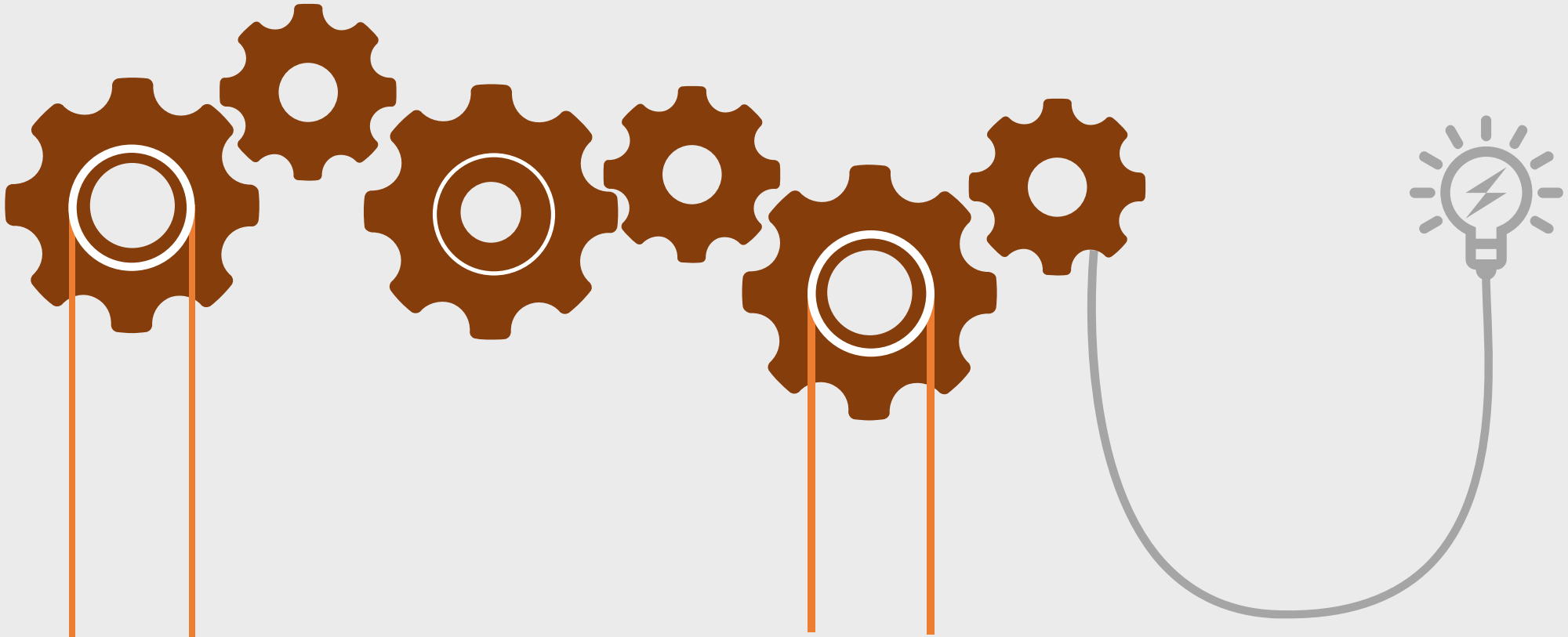
उत्तर प्रदेश
पावर कारपोरेशन लिमिटेड

Kanpur Electricity Supply Company Limited
A GOVERNMENT OF U.P. UNDERTAKING

Presentation on Ease of Living- Implementation of Functional hierarchy in KESCo



KESCo : Infrastructure Overview

Key Assets	Unit	As on 31.08.2025
No. of Substations (33/11kV)	Nos.	97
No. of Power Transformers (33/11 kV)	Nos.	193
Installed Capacity (Power TF)	MVA	1732.3
Length of 33 kV line	CKT - KM	799.5
Length of 11 kV line	CKT - KM	1738
Length of LT line	CKT - KM	4787
No. of Distribution Transformers	Nos.	7335
Installed Capacity (DT)	MVA	2090
Supply Hours (Industrial)	Hour	23:43
Supply Hours (Urban)	Hour	23:42

1 33 kV Line : 799.5 ckm

- No. of 33 kV feeders – 103
- Underground length – 271 ckm
- Overhead length – 528.5 ckm

