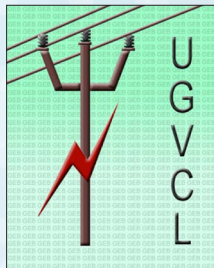




# CHINTAN SHIBIR



UGVCL

**Uttar Gujarat Vidyut Company Ltd.**

CIN : U40102GJ2003SGC042906

An ISO 9001 : 2008 Company

**Committed to supply continuous, reliable and quality power**

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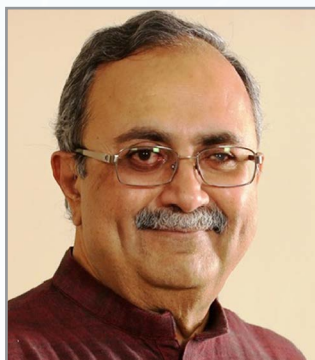
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**Note:** *While writing excerpts from the speeches of Hon. Minister of Power Shri Saurabhbhai Patel and Hon. Chairman Shri Varun Maira, an attempt has been made to maintain the actual crux of the message that these dignitaries meant to convey while delivering their speeches. However, there may be chances of a meagre deviation, as the speeches were delivered in Gujarati language and this book has been written in English language.*

## MESSAGE



### **Shri Saurabhbhai Patel**

*Hon. Energy Minister,  
Energy & Petrochemicals Dept., Govt. of Gujarat*

Dear Shri Swaroop,

I am delighted to know that UGVCL has carried on the legacy of organizing Chintan Shibir, which was pioneered by the vision of Shri Narendra Modi.

The concept of Chintan Shibir started with Shri Narendra Modi during his early years as Chief Minister of Gujarat.

I still remember that Shri Modi would say that Chintan Shibir should serve as an open platform for all participants to intermingle among each other, without any restrictions of class, seniority and designation. Each and every participant must get a fair chance to share his ideas on how to further enhance the present performance of the department in which he works and should further aim at improving the services of the government.

Chintan Shibir enables the Government to understand where it needs to change so as to reach the general public in the most simplest manner.

Digital India is such tool that aims to transform the country into a digitally empowered society and knowledge economy. Digital India is transformational in nature and would ensure that Government services are available to citizens electronically. It would also bring in greater accountability through mandated delivery of government's services electronically.

I hope you will enjoy your interaction and this opportunity will prove fruitful.

## MESSAGE



### **Shri Raj Gopal, IAS**

*Hon. Additional Chief Secretary,  
Energy & Petrochemicals Dept.*

Dear Shri Swaroop,

I am quite happy to know that UGVCL has organized Chintan Shibir.

Chintan Shibir intends to bring all officers and employees on a single platform where sharing of innovative ideas and best practices can be discussed for implementation.

For UGVCL, it would enable the Management and State Government to assess the growing needs of electricity consumers and keeping in pace with the newer technologies.

Technology is an empowering tool for the citizen and an accountability medium for the government. Technology can bridge the divide between the government and the citizens.

I am of the opinion that Energy & Petrochemicals Dept. has always maintained its consistent support in changing the electricity scenario of Gujarat since the electricity reforms carried out during the Gujarat Electricity Board era.

EPD stands firm today as well in extending its support to GUVNL and UGVCL for doing all that is possible to benefit the electricity consumers of Gujarat.

I hope Chintan Shibir will prove to be instrumental for others to learn from it and UGVCL will be the guiding star.



## MESSAGE



### **Shri Pankaj Joshi, IAS**

*Hon. Managing Director,  
Gujarat Urja Vikas Nigam Ltd.*

Dear Shri Swaroop,

It makes me glad to note that UGVCL has organized Chintan Shibir at Entrepreneurship Development Institute of India, Ahmedabad.

As UGVCL expands its horizons, there are a lot of new expectations from the electricity consumer of Gujarat.

GUVNL, as the parent company of UGVCL, has always been committed to support such initiatives, which will prove to be useful not only for UGVCL but also for GUVNL and other subsidiary companies.

