



Job Role - Central Monitoring Cell Head

**Qualification:**

Graduation/Post Graduation, preferably in Technology with specialization in Computer Science / Electrical Engineering / Energy Management.

**Experience:**

Minimum 08–15 years of relevant experience in utility operations, billing projects, data monitoring, and multi-project management.

**Reporting To:**

C.O.O.

**Key Responsibilities**

**1. Coordination & Representation**

- Act as the central point of coordination for Cluster Billing, MRI Billing, and MRBD.
- Liaison with DISCOM officials.
- Represent the organization in review meetings.
- Ensure timely escalation of critical issues.

**2. Central Monitoring & Operational Oversight**

- Real-time monitoring of dashboards and field activities.

- Oversee performance data for all three projects.
- Micro-level analysis of invoice verification and exceptions.
- Ensure data accuracy and compliance.

### 3. Reporting & Documentation

- Submit daily, weekly, monthly dashboards.
- Ensure monthly NMRI/MRI reports by 5th.
- Provide consolidated MIS.

### 4. Team Leadership & Performance Management

- Lead the monitoring cell team.
- Review team performance.
- Motivate and guide staff.

### 5. Issue Resolution & Support

- Facilitate resolution of system, billing, and field issues.
- Coordinate with field and technical teams.

### 6. Process Improvement & Compliance

- Identify recurring issues and drive improvements.
- Ensure SOP adherence.
- Monitor compliance with contractual obligations.

### 7. Stakeholder Management

- Coordinate with DISCOM leadership.
- Respond to queries and audits.

### Outcome Expectations

- Smooth functioning of all three billing projects.
- Reduced exceptions and improved accuracy.
- High-quality timely reporting.
- Strong coordination across teams.