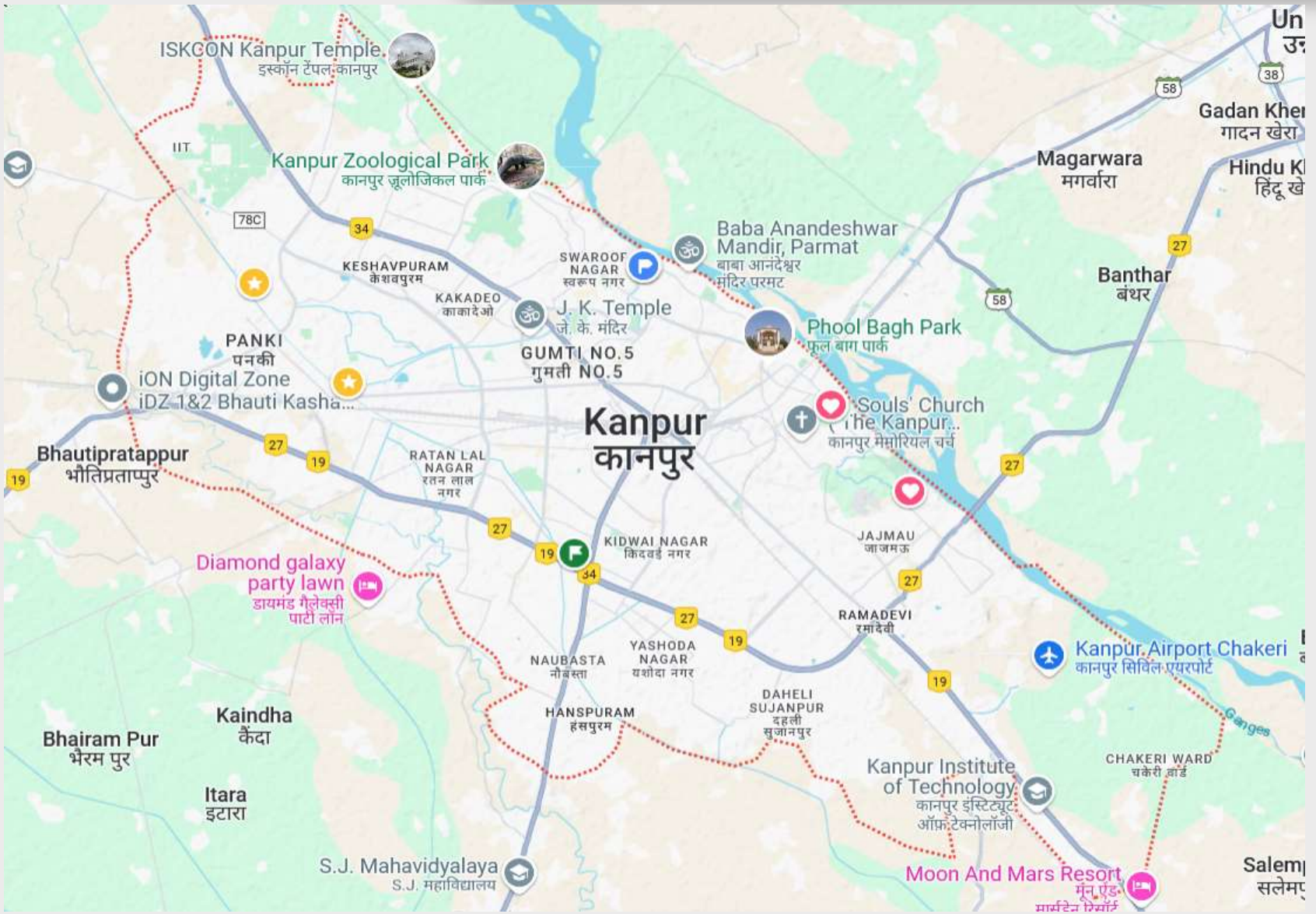
2 11 kV Line : 1738 ckm

- No. of 11 kV feeders – 544
- Underground length – 423 ckm
- Overhead length – 1200 ckm
- H.T. A.B. cable-115 ckm

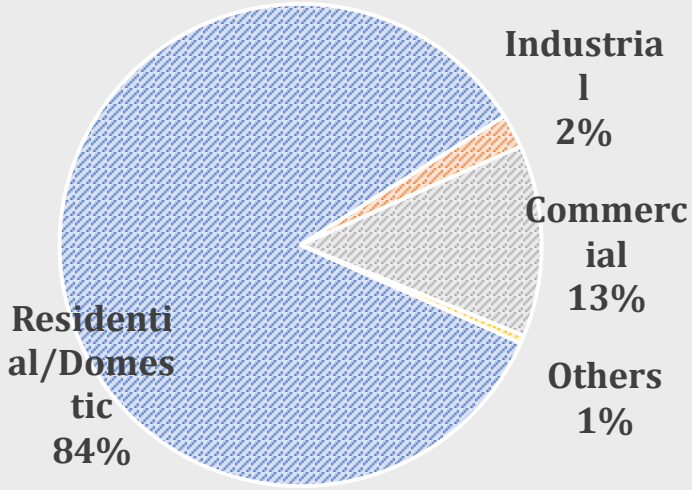
3 LT Line : 4787 ckm

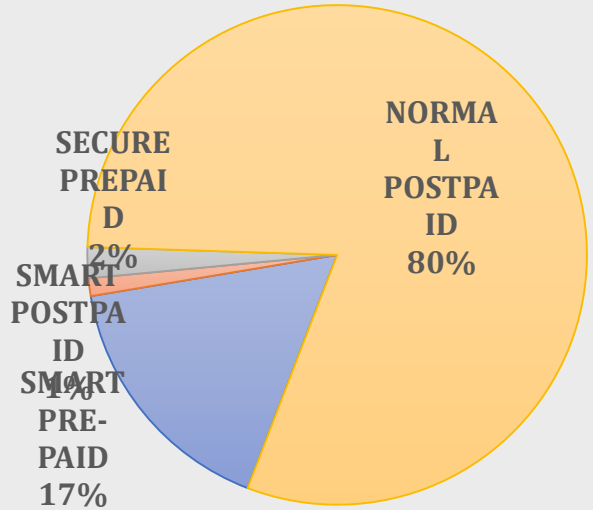
- ABC Cable - 1415 ckm
- Bare Conductor – 2283 ckm
- Underground Network– 1089 ckm

KESCo DISCOM - Service Coverage Map



Total Consumers : 7,54,612





PREVIOUS ORGANIZATION STRUCTURE

Before Dec 2, 2024 our operational structure was multi-tasking based with the Executive Engineer, Assistant Engineer (or Sub Divisional Officer) and Junior Engineer levels- all engaged in a wide range of tasks, with plural roles and no defined functional specializations.