I am thankful to the Energy & Petrochemicals Department, who has always shown its full-fledged commitment to GUVNL for upgrading our existing infrastructure into world-class state-of-the-art facilities that are the best and latest in the energy sector across the country.

After completion of this Chintan Shibir, I hope you will assess the importance of the valuable suggestions discussed in this Chintan Shibir and try to implement the ones that have the potential to enhance the performance of UGVCL.

All the best to UGVCL for Chintan Shibir...

## MESSAGE



### **Shri Varun Maira, Retd. IAS**

*Hon. Chairman, UGVCL*

Dear Shri Swaroop,

It gives me immense pleasure to know that Chintan Shibir is being organized at UGVCL, learning from the way Govt. of Gujarat has been organizing since 2003, where ranging from Hon. Ministers and Senior-most bureaucrats to the newly-joined IAS officers are invited to participate in the conclave.

I personally feel that Good Governance is the key to any nation's progress. We must be committed to provide a transparent and accountable administration, which works for the betterment and welfare of our consumers.

I am reminded that Shri Narendra Modi dreamt to bring the government closer to citizens, so that they become active participants in the governance process.

An important step for Good Governance is simplification of procedures and processes in the Government so as to make the entire system transparent and faster. Accordingly, UGVCL must consider the redressal of public grievances as a very important component of a responsive administration and must receive the highest priority. Good governance must reflect in our commitment towards providing transparent, effective and accountable governance.

As Shri Modiji has said "Citizen-First" should be our mantra, our motto and our guiding principle.

I wish you all the best for this Chintan Shibir.

## PREFACE



**Swaroop P., IAS**

*Managing Director, UGVCL*

Chintan Shibir is a unique and a pioneering initiative of the Government, then incorporated by UGVCL.

Deep reflection on administrative issues is an exercise to keep the soul and mind of the Company fresh and to remain connected with the aspirations of the people.

It is both a management exercise as well as meeting of minds to evolve a meaningful and interactive platform for setting up of goals, sharing of mutual experiences and further focusing on vital area of governance.

This conclave aims to discuss the benchmarks that we have set and review the progress we have made so far.

We must decide on our priorities and strategies, share good practices and management approaches and encourage innovative initiatives.

At UGVCL, we are committed to foster innovation and provide a transparent platform to our employees for effective results. Sharing of our best practices through inter-personal communication will open new horizons for all.

Let us all work hand in hand towards the progress of UGVCL and book more glories ahead.

## CHINTAN SHIBIR

On 28-Dec-2018, UGVCL organised Chintan Shibir at Entrepreneurship Development Institute of India, Bhat, Ahmedabad.

Hon. Minister of Energy Shri Saurabhbhai Patel and Hon. Chairman Shri Varun Nath Maira, Retd. IAS graced the occasion with their august presence.

Under the leadership of Managing Director Shri Swaroop P., IAS, the special event was organised with a motive to assess the present condition of our company on various aspects and encourage the participants to seek response to their questions and further provide suggestions for improvement.

The event also intended to enhance “cross learning” among all cadres of officers and employees and share among peers the “best practices” they follow at work.

The Chintan Shibir aims to provide a unique platform for sharing best practices we follow at work, learn from our mistakes and encourage each and every officer to come up with innovative ideas for performing better.

As a brain-storming session for everybody, this Chintan shibir tried to review the work we have collectively done in the previous year and key officers made presentations on the functioning of their respective Sections followed by questionnaire open for all participants.

This retreat also had a session on Group discussions, where five groups were formed to carry out group discussions to encourage the participants from different sections/departments to involve in the various issues for improving the performance of the Company and thereby generate innovative suggestions.

A Management Game was played later among the participants of these five groups formed for Group Discussion session, with a view to assess how each individual performs from the management point of view when fixed up in a particular situation. The game intended to develop leadership skills along with the spirit of teamwork among participants.

