

Annex – I

Key Performance Activities (KPA) and Key Performance Indicators (KPIs) for the Performance Evaluation of DCS Regional Chiefs

KPAs		KPIs					Weightage Factor			
1) Execute Loss Reduction activities	Feeder-wise loss is calculated each month and high tech and non tech loss prone areas identified remedial actions taken.						2.5%			
	TOD meter download and monitoring is done as per electricity distribution bylaw.						2.5%			
	Loss reduction activities are implemented to achieve following loss target						50%			
		Loss target for regional offices								
		Regional office	BRO	JRO	HRO	KRO	PRO	BuRO	NRO	ARO
		Loss reduction target	To be determined							
		Marking for loss target achievement								
		Loss reduction target achieved	>90%	80-90%		70-<80%		50 - <70%		
		performance	1	0.8		0.6		0.4		
2)Enhance Quality of service	Reduce forced outage time of individual feeder, 33 and 11 kV feeder						5%			
	Feeder length	less than 15 Km								
	supply available	>98% *S _{at}		>95-98% *S _{at}		>90-95% *S _{at}		<90% *S _{at}		
	performance	1		0.75		0.5		0.0		
	Feder length	15-30 Km								
	supply available	>95% *S _{at}		>90-95% *S _{at}		>85-90% *S _{at}		<85% *S _{at}		
	performance	1		0.75		0.5		0.0		
	Feder length	30 Km and above								
	supply available	>90% *S _{at}		85-90% *S _{at}		80-85% *S _{at}		<80% *S _{at}		
	performance	1		0.75		0.5		0.0		
S _{at} - System available time = Total time-Loadshedding time- Planned outage										
Mark obtained shall be the average of all feeders within the jurisdiction of the regional office.										

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3) Introduce effective measures for timely completion of ongoing distribution projects and capital works	Capital work completed or Work in progress shall be evaluated by capital work Index (C_{wi}). $C_{wi} = \frac{\text{Capitalized Amount}}{\text{Approved budget}}$				5%
	Evaluation of Capital work index C_{wi}				
	C_{wi}	>90%	85-90%	80-85%	<80%
	performance	1	0.8	0.6	0.4
4) Improve no light and new connection services	The consumer intimation/work completion record for no light and new consumer service connection shall be maintained and marking shall be done accordingly				5%
	No light service				
	Distance from No light center	5 km with vehicle facility and 2 km on foot	5-15 km with vehicle facility and 2-5 km on foot	>15 km with vehicle facility and > 5 km on foot	
	Time for completion of work	Within 3 hours of complain	On same day	Within next day	
	New consumer connection services				
	Type of connection	Three and single phase meter connection not requiring LT line extension	Three and single phase meter connection requiring 100 m of LT line extension or upgradation/new installation of transformer in existing system	LT and HT meter connection with CTs and PTs requiring up to 100 m of LT line extension or upgradation/new installation of transformer in existing system	
	Time for completion of work	Within 7 days from customer's intimated date asked by the office	Within 25 days from customer's intimated date asked by the office	Within 35 days from customer's intimated date asked by the office	
	Note: For new consumer connection services requiring LT line construction of more than 100m and/or construction of HT line and installation of transformer shall be accounted only after the completion of such construction.				
	Marking for No light and new consumer service connection				
	Nos. of pending works	All works completed within time	<20 works per month not completed within time	20-40 works per month not completed within time	>40 works per month not completed within time
	Time for completion of work	1	0.75	0.5	0.0

Annex – I

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5)Expand any branch payment system	One additional collection center (Distribution Center office or branch/sub-branch) shall be brought in the system in each regional office each year	<div>2.5%</div> <div>Full marks for achieving result and zero for none.</div>
6) Expand Computerized billing system (M-Power Billing System)	One additional collection center shall be computerized in each regional office each year	<div>2.5%</div> <div>Full marks for achieving result and zero for none.</div>
7)Introduce Que management system at every Distribution center office	All distribution center office (excluding branch/sub-branch) with consumer number above 15,000 shall have Que management system within this fiscal year.	<div>2.5%</div> <div>Full marks for achieving result and zero for none.</div>
8)Safety of personnel and equipment	Following safety measures for personnel and equipments are followed strictly.	<div>1.25*4 = 5%</div> <div>Full marks for achieving result and zero for none for each specified work.</div>
	i)Proper safety tools, tackles and shutdown handling procedures are introduced and made aware to employees within 3 months.	
	ii)Earthing rods for HT/LT lines compulsorily used during maintenance	
	iii)All distribution transformers are phase balanced, loads measured and neutral grounding checked in every six months. All distribution transformers are to be equipped with drop out fuse/MCCB as per transformer rating.	

Annex – I

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	iv)The protection and control system of midium voltage substaion are to be checked in every six month and substaion resistivity is ensured within limits.				
9)Enhance the revenue collection	Average collection period (ACP) shall be reduced as specified in the EPR by activities as line disconnection, revenue from black listed consumers etc.	10%			
	ACP reduction target for regional offices				
	ACP	>120 days	90-120 days	50-90 days	<50 days
	Target reduction	2.5 days per month	2days per month	1.5 days per month	0.5 days per month
	Marking for ACP reduction target achievement				
	Loss reduction target achieved	>90%	80-90%	70-<80%	50-<70%
	performance	1	0.8	0.6	0.4
10)Introduce Data Reporting system(Management Information System)	All record and reports pertaining to the office are prepared and submitted with recommendation to the concerned higher authority as mentioned in prevailing Bylaw or if not mentioned submitted within 15 days of next month.	2.5% Full marks for achieving result and zero for none.			
11)Improve corporate functions within the jurisdiction of Second Party.	The corporate functions listed in Annex-2 appended herewith are performed efficiently in time.	5% Full marks for achieving result and zero for none.			