

**CENTRAL ELECTRICITY REGULATORY COMMISSION
NEW DELHI**

Petition No. 186/MP/2020

**Coram:
Shri P.K. Pujari, Chairperson
Shri I.S. Jha, Member
Shri Arun Goyal, Member**

Date of Order: 28th August, 2020

In the matter of

Submission under sub-section (4) of section 28 of Electricity Act 2003 read with Regulation 6 & Regulation 29 of Central Electricity Regulatory Commission (Fees & charges of Regional Load Despatch Centre and other related matters) Regulations, 2015 for approval of Performance Linked Incentive for NERLDC for the financial year 2018-19 with reference to NERLDC Charges for the control period 1.4.2014 to 31.3.2019.

**And
In the matter of**

North Eastern Regional Load Despatch Centre (NERLDC),
Power System Operation Corporation Ltd. (POSOCO)
(A Govt. of India Enterprise)
Registered office: B-9, Qutub Institutional Area, 1st Floor,
Katwaria Sarai, New Delhi -110016

....Petitioner

Vs.

1. Chairman,
APDCL, Bijuli Bhavan,
Paltan Bazar, Guwahati- 781001
2. Chairman & Managing Director,
MePDCL, Meter Factory Area,
Short Round Road,
Integrated Office Complex,
Shillong- 793001
3. Chairman & Managing Director,
TSECL, Bidyut Bhavan,
North Banamalipur,
Agartala- 799001.



4. Chief Engineer (W. Zone),
Dept. of Power, Govt. of Ar. Pradesh,
Bidyut Bhavan, Itanagar- 791111.
5. Engineer-in-Chief,
P & E Dept., Govt. of Mizoram,
Khatla,Aizawl- 796001.
6. Chief Engineer (Power),
Dept. of Power,
Govt. of Nagaland, Kohima- 797001.
7. Managing Director, MSPDCL,
3rd Floor, New Directorate Building,
Near 2nd MR Gate, Imphal – Dimapur Road,
Imphal- 795001, Manipur
8. Addl. General Manager,
Power Grid Corporation of India Ltd,
800 kV HVDC Converter Station,
Biswanath Chariali, Vill- Niz Baghmari,
P.O.- Burigang, Assam-784176
9. General Manager,
Doyang HEP,
NEEPCO, Wokha,
Nagaland
10. General Manager, Ranganadi HEP,
NEEPCO, P.O. Ranganadi Proj.
Dist. Subansiri,
Arunachal Pradesh-791121
11. General Manager,
AGBPP, NEEPCO,
Kathalguri, Tinsukia,
Assam-786191
12. General Manager,
AGTCCP, NEEPCO,
Ramchandranagar, Agartala,
Tripura-799008
13. General Manager,
KHANDONG HEP,
NEEPCO, Umrangsoo,
N.C.Hills, Assam



14. General Manager,
KOPILI HEP, NEEPCO,
Umrangsoo, N.C.Hills, Assam
15. General Manager,
KOPILI-2 HEP, NEEPCO,
Umrangsoo, N.C.Hills, Assam
16. General Manager,
Pare HEP, NEEPCO,
Daimukh, Arunachal Pradesh-791112
17. Chief Engineer,
NHPC Loktak HEP,
Leimatak-795124, Manipur
18. Managing Director,
ONGC Tripura Power Company Ltd,
6th Floor, A Wing, IFCI Tower-61,
Nehru Place, New Delhi-110019
19. AGM, NTPC Ltd.,
BgTPP, Salakati (P),
Dist: Kokrajhar (BTAD), Assam-783369
20. Executive Director,
NERTS, Power Grid Corporation of India Ltd.,
Lapalang, Shillong-793006, Meghalaya.
21. The Managing Director,
North Eastern Transmission Company Ltd,
D-21, 3rd Floor-2C, 217 Corporate Park,
DMRC Building, Sector-21, Dwarka, 110077
22. Vice President-Corporate Affairs & BD,
ENICL, Sterlite Grid Limited, F-1,
The Mira Corporate Suite, Ishwar Nagar,
Mathura Road, New Delhi- 110065

.....Respondents

Parties Present:

1. Shri Ankit Jain, NERLDC
2. Ms. Himani Dutta, NERLDC



ORDER

The Petitioner, North Eastern Regional Load Despatch Centre (hereinafter referred to as “NERLDC”), has filed the present petition under Section 28(4) of the Electricity Act, 2003 (hereinafter referred to as ‘the Act’) read with Regulations 6 and 29 of Central Electricity Regulatory Commission (Fees and Charges of Regional Load Despatch Centre and other related matters) Regulations, 2015 (hereinafter referred to as the “Fees and Charges Regulations 2015”) for approval of Performance Linked Incentive (hereinafter referred to as “PLI”) for NERLDC for the financial year 2018-19 for the control period 1.4.2014 to 31.3.2019.