Major companies of the government and the private sector organize annual functions to bring senior officers and employees together on a same platform, where everybody gets an opportunity to interact among each other, irrespective of their class, designation and position in the company.



# CHINTAN SHIBIR



On a chilly winter morning, this Chintan Shibir started with Yoga session to warm up the participants and thereby develop a habit towards healthy living. Yoga is considered to be a combination of physical, mental and spiritual practices or disciplines. The event began at 7.30 am with Yoga Session.

Managing Director Shri Swaroop, I/c. Chief Engineer (Operation) Shri Makwana, Chief Engineer (Procurement) Shri P.B. Pandya, General Manager (Finance) & CFO Shri R.B. Kothari, other senior officers and employees enthusiastically remained present during the Yoga session.







Registration of participants was done post Yoga session, providing them with the kit they would require during the Shibir.



Upon completion of Registration, the participants were provided a platform to have breakfast together.







After breakfast, the participants gathered in the Main Hall of EDI, where Chintan Shibir was to be held.

Technical Section, Procurement Section and Finance Section, the three main pillars of UGVCL are considered to be prime.

At the beginning, I/c. Chief Engineer (Operation) Shri N.C. Makwana and Additional Chief Engineer (Project & Renewable Energy) Shri S.A. Patel made presentation on Technical and Projects related aspects.



During their presentation, Shri Makwana and Shri Patel discussed about the details relating to Distribution Losses, Vigilance activities, Transformer Failure, Reliability Indices, Feeder Bifurcation Progress, Ag. Wells and Target versus Achievement Indices. Shri Makwana also shared information about the implementation of Government Schemes, such as Kisaan Hit Urja Shakti Yojana (HVDs), Sagarkhedu Sarvangi Vikas Yojana, Sardar Krushi Jyoti Yojana, SKY Yojana, IPDS and other schemes.

Accidents, be it fatal or non fatal, but are looked upon by the Management with great concern. Hence, details about accidents occurred during the previous year were shared, reasons for such accidents were discussed and ways to reduce accidents to ZERO were also deliberated at length.

UGVCL has a 24x7 Centralised Customer Care Center at Mehsana, which provides necessary support to electricity consumers in times of need be means of a toll free number 19121 or 1800 233 155335. Details about complaints registered at CCC were also discussed.

Upcoming Projects and promising projects under implementation were also shared with the audience to make them aware about where the Company is heading towards.





After the presentations of Technical and Projects Section, Chief Engineer (Procurement) Shri P.B. Pandya made presentations on Purchase Section.

During the presentation, Shri Pandya initially informed about the role of Purchase Section, Purchase procedures, Flow of Material, Structure of Purchase Section, Budgetary Provisions, Types of Suppliers, Tender Processes and Roadmap for Procurement.

Managing Director Shri Swaroop, with his inquisitive nature, kept on asking questions to the presenters about the details displayed in their presentations and further guided the audience with the way the Management intends to play a pivotal role in supporting the day-to-day working procedures.

Ministry of Power, Govt. of India has rated UGVCL as A+, which is the highest in the entire Country, when compared with top 44 Electricity Distribution Companies (DISCOMs) in India.

Shri Swaroop emphasized on this recognition as a proof of the Company's excellent performance and looked forward to maintain this rating in the coming years as well.







Later, General Manager (Finance) & CFO Shri R.B. Kothari made presentation about Finance/Accounts related matters to brief the audience about the present performance of the Company.

In his presentation, Shri Kothari share the Organisational Hierarchy of Finance Section, Key highlights of the Company's Financial Performance in the previous Financial Year and

Shri Kothari informed the participants that UGVCL now has an annual turnover of more than Rs. 10,000 Crores, which is a proud moment for all. The Company is believed to become debt free by the year 2020, which is also a promising sign about the Company's performance.

Shri Kothari discussed about the indices related to pending Debit Arrears, Billing Efficiency, Collection Efficiency, Assessment vis-à-vis Collection Efficiency, Amnesty Scheme, Sales – Profits, Borrowings, Revenue, Audit, Power Purchase Cost and other financial parameters.