- DISCOM: Headed by Managing Director, KESCo
- Director (Technical/Commercial/Finance)
- Zone : Headed by Chief Engineer
- 04 Circles : Headed by Superintending Engineer
- 20 Divisions : Headed By Executive Engineers
- 43 Sub-Divisions : Headed By Assistant Engineers; Reporting to Divisions

PROBLEMS FACED/LIMITATIONS OF THE EXISTING ORGANIZATION STRUCTURE

The previous administrative structure, while seems flexible in leaner staffing schemes had been riddled with the following challenges/limitations:

- Multi-tasking leading to dilution of expertise
- Inefficiency due to misled priorities
- Challenges in accountability and performance tracking
- Allegations of wilful delays, corruption, non-transparency etc.,
- External influence, involvement of middlemen, pressure due to one-to-one contact, etc.

HIERARCHY AT HQ LEVEL (HORIZONTALS)

The organization structure at Headquarter has been changed only slightly.

HIERARCHY AT FIELD LEVEL (VERTICALS) UNDER NEW ORGANIZATION STRUCTURE

Director (Technical) & Director (Commercial)

Superintending Engineer (Technical)

- 2 No. Executive Engineer (Electrical Safety & 33kV)
- 2 No. Executive Engineer (11kV & LT)
- Executive Engineer (SCADA/ADMS & System Intelligence)

Superintending Engineer (Commercial)

- NSC, CoT, LC,PD — EE I(<10 kW) | EE II(>=10 kW)
- Billing & RE — EE I(< 5 kW) | EE II(>=5 kW)
- Metering — EE I(<10 kW) | EE II(>=10 kW)
- Executive Engineer (Smart Metering/AMISP & EA)
- Collection, Data Analytics & Intelligence — EE-I | EE-II
- Executive Engineer (1912 helpline, IGRS, Consumer centric services)
- Executive Engineer (HVC, Public Relations, Innovation & Inter-department Coordination)

Superintending Engineer(Testing & Network Analysis)

- Executive Engineer (Test) - Other than meter testing
- Executive Engineer (Meter Testing)
- Executive Engineer (Raids)
- Executive Engineer (Network Analysis & Forecasting)
- Executive Engineer- High Tech Lab

Superintending Engineer(Project)

- Executive Engineer(Works)
- Executive Engineer (Flagship Schemes & Special Project)
- Executive Engineer (Quality Management)
- Executive Engineer (GIS)

TRANSITION FROM THE OLD SYSTEM TO THE NEW ORGANIZATIONAL SET-UP

- Study of the different administrative models of various private and government Discoms
- Preparation of a new model, suitable to KESCo requirements
- Planning of office locations at various places according to the existing infrastructure
- Planning of office locations at various places according to the existing infrastructure
- Orientation and Training of officers and staff for the new role
- Implementation of taking charge of officers and employees
- Transfer of Functional and non-functional files
- Implementation of e-office for smooth transition
- ERP changes according to the newly established system

TRANSITION FROM THE OLD SYSTEM TO THE NEW ORGANIZATIONAL SET-UP

- On the job briefing for employees and operators as per their new role
- Integration of all consumer related activities with 1912 Control center
- Creation of Helpdesks at 5 locations and later extension to 3 more locations based on consumer demand
- Establishment of Faceless single window system amidst challenges
- 100% registration of complaints with ticket number to consumer and monitoring of disposal
- Legacy issues and consumer grievances handling
- Resolution of consumer grievances on war footing and updation
- Publicity, communication via mass-media and social media about the change
- Engagement with all public representatives to adopt the new system
- Engagement with unions for smooth transition

DIFFERENT MODES FOR REGISTRATION OF GRIEVANCES

24x7 Call Center	Through dedicated 40 operators working in all shifts at 1912 call centre.
Helpdesk	At 08 locations Consumer Helpdesks having all basic amenities has been established.
Twitter/ Whatsapp	By Twitter(X) post on our X handle @KESCoHQ and direct messages on Whatsapp number 8189045247
Chatbot	By using chatbot on KESCo website for general queries and requests
Website	By registering grievances on the AppSavy link provided on the website

Consumer Help Desks (Total 08 Nos.) Timing : 09 a.m. to 5 p.m.

