Limited (MeECL) and Chartered Accountants.



GVA were deputed by REC for monitoring progress of the project. Village power committees have been constituted to curb power theft.

### *Grievance Redressal*

A dedicated helpline has been made operational for the villagers. Complaints regarding faulty meters can be received in writing or verbally and are attended by the revenue and district sub-division offices and MePDCL for rectification. Dedicated district Facebook page and WhatsApp number were also created to receive complaints.

### *Awareness Generation*

Awareness campaigns were undertaken to make villagers aware about the programme, in convergence with Chief Minister's Youth Development Scheme. The villagers were also informed about the danger posed due to mishandling of the structures of High Tension (HT) and Low Tension (LT) lines and service connection voltage.

### **Impact**

167 villages were electrified between April 2015 and December 2016. Electricity has been made available for 20 hours a day. The response time is immediate for faulty meters and 6 to 48 hours for transformers. Electrification has given impetus to tourism and economic activities in the district. Use of electric fence has helped to protect crops from elephants and other wild animals. Aadhaar enrollment and e-services were started in the villages, through Common Service Centers (CSC), which have been set up as result of electrification.

### **Key Contact:**

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