As the Government is keen on promoting the Digital India campaign, Shri Kothari stressed upon the acute need to encourage Online Bill Payment as the preferred mode of electricity bill payment in the Company.

Executive Engineer (IT) Shri J.R. Chaudhari made presentation on the Company's pilot project - Smart Grid, which is under implementation at Naroda, Ahmedabad.

Shri Chaudhari briefed the audience about the Smart Grid framework, its environment, Stakeholders involved, Status of the project, Features and Benefits of the Project, Installation work and other important aspects of the project.







Additional General Manager (HR) Shri A.C. Prajapati made presentation on Human Resource Development aspects. In his presentation, Shri Prajapati discussed about the Vision, Mission and Core Values of the Company, Training Modules, Performance Management System, Balanced Score Card, among other aspects. Shri Prajapati also informed about the types of expenses incurred by HR Section on various fronts during the previous Financial Year.

Shri Prajapati coined new words for Special

Initiatives (SI) into Simplimentation (Simplification + Implementation), Spinovation (Speed + Innovation), Safracture (Safety + Infrastructure) and amused the participants with the importance of these words in HR.

During all these presentations, questions as well as suggestions were invited from the participants after completion of each of these presentations. In return, the presenters conversed with the details in presentation regarding the questions asked by the participants.







Upon completion of the Presentation Session, the invited dignitaries were welcomed with a bouquet of flowers.

After welcoming the dignitaries, the event was followed by lighting up the lamp by Shri Swaroop, senior officers and invited dignitaries, including Pandit Deendayal Upadhyay Petroleum University's (PDPU) Faculty - Finance & Control Shri Lalit Khurana.

After tea break, as an external resource to UGVCL, PDPU's Shri Lalit Khurana delivered a management lecture on the topic - "Using soft controls for enhancing organizational performance."





During the lecture, Shri Khurana provided valuable insights on performance management, balance score card and organizational effectiveness.

As a senior faculty at PDPU, Shri Khurana has considerable practical and research experience in various aspects of power sector management.

The session aimed at understanding how to enhance organisational efficiency and effectiveness to achieve higher level of organisational performance by using soft controls.

He talked about some soft control tools with examples. He emphasised the point that traditional measures of hard controls are important but soft controls are equally need to be focused in future. His reasoning was based on management literature and a case study of a private sector power distribution utility.

Managing Director Shri Swaroop thanked Shri Khurana for sparing his valuable time for UGVCL and for sharing his knowledge on performance management related aspects, organizational effectiveness and other issues.



During the Lunch Session, officers and employees, all present as participants, got a unique chance to share the same table and have lunch together, thereby having an informal conversation among each other.





Post Lunch Session, five teams were formed, consisting of officers and employees of different sections, for the next session called - Group Discussion on various topics.

During the shibir, participants sought ways to counter losses and learn about ways to improve the company's performance. Recommendations were welcomed from the participants to remove the shortfalls in the processes.

Group Discussions were then organized to generate suggestions, conclusions as well as recommendations that were presented during the Plenary Session to provide a chance to each participant to open up among each other.

Topics of the group discussions were carefully chosen by Managing Director Shri Swaroop and his team of senior officers to integrate all hierarchical levels and promote camaraderie, along with a view to get a glimpse of assessment of the Company's

progress made till now and a vision about how the Company would be after 10 years.

**Group 1 had the topic** - Issues of Consumers, led by Executive Engineer Shri H.R. Jha and Junior Engineer Hitesh Prajapati.

**Group 2 had the topic** - Prevention of transformer failure, led by Executive Engineer Shri R.P. Patel and Deputy Engineer Shri R.J. Rami.

**Group 3 had the topic** - UGVCL after 10 years, led by Additional Chief Engineer (Civil) Shri P.J. Trivedi and Additional Chief Engineer (Project & Renewable Energy) Shri S.A. Patel.