Keshav Puram Helpdesk- Executive Side

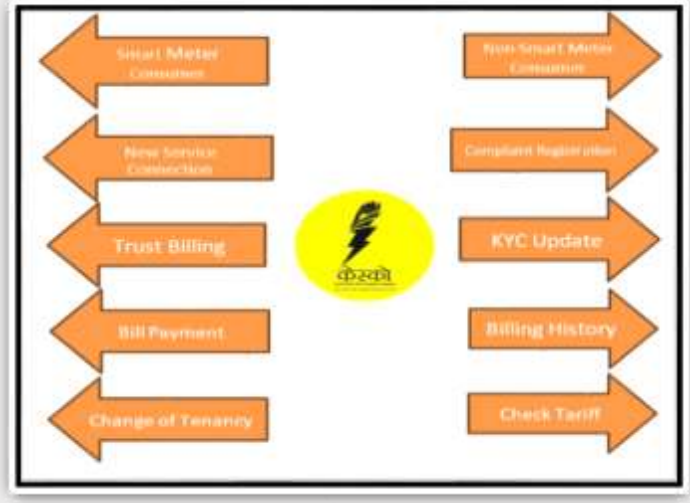
Phoolbagh Helpdesk

Dada Nagar Helpdesk

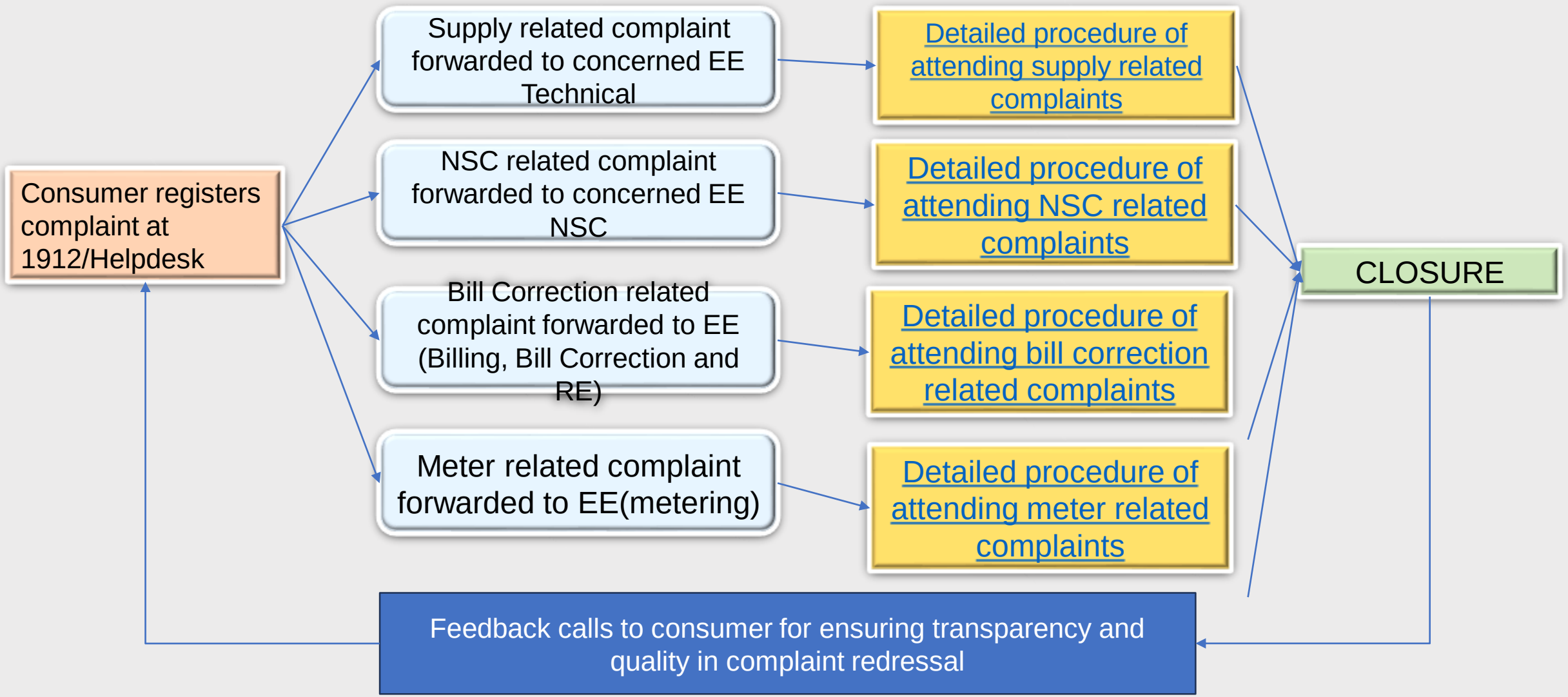
Dehli Sujanpur Helpdesk-Customer Seating

