

## Standard Operating Procedure (SOP) for Electrical Maintenance Works in Hort. Parks

### I. Background note:

Earlier, SE (E) ESC vide letter no. W-39 / SE (E) / ESC / DDA / 2014-15 / 854 dated: 07.01.2016 had proposed timelines for electrical maintenance activity in DDA parks. The timeline cannot be treated as SOP which should essentially include all activity from generation of complaint, attending the complaint and feedback. The issue was therefore, discussed in the SOM on 08.03.2016 & it was decided that the SOP for electrical maintenance works needs to be modified and finalized on priority.

Accordingly the SOP for electrical maintenance works in Hort. Parks is being proposed to achieve 90 / 95% level of performance:

### II. Standard Operating Procedure (SOP)

#### 1. Source of complaint: Various sources of complaints are:

- i) Online portal of Feedback on maintenance of DDA parks.
- ii) Online Samasya Nidan Sewa.
- iii) Online portals such as MOUD / CPGRAM / RNR / LGsLP / PGMS etc.
- iv) Centralized Complaint Centre (telephone based)
- v) Offline representations from individual public / RWAs / MLA / MP routed through senior offices or received directly by dedicated maintenance divisions.
- vi) Complaints received on telephone / mobiles / SMS directly by electrical wing.
- vii) Offline complaints from appointed guardians / Hort. Staff etc.

As per office order no. F.1 (269) 11 / Mont. / LS / 145 dated: 14.06.2011, issued by CE (HQ), Horticulture wing shall be responsible for switching on / switching off pathway lights. Further, as per letter no. EM3 (54) 2011 / DDA / Hort. / SE / 1880 dated:

14.12.2015 issued by Director (Works), Office of EM, DDA, it has been decided that the supervisory staff of Hort. deputed in DDA park is responsible to point out the deficiencies (civil / electrical) which comes to their notice during day to day visit / inspection. Therefore, Hort. Staff will report the short comings / complaints for necessary action to the respective Ex. Engr. (Elect. / Civil). Since, it is not expected that daily complaints will be sent to the Elect. Wing, a proforma of weekly information for complaints has been prepared & is enclosed. The complaints be sent once every week by e-mail on every Monday, to the concerned Ex. Engineer and also be e-mailed to Centralized Complaint Centre by the Hort. Wing. The complaint be followed by letter through dak addressed to the concerned Ex. Engineer (E).

**2. Generation of complaints:**

Once the complaint is received in the dedicated Electrical Maintenance Division, the same shall be forwarded to the Centralized Complaint Centre through e-mail for generation of complaint / job no. (if not already done so by the Hort. Wing) The same may also be entered in a register to be maintained in the division office for ready reference for monitoring by EE / AE / JE (E). The complaint will then be transferred to the respective AE / JE. This process shall be completed within not more than one working day. Ex. Engineer may arrange a DEO / LDC for this purpose.

**3. Role of Centralized Complaint Centre**

- i) Receipt of complaint from many sources
- ii) Once the complaint is received in the complaint centre a complaint no. / Job no. will be generated for monitoring.

- iii) Complaint will then be reported to concerned EE / AE / JE / authorized person of maintenance agency on mobile / e-mail.
- iv) Pendency of complaints will be generated daily at 4.00 PM & e-mailed to concerned agency / division / AE / JE on all working days
- v) For facilitating this, list of E & M installations falling under the respective contract along with e-mail ID / mobile no. of agencies will be made available to Centralized Complaint Centre by the respective Ex. Engineer.

**4. Transfer of complaint to the maintenance agency:**

JE on receipt of the complaint, shall ensure that the respective agency has received the complaint on the same day through e-mail or SMS and also inform the agency telephonically for which each agency will be asked to furnish a dedicated phone no. & e-mail.

**5. Identification of nature of complaint:**

The agency shall send a maintenance staff to the affected park to ascertain the exact nature of complaint. The team deployed by the agency must be equipped with a proper toolkit, & minor maintenance consumables such as bulb, starter, MCB, kitkat, choke, flexible wire, spares of motor starter, panel, insulating tape etc. as applicable along with a ladder. After ascertaining the nature of complaint, the same will be broadly categorized as follows:

- i) Minor complaints such as replacement of bulbs, choke, starter, MCB, kitkats, etc. These shall be attended at the time of visit by the maintenance team or within 3 days of receipt of complaint by agency, to the satisfaction of the concerned JE / AE / EE.

- ii) Major complaints such as replacement / repair of junction box, rewinding, replacement of starter, replacement / addition of GI pipe, replacement / repair of accessories / control gear / switch gear in feeder pillar etc. shall be attended within 7 to 10 days maximum.
- iii) Complaints regarding addition / alteration / providing fittings found missing, restoration of installations damaged due to constructions / Hort. Operation shall be out of ambit of standard timeline & shall be therefore, done as per site requirement in least possible time.