**Group 4 had the topic** - SKY – Sky is the limit, led by Superintending Engineer (Rural Electrification) Shri C.C. Gandhi and Superintending Engineer (Renewable Energy) Shri R.D. Zala.

**Group 5 had the topic** - Reduction of T&D Losses, led by Additional Chief Engineer (Commerce) Shri J.L. Bhatt and Deputy Engineer (Tech) Shri N.G. Korot.



Questions and suggestions were invited from the participants after completion of each presentation to effectively reduce the losses and enhance consumer satisfactory by means of providing better services.

## Group 1: Issues of Consumers

**Question 1:** Why the applicant should not be issued Estimate on the very same day of application?

**Answer:** As the Company uses ERP system for processing new connections, approval from higher office(s) is required as per Delegation of Power, but in case of residential connections, UGVCL can give the estimate on the same day.

**Question 2:** Why consumers should not get instant updates of bill payment on registered Mobile, similar to private service providers like Vodafone/Airtel?

**Answer:** UGVCL can request Competent Authority to instruct the IT department for this modification or facility so that consumers can get instant update of bill payment or dues.

## Group 2: Prevention of Transformer failure

1. Valuable suggestion from Shri R.D. Zala, Superintending Engineer(Solar), R&C Office, Mehsana:-
  - UGVCL should use reclaimed oil instead of filtered oil for repaired transformers
  - In Ag meter connection consumers, UGVCL can take reading of Maximum Demand and if Maximum Demand exceeds demanded load for more than 3 times we can enhance the load by giving notice as per supply condition and accordingly, higher capacity transformers can be installed for avoiding overloading.
2. Valuable suggestion from Shri L.F. Dabhi, Superintending Engineer, Circle Office, Himmatnagar:-
  - UGVCL should train the line staff for activation of silica gel of breather if its colour changes and refilling of oil in breather cap be done, if level found down.

## Group 3: UGVCL after 10 Years:

**Question:** What are the constraints for implementation of Smart Metering?

**Answer:** Initial costing (about 5 time than normal static meter) and Inter-operability are the constraint at this stage for implementation of Smart Metering.

**Question:** What are the constraints for going toward Underground Cable network in urban areas?

**Answer:** Higher cost of underground cable and Way leave clearance from Local Authority are the main constraint for underground cable network.

**Question:** What are the major challenges for developing required network in urban area?

**Answer:** For meeting the increasing electricity demand in urban area, upgradation of network and land acquisition for new substations are the major challenges.

## Group 4: SKY - SKY is the limit

After presentation, the question raised regarding Billing of consumers after commissioning SKY feeder and mapping of it in CRM and LT Billing.

**Answer:** The work of developing software for the same is in final stage with GUVNL Billing and IT team with software developer. On finalization of it necessary action for mapping as well as billing will be done.

Further, SEDM software is developed to monitor the individual connection meters installed under SKY. It will be mapped with CRM and LT billing for updation of master data of consumer and billing related detail.

## Group 5: T&D Losses

**Question:** How high loss feeders, commercial losses shall be reduced?

**Answer:** There is a suggestion that in high loss feeder, by changing the existing distribution system i.e. hooking on LT network shall be avoided.

The other suggestion is that we may install 11000/1000 Volts Distribution Transformer instead of 11000/433 Volts as detailed below.

- Install one in built step down transformer in metering system to convert 577.37 Volt to 250 Volt
- LT network system phase to neutral voltage is  $1000/1.732 = 577.37$  i.e. theft of energy is not utilized for domestic equipment.

Accordingly, it was advised to refer the above suggestion to R&D Cell, GUVNL.





Upon arrival of Hon. Minister of Energy Shri Saurabhbhai Patel, Managing Director Shri Swaroop, with a team of senior officers went to the entrance to greet Shri Saurabhbhai Patel and escort him to the dias.

All the group leaders made presentations on their respective subjects during the presence of Hon. Minister of Energy Shri Saurabhbhai Patel.







