

## Annex-II

### List of Key Performance Activities(KPAs) and Key Performance Indicator (KPIs) relating to Corporate Functions (Annex-I, Clause 11) for Distribution Center Chiefs

S.N.	(KPAs)	(KPIs)
1.	Preventive and breakdown Maintenance are performed in time (Distribution line & Substation)	As per technical norms and directives.
2.	Meter Reading and Billing	As per Electricity Tariff Collection bylaws.
3.	Inventory (Material) and Procurement Management are timely executed.	As per NEA bylaws
4.	Financial discipline is maintained	Audit queries are handled in time and Budgetary allocation is followed.
5.	Analysis of Technical/Non Technical Loss within Regions.	Monthly
6.	Distribution Planning is initiated and implemented.	Distribution Planning Study and implementation is initiated
7.	Citizen Survey/Public Hearing is conducted in each Distribution Center	Activities at least Once in a year in each Distribution Center be conducted.
8.	Effective Tools and tackles for Demand Side Management are studied and implemented	Tools and tackles for improving Energy Efficiency and Quality of Service both by utility and consumer are implemented.
9.	Monitoring and Evaluation of Technical and Financial Matters.	Quarterly Monitoring of Concerned Regional Offices /Distribution Centers is done.