Kiosk Machine

Features available on Kiosk

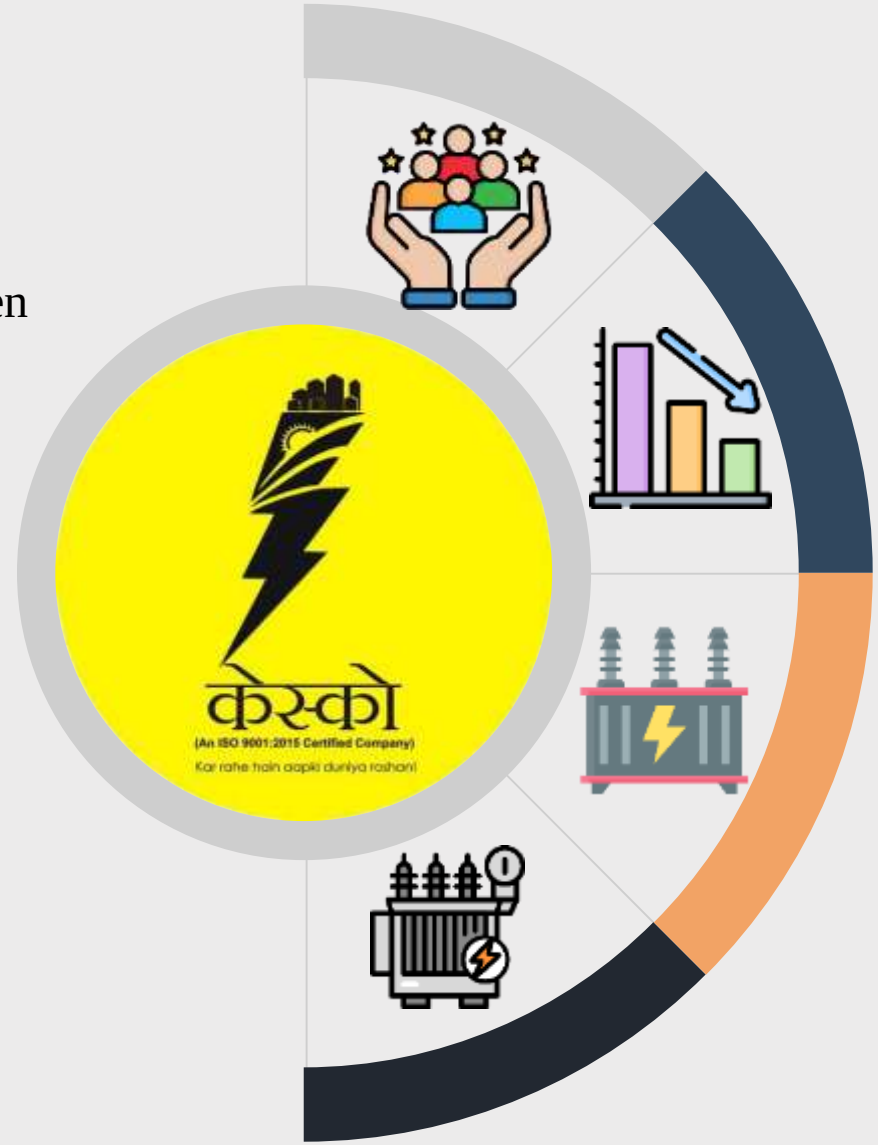


COMPLAINT ADDRESSAL PROCEDURES IN KESCo



AREAS OF IMPROVEMENT

Significant Improvement has been observed in some key areas.



100% Complaint Monitoring

No complaint goes unregistered under the new organisational set-up.

Improvement in % Line Loss

Line-loss for the FY 2024-25 has decreased to 7.68% from 9.6% in FY 2023-24..