The arrival of Hon. Chairman Shri Varun Maira was welcomed by Shri Swaroop and a team of senior officers, who greeted Shri Maira with a bouquet of flowers and guided him to the stage.



Shri Maira thanked Shri Swaroop for the warm welcome and greeted Shri Saurabhbbhai Patel while stepping on the dias.



Both the esteemed dignitaries carefully listened to the presentations made by representatives of each group and provided valuable guidance on these topics.



Upon completion of the Group Discussion session, Managing Director Shri Swaroop invited Shri Saurabhbbhai Patel to share his knowledge with the audience and help guide in the right direction to take the Company further.





As a token of appreciation for sparing their valuable time to come for the Chintan Shibir, Managing Director Shri Swaroop presented mementoes of UGVCL to Shri Saurabhshai Patel and Shri Varun Maira.







In his ceremonial speech, Shri Saurabhbhai Patel emphasized on the acute need to understand and respond to the consumers' growing expectations from UGVCL.

Shri Saurabhbhai Patel congratulated Chairman Shri Maira and Managing Director Shri Swaroop for coming up with the innovative idea of organizing Chintan Shibir and further appreciated the presence of senior officers and all participants who collectively participated in the Conclave.

Shri Saurabhbhai Patel discussed the DOs and DONTs that were shared by the participants in the Group Discussion Session and Feedback Session during the Chintan Shibir.

Excerpts adapted from the speech of Shri Saurabhbhai Patel -

"We are a utility and we are directly connected with consumers of all types. Hence, this department of the government touches the lives of everybody directly. Unlike the Health Department, whose initiatives and activities are prominently availed by the poor sections of society, the Electricity Department caters to all sections of society. The rich class has a liberty to avail world class medical facility at private and corporate hospitals, but the poor do not have this privilege."

"Electricity is required by all, be it the industrialists, the common households or the farmers. Hence, better the service we provide to our consumers, the consumers will appreciate our efforts."

"Our motto should be to provide Quality power at affordable cost with a view to generate Consumer satisfaction"

"I have seen the GEB days and been through the transformation from GEB to corporatization process leading to the formation of GUVNL and its subsidiary companies. Hence, Generation, Transmission and Distribution should work hand in hand, as a Team work to enhance the image of the then GEB into GUVNL. Distribution acts as the direct window to our consumers."

"Renewable Energy, especially Solar Power is the need of the hour."

"What is expected from UGVCL? It is one of the best electricity distribution companies in the state and in the country."

"People's mindset makes the difference. Our approach towards consumers who visit us will make positive impact. Attitude makes the difference."

"UGVCL has a large area having agriculture consumers, compared to other DISCOMs in the state. If the electricity consumption in agriculture sector rises, then we will not have electricity for everybody."

"The answer to this concern is SKY Yojana, which will reduce the consumption of electricity. Farmers will independently produce electricity by unconventional sources of energy viz. Solar Energy and will help the farmers get own electricity supply along with monetary benefits."







“After 10 years, UGVCL’s growth rate will be higher than the national growth rate. The per capita consumption will be higher. So, there will be no scope for new thermal power plants due to its higher costs. Renewable energy should thus be promoted. It will increase the income of farmers and will help in reducing electricity theft.”

“IT Department should be geared up and more use of new technological changes and advancements should be incorporated in our day to day works”

“Why old pertinent issues cannot be eradicated? We should look for ways to improve our performance. Transformer failure is a concern for us. Maintenance activity needs to be looked upon properly and thoroughly. Feeder bifurcation must be done on large scale basis. Meter reading should be done religiously.”

“Just as we get Payment confirmation message on our registered mobile number as SMS, why cant we develop a system where we can provide real time information to our consumers through SMS, Whatsapp message or Email as soon as a consumer makes a payment”

“Inculcate Out-Of-The-Box Thinking. Cash awards may be suggested for generating new ideas for betterment of the Company and all employees, ranging from bottom to top, should be motivated to participate in the process.”

