

## Annex – I

### Key Performance Activities (KPs) and Key Performance Indicators (KPIs) for the Performance Evaluation of DCS Distribution Center Chief

KPA's		KPI's				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 Distribution Center												
		Distribution center												
		Loss reduction target												
		Marking for loss target achievement												
		Loss reduction target achieved	>90%	80-90%	70-<80%	50 – <70%								
		performance	1	0.8	0.6	0.4								
Besides the cumulative total loss, if relevant, loss evaluation without Industrial consumers and loss with and without Community consumers will also be evaluated to ascertain the accurate performance. Loss reduction target for Distribution Centers shall be set up by DMD,DCS/Regional Chief so as to meet the loss target of Regional Office which shall subject to the approval of First Party														
2)Enhance Quality of service	Reduce forced outage time of individual feeder, 33 and 11 kV feeder					5%								
		Feder length	less than 15 Km											
		supply available	>98% *S <sub>at</sub>	>95-98% *S <sub>at</sub>	>90-95% *S <sub>at</sub>	<90% *S <sub>at</sub>								
		performance	1	0.75	0.5	0.0								
		Feder length	15-30 Km											
		supply available	>95% *S <sub>at</sub>	>90-95% *S <sub>at</sub>	>85-90% *S <sub>at</sub>	<85% *S <sub>at</sub>								
		performance	1	0.75	0.5	0.0								
		Feder length	30 Km and above											
		supply available	>90% *S <sub>at</sub>	85-90% *S <sub>at</sub>	80-85% *S <sub>at</sub>	<80% *S <sub>at</sub>								
		performance	1	0.75	0.5	0.0								
S <sub>at</sub> - System available time = Total time-Loadshedding time- Planned outage  Mark obtained shall be the average of all feeders within the jurisdiction of the Distribution Center.														

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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( $C_{wi}$ ). $C_{wi}$ = <u>Capitalized Amount</u> Approved budget			5%
	Evaluation of Capital work index $C_{wi}$			
	$C_{wi}$ performance	>90% 1	85-90% 0.8	80-<85% 0.6

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 inexisting 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	<5 works per month not completed within time	5-10 works per month not completed within time	>10 works per month not completed within time
	Time for completion of work	1	0.75	0.5	0.0

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5)Introduce Any branch payment system	Co-ordinate with regional office for initiation and implement it.	2.5%
Introduce/expand Computerized billing system (M-Power Billing System)	Introduce in Distribution Center if not implemented previously and expand in branch / sub branch if already existed in Distribution Center.	Full marks for achieving result and zero for none.
6)Street light energy consumption is properly accounted and ownership of electricity poles is maintained	Proper accounting of energy consumed by street lights is made and proper accounting of electricity poles used for Telecom, Private Television and Cable operators, Hoarding boards is made	2.5% Full marks for achieving result and zero for none.
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.	2.5% Full marks for achieving result and zero for none.
8)Safety of personnel and equipment	Following safety measures for personnel and equipments are followed strictly.	1.25*4 = 5% Full marks for achieving result and zero for none for each specified work.
	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.	

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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 Distribution Centers				
	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 Reporting system(Management Information System)	Data	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)Improvecorporate 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.		

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Note :It is agreed by the both Parties that following pre requisites have to be met to achieve the target by the Second Party.

- 1) The DMD/Regional Office shall make the line materials as Distribution Transformers, Energy meters and Metering units, Poles ,Conductors and Cables available in time.
- 2) Minimum necessary key staffs including Meter readers shall be arranged by NEA or the Distribution Center Chief shall be entitled to manage it alternatively.
- 3) Sufficient budgetary allocation at Distribution Center is made to mobilize security personnel and vehicles for conducting the loss reduction activities.
- 4) Other assistance from the Regional / Central Offices as and when required.