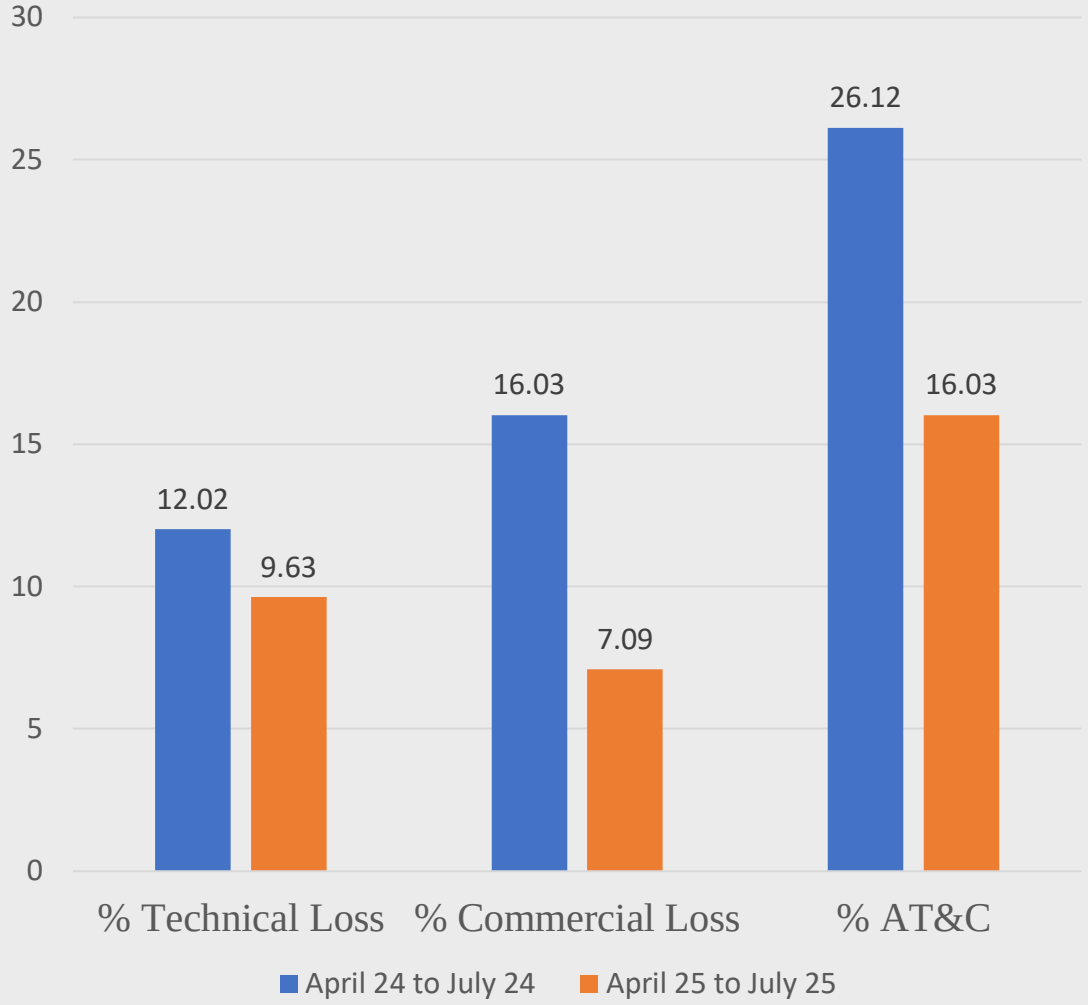
Zero Power Transformer Damaged

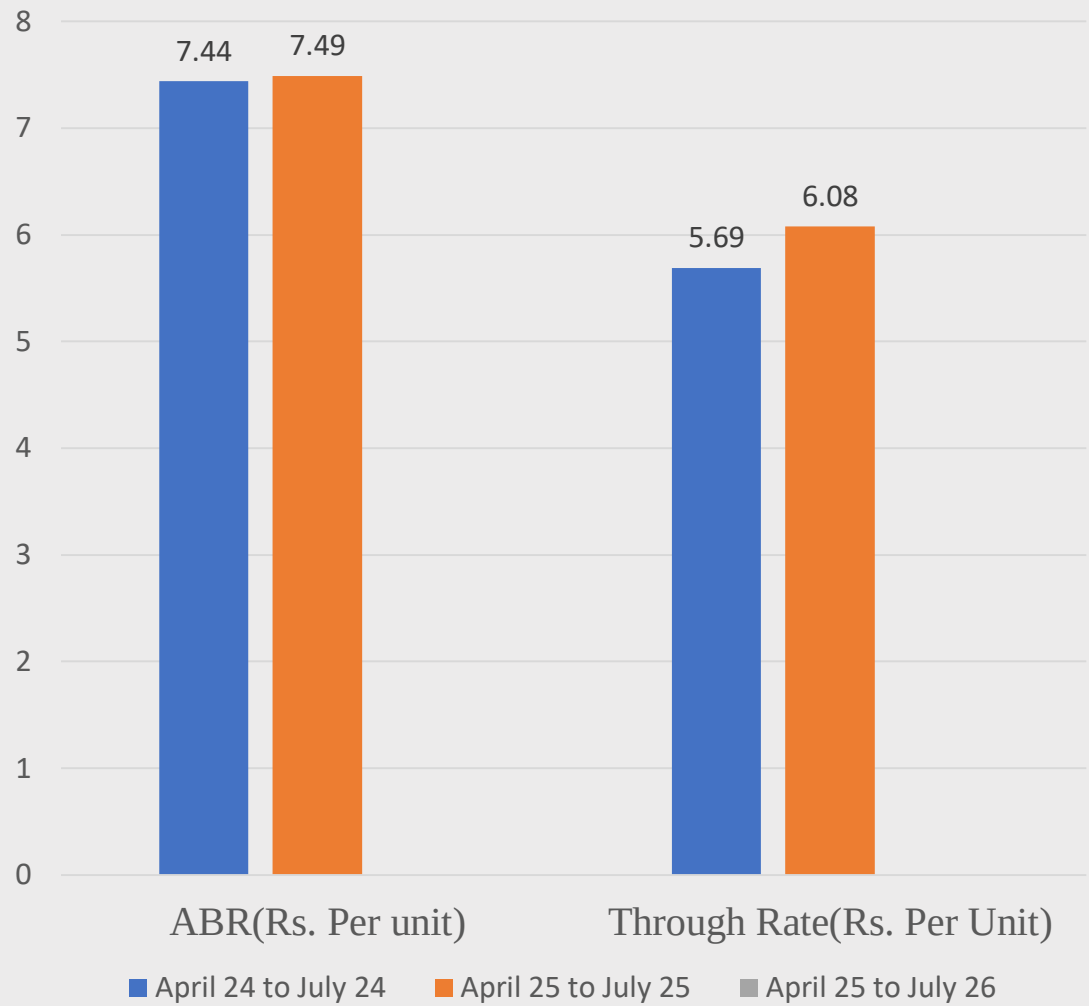
No Power Transformer damage has been reported so far in FY 26.