“Today, weather information is provided by the government to farmers. We should also learn from

this innovative idea and provide information to our consumers by suggesting them the ways to save on electricity.”

“UGVCL has responded well during all types of natural calamities occurred in the past. Without looking at time, we as a team have responded and reached where it was difficult to reach during such calamities and lend a helping hand to our consumers.”

“New ideas for enhancement should be encouraged to surface up from anybody, irrespective of his post, class and designation.”

“Why do we have different formats for application forms in each Discom? We should have a simple and a uniform format for each every application for all the four Discoms in our state. It will help the consumer understand it easily and serve as uniform format for all of us.”

“Online application process should be initiated. Rural youth should be engaged for promoting online payments of electricity bills.”







In his ceremonial speech, Shri Maira stressed upon the effective implementation of technology in the routine works of the Company in such a manner that provides simple and user-friendly technical support to consumers and employees.

Excerpts from the speech of Shri Maira –

“More than seven years have passed as the Chairman of UGVCL, but this is the first opportunity for me to talk in person with you all, know your thoughts and share mine too.”

“Integration within any organization happens in two ways - horizontally and vertically. Chintan shibir helps reduce the layers between this integration process and further offers direct access to everybody.”

“Generally, in the government, earlier few people related with the process of decision making used to meet and would form policies and procedures for implementation by all.”

“But in 2003, Shri Narendra Modiji came up with the concept of organizing a unique conclave, where all the officers in the government would get a chance to meet up and jointly discuss the key issues and come up with ways to implement. Starting from the senior most officers of the government to the newly-joined officers would share the same platform to

intermingle among each other. Hon. Chief Minister and Hon. Ministers would sit during the conclave and watch the entire process.”

“What are your own expectations from your work? Set your own goals and then see the difference.”

“Generally, all of us get ideas while we are working in our routine days. But, we don’t find that opportunity daily to share such ideas with our bosses regularly. Hence, this conclave is that unique platform provided to all of us to open up and

share our ideas among each other for the betterment of UGVCL.”

“People should be at the heart of development.”

“Government is the service provider. We are here to provide service. How best do we provide our services will make the difference. Let the people define and assess us how well we are as a service provider to them.”

“If the people have any grievances, we should be prompt enough to think about how can we resolve the grievance?”

“We should aim at Better Governance, Accountable Administration and Commitment for better services.”

“Chintan shibir is an exercise to empower you all.”







“Whenever a consumer visits a government office for some or the other work, he has to move from one table to another to get his work done. We should think about shifting towards a Single-Window platform, where the consumer may have to visit only once and meet only one officer or employee and then all his queries and concerns are not only acknowledged, but even addressed with greatest care.”

“Ideally, there should be a single digital platform, not even a Single-Window platform, where the consumer has to register his query or concern at his convenience and later the concern is addressed by our company in the most effective manner. But as we are developing country and technology here is still in a growing stage, it is difficult to have a single digital platform.”

We should use newer technologies in our day-to-day works in the most simplest manner. But we complicate things by making the technology and its use so complicated that not only the consumer, but even the learned and educated officer of our company finds it difficult to understand how it works and how will it benefit.”

“We should develop technology as per our requirements and use it in such a manner that even a layman or say a farmer can understand it well.”

“Technology has made our lives so simple. Booking air tickets, train tickets used to be so troublesome in early years. Today, technology has made it so easy for us; it provides options, easy access and convenience.”

“As Shri Saurabhbhai said earlier, there will be no thermal energy in future. I have visited countries who only use clean energy. So, we should promote the use of Solar Energy by penetrating the SKY Yojana to the grass-root level.”

“No organization can develop if its employees are left behind. In any good organization, employees are its biggest asset. We should invest in our employees and encourage them for higher education.”

“We should think beyond good governance, we should aim at Pro-Active Governance.”

“While responding to customers, I have seen the information about Escalation matrix provided to the customer in the communication made by few multi-national organizations. This Escalation Matrix provides ease and assurance to the customer. We must look over such innovative ideas.”