**6. Monitoring of attending complaint by the agency:**

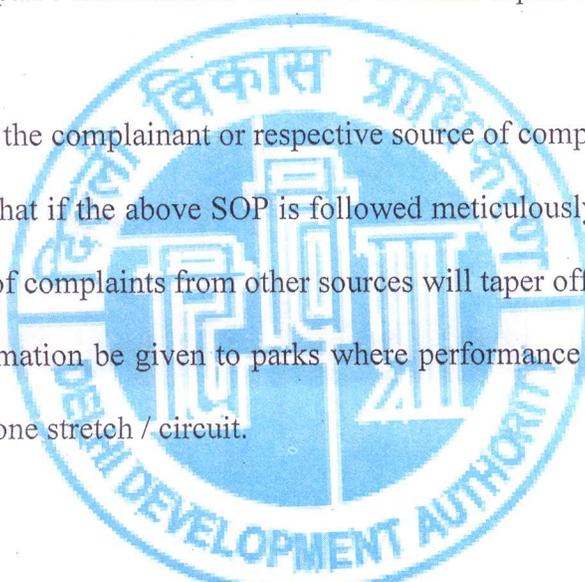
The concerned JE / AE shall ensure that the complaint is attended within the agreed timelines / as per site conditions. After the visit of the maintenance team to the affected park & once the complaint is identified / rectified, the concerned JE/AE shall be informed accordingly by the contractor / agency.

**7. Feedback after the complaint is attended:**

Once the complaint is attended & compliance given by contracting agency, the same shall be verified by the concerned JE / AE. The same shall then be updated in the record of the division office and Centralized Complaint Centre as applicable. For the complaints informed by Hort. Division in weekly proforma, the information / feedback will be given by the Hort. Division in the next weekly information. However, for other sources, the same shall be informed / updated to the complainant or to respective source of generation of complaint by the respective EE (E) within 3 days after attending the complaint & feedback received by EE from JE / AE.

**Note:-**

1. Original / new works are not included in this SOP & shall be taken up separately and time period shall depend on the actual site condition. All addition / alteration / special repairs of substantial value shall be carried out separately through a separate tender.
2. Responsibilities of Ex. Engineer (E).
  - i) Transfer of complaint to the concerned AE / JE.
  - ii) Feedback to the complainant / source of generation of complaint
  - iii) Timelines of repair / maintenance of above be made a part of the contract if not already so.
  - iv) Inform / update the complainant or respective source of complaint (Online / Offline).
3. It is presumed that if the above SOP is followed meticulously, then in due course of time the generation of complaints from other sources will taper off significantly.
4. Primarily information be given to parks where performance level falls below 90% light are effected in one stretch / circuit.



**E. M.'s Office**

## PROFORMA FOR ELECT. COMPLAINT IN HORT. PARKS

Hort. Divn.....		For week ending.....									
S.No.	Name / location of park  (SAMPLE DATA)	Defective Light Point			Defective Toilet Point		Defective Pump			Nature of defects  (Optional)	Remarks.
		*Total No. of Poles in the park	Defective Pole Sl. No.	Defective No. of lights on the poles	Defective Light Point (Qty.)	Defective Ex. Fan / Fan (Qty.)	*Total Pumps	Defective Sub. Pump Set Sl. No.	Defective mono bloc Pump Set Sl. No.		
1	Smariti Van	52	4, 6, 10	1 each	-	-	-	-	-	-	
2	Smariti Van	-	-	-	1	1	-	-	-	-	
3	Smariti Van	-	-	-	-	-	3	1	-	-	Pump is not working
4	Smariti Van	52	16	2 out of 4	-	-	-	-	-	-	

**Note:** Separate entry will be made for each complaint.

\*Total no. of poles & pumps in the respective parks is to be filled up by the concerned Ex. Engineer to the concerned DD (Hort.).

E-mail to : For complaints of

1. Centralized Complaint Centre (ecomplaintpark@dda.org.in Tel: 27564444)
2. Ex. Engineer (E)-12 / (ddaed12@gmail.com) for North Zone, Dwarka, Rohini & South West Zone
3. Ex. Engineer (E)-13, (eeeld13dda@gmail.com) Tel: 22232076 for East & South East Zone.
4. SE (E) EC-1 / (seec1dda@gmail.com / ) for North Zone, Dwarka, Rohini & South West Zone
5. SE (E) ESC / (seescdda@gmail.com) for East & South East Zone.

SO (H) / AD (H) / DD Hort. Divn.....