Reduced DT Damage Rate

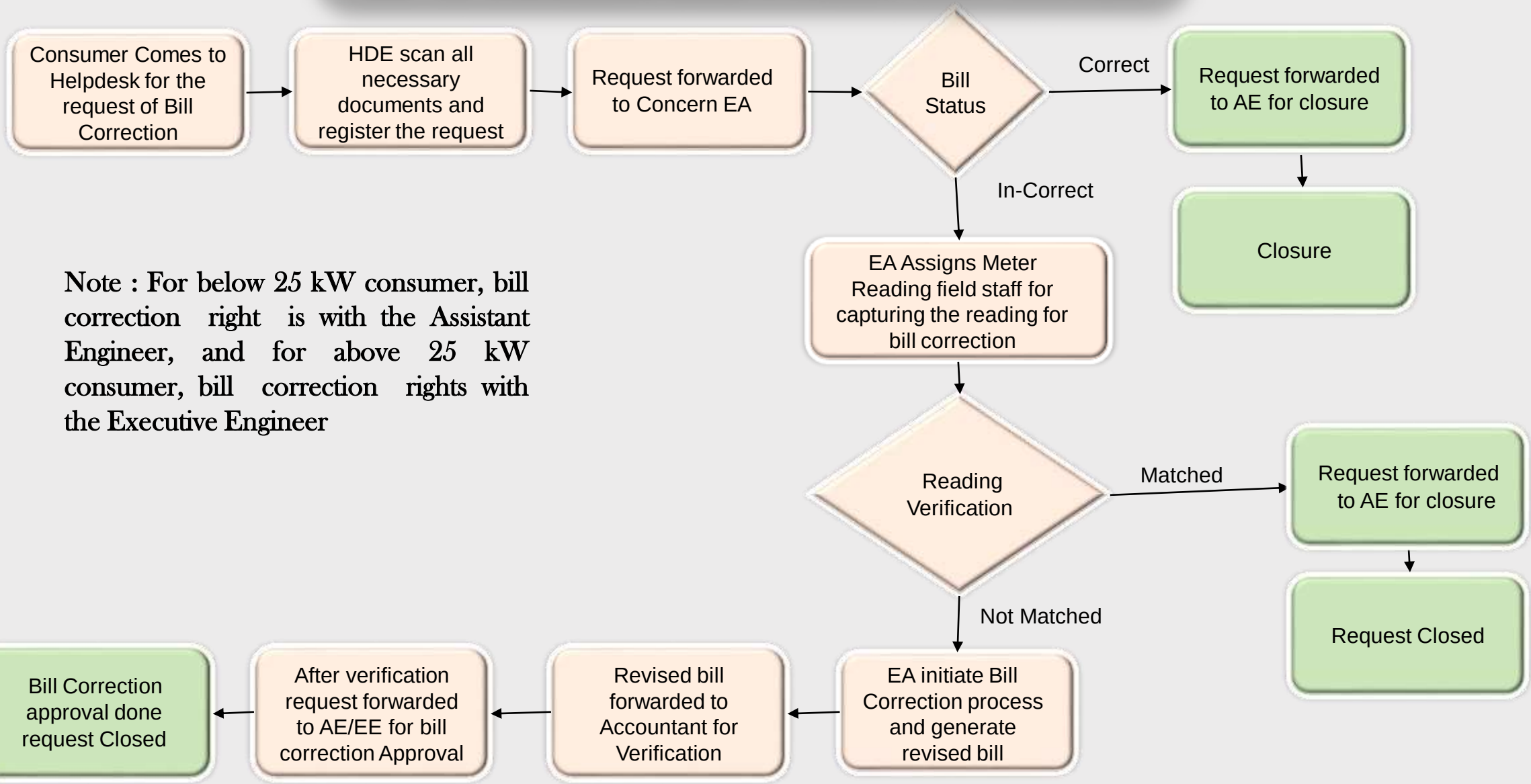
50% Reduction in DT damage rate has been achieved so far in FY 26

AREAS OF IMPROVEMENT IN FY 2025-26 (NEW HEIRRARCHY) AS COMPARED TO FY 2024-25 (OLD HEIRARCHY)