Shri Maira also referred to the quotes made by Hon. Prime Minister Shri Narendra Modi on Good Governance Day in 2014 and 2015 and engaged with the audience about the primary idea behind these quotes.







On 25-Dec-2014, Shri Modi said – “Citizens First is our mantra, our motto and our guiding principle.”

On 25-Dec-2015, Shri Modi said – “Without Accountability, Responsibility and Transparency, Good Governance is not possible.”

During the Valedictory Session, Shri Swaroop appreciated the sincere efforts of each and every employee without whose dedication UGVCL could not have won accolades by means of so many awards and appreciations at national level.

Shri Swaroop thanked once again Shri Saurabhbhai Patel and Shri Varun Maira for sparing their valuable time for attending this Chintan Shibir, which would have been incomplete without their far-sighted guidance and suggestions.

The shibir received participation from officers and employees of all cadres in the Company ranging from Chief Engineer to the bottom level post of Junior Engineer.

Feedback session was held later to understand what the participants felt about the shibir and seek suggestions/guidance on various opportunities available for improvement.

Of the 150 feedbacks received, an analysis was done by AGM (HR) Shri Prajapati to understand from the participants about the usefulness of the shibir, presentation and interaction aspects, overall assessment, facilities provided during the shibir and whether similar shibirs be organized at circle levels in future?

About Usefulness of the programme, 40% of the participants felt that the Shibir was Excellent, 35.33% participants felt that the Shibir was Very Good, 21.33% participants felt the Shibir was Good and 3.33% participants felt the Shibir was Average.

About Presentation and Interaction aspects in the programme, 67% of the participants felt that the Shibir was Excellent, 53.33% participants felt that the Shibir was Very Good, 18.67% participants felt the Shibir was Good and 3.33% participants felt the Shibir was Average.

About Assessment of the entire programme, 33.33% of the participants felt that the Shibir was Excellent, 51.33% participants felt that the Shibir was Very Good and 15.33% participants felt the Shibir was Good.

About Facilities during the programme, 39.33% of the participants felt that the Shibir was Excellent, 44.67% participants felt that the Shibir was Very Good and 14% participants felt the Shibir was Good and 2% participants felt the Shibir was Average.

On being asked, whether such Shibir be arranged at Circle Level, 96.00% participants said YES and 4% said NO.





A short movie on team work and management was shown later to understand the importance of team work and further inculcate the feeling of team work among all employees so as to propel the Company's growth further.

Shri Swaroop had informed all the participants to provide suitable "tagline" for the Company. The purpose of this activity was to seek effective taglines for the Company and to select one tagline for the Company, which may be used as the official tagline of

UGVCL, upon due approvals of Competent Authority.

During the concluding session, the participants submitted various taglines to the officers and employees of HR Section, which would then be submitted to Hon. Chairman for selection and approvals. 'Consumer first', 'People First', 'Lighting up lives', 'Urja ej vikas', 'Andhakar thi ujas taraf', 'Happy Life with Light', 'Sauno Sath Sauno Vikas', 'Suraj no sath sauno vikas', 'Power On Rely On', 'UGVCL- Under Green Vision, Green Light', 'Commitment for better services', 'Powering forever' and 'Urja thaki unnati', 'Customer Satisfaction through Service Excellence' were few taglines received among various other options.

An encouraging song - "Manushya tu bada mahaan hai" was played by a group of singers and musicians.

At the end, Shri Swaroop thanked each and every officer and employee of the Company for their sincere efforts who made the Chintan Shibir a great success, especially Superintending Engineer (Sabarmati Circle) Shri V.M. Shroff and Executive Engineer Ms. Malaben Shah and further wished to organize Chintan Shibirs at Circle Levels in future.







**UGVCL**

**Uttar Gujarat Vij Company Ltd.**

CIN : U40102GJ2003SGC042906

An ISO 9001 : 2008 Company

Committed to supply continuous, reliable and quality power

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