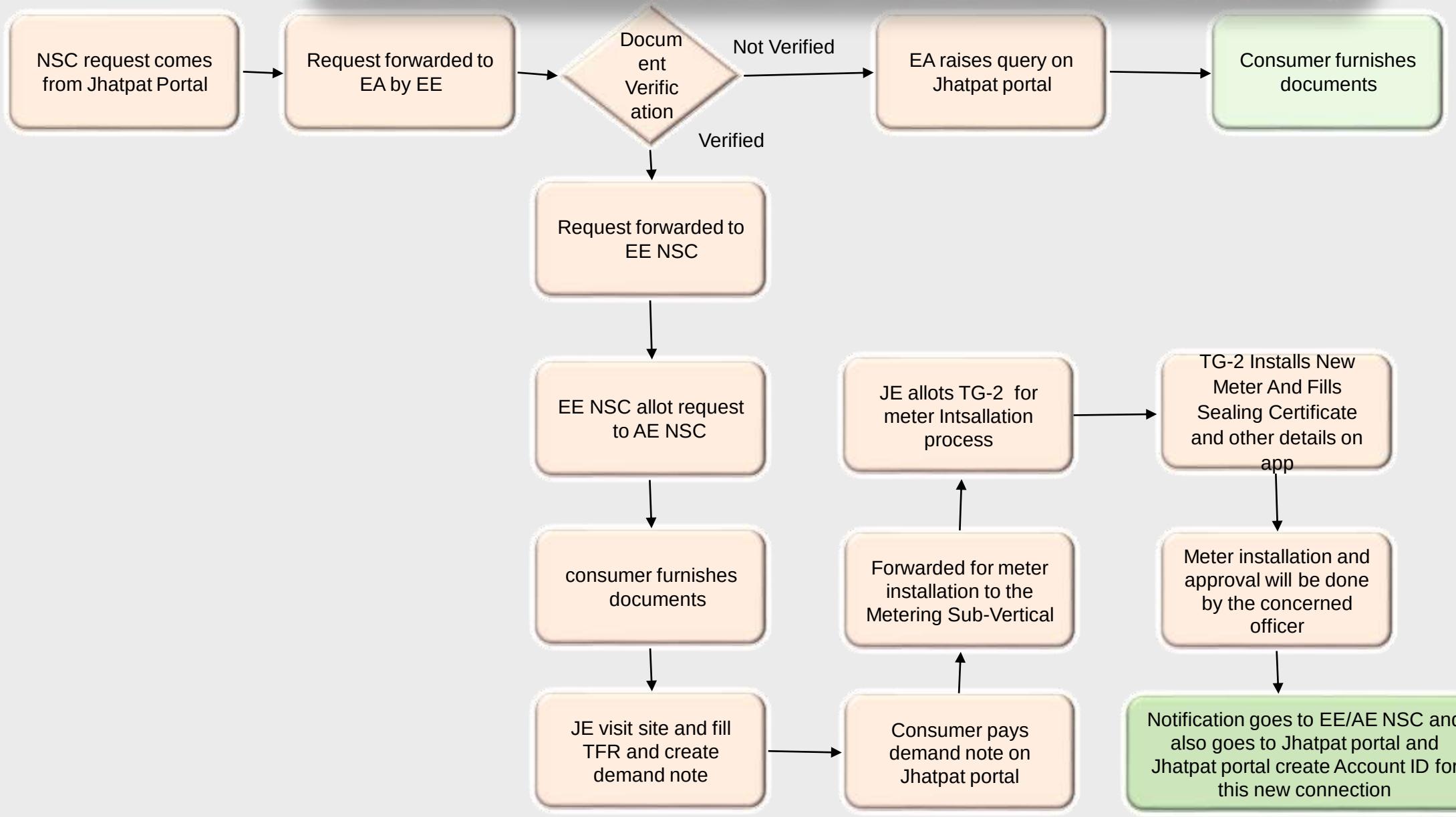


SoP OF FACELESS BILL CORRECTION SYSTEM



Note : For below 25 kW consumer, bill correction right is with the Assistant Engineer, and for above 25 kW consumer, bill correction rights with the Executive Engineer

SoP OF FACELESS NEW SERVICE CONNECTION SYSTEM



SoP OF METER RELATED COMPLAINT

Meter Related

Meter Defective

Found Defective

No

Actual meter reading with photo captured

Forwarded to AE

If BR/Bill generation required

NO

Closed

Notification sent to the customer

YES

Forwarded to Commercial section

Revised Bill Generated

Closed

Notification sent to the customer

Yes

Meter Change Request generated

Meter change and old meter submitted to AE for testing

Final Meter reading & sealing certificate on app and assign to commercial team for meter reading

Information send to consumer via app

Meter Burnt

If supply related problem restore supply by technical team and inform commercial team for meter replacement

SANCTIONED ORGANISATION STRUCTURE FOR KESCo

Verticals/ Horizontals	Number of Posts			
	Superintending Engineers	Executive Engineers	Assistant Engineers	Junior Engineers
Technical	1	4	12	35
Commercial	1	7	20	35
Testing & Network Analysis	1	3	7	8
Project	1	4	6	10
Information Technology & Digitization	0	1	2	4
Procurement & Purchase	0	1	2	0
Store & Warehousing	0	1	1	4
Workshop	0	1	1	1
Human Resource Management	0	1	3	2
Legal Cell, Forum and RTI	0	1	2	0
Civil Works	0	1	1	2
Executive Engineer(Technical)	0	1	1	0
Staff Officer (OSD MD KESCo)	0	1	1	0
TOTAL	**4**	**28**	**58**	**105**

OFFICE LOCATIONS OF COMMERCIAL VERTICAL

S.No.	Officer	Office Location
1	Superintending Engineer(Commercial)	Bijlighar, Parade
2	EE-NSC, CoT, LC,PD(<10kW)	Baradevi, Kidwai Nagar
3	EE-NSC, CoT, LC,PD(>10kW)	Sarvodaya Nagar
4	Executive Engineer (Billing & RE)	Bijlighar, Parade
5	Executive Engineer (Smart Metering/AMISP & EA)	Bijlighar, Parade
6	Executive Engineer (1912 helpline, IGRS, Consumer centric services)	Kesa House
7	Executive Engineer (HVC, Public Relations, Innovation & Inter-department Coordination)	Dada Nagar
8	Executive Engineer(Collection)-I	B.S.Park
9	Executive Engineer(Collection)-II	Hallet, Nawabganj