2. The Petitioner has submitted as under:

(a) The Petitioner, North Eastern Load Despatch Centre (NERLDC), is a statutory body setup under Section 27 of the Act and performs functions specified in Section 28 of the Act. NLDC (National Load Despatch Centre) and RLDCs (Regional Load Despatch Centres) are operated by Power System Operation Corporation Limited (POSOCO) in accordance with notification dated 27.9.2010 of Ministry of Power, Government of India.

(b) As per Regulation 29(1), 29(2) and 29(3) of the Fees and Charges Regulations 2015, the recovery of performance linked incentive by NLDC and RLDCs shall be based on the achievement of Key Performance Indicators (KPIs) as specified in Appendix V of the Fees and Charges Regulations 2015 or other such parameters as specified by the Commission.

(c) As per Regulation 29(6) of the Fees and Charges Regulations 2015, RLDCs or NLDC are required to compute the KPIs on annual basis for the previous year ending 31st March and submit to the Commission for approval as per Appendix V and VI of the Fees and Charges Regulations 2015. KPI score for NERLDC for the year 2018-19 ending 31.3.2019 has been submitted by the Petitioner as under:



Sl. No	Key Performance Indicators	Weightage	Previous Year (as allowed by CERC (2017-18))	Current Year (2018-19)
1	Interconnection Meter Error	10	10.00	10.00
2	Disturbance Measurement	10	10.00	10.00
3	Average processing time of shutdown request	10	10.00	10.00
4	Availability of SCADA system	10	9.995	10.00
5	Voltage Deviation Index (VDI)	10	10.00	10.00
6	Frequency Deviation Index (FDI)	10	10.00	10.00
7	Reporting of System	10	10.00	10.00
8	Availability of Website	10	10.00	9.930
9	Availability of Standby Supply	5	5.00	5.00
10	Variance of Capital expenditure	5	3.669	4.776
11	Variance of Non-Capital expenditure	5	5.00	5.000
12	Percentage of Certified Employee	5	5.00	4.731
	Total	100	98.664	99.437

(d) As per the methodology provided in the Regulation 29(5) of the RLDC Fees and Charges Regulations 2015, NERLDC is allowed to recover 7% of annual charges for aggregate performance level of 90%. The incentive shall increase by 1% of annual charges for every 5% increase of performance level above 90%.

(e) The Commission in its Order dated 10.06.2019 in Petition No. 344/MP/2018 decided as under:

“62.

....in exercise of provisions of “Power to Relax” under Regulation 35 of Fees and Charges Regulations, 2015 we hereby relax Regulation 29(5) of Fees and Charges Regulations, 2015 and direct that RLDCs or NLDC, as the case may be, shall be allowed to recover incentive of 15% of annual charges post implementation of pay revision w.e.f 1.1.2017 subject to ceiling as per DPE Guidelines in place of 7%, keeping other provisions of Regulation 29(5) same. In case of shortfall as per DPE Guideline, the balance amount shall be paid from the LDCD fund”



(f) Accordingly, recovery of Performance Linked Incentive comes at 16.887% as in the following table (For 90-95% additional 1% and for 95% to 99.437% additional 0.887 %) of the Annual charges for the year 2018-19:

Slabs	Score		
	>85%	90-95 %	95-99.437 %
percentage Incentive (Slab wise)	7	1	0.887
As Per Order in 344/MP/2018	15	1	0.887
Net Incentive as %age of Annual Charges	16.887		

3. Against the above background, the Petitioner has filed the present petition with the following prayers:

(a) Approve the proposed performance linked incentive based on the KPIs computed by NERLDC for the year ending 31.03.2019 given at para 5, the KPI score given at para 6 and PRP percentage of Annual Charges of the year 2018-19 as per para 8 of the petition.

(b) Allow the Applicant to recover the fund for PLI from the users for the year 2018-19 as approved by the Hon'ble Commission.

(c) Pass such other order(s) as the Hon'ble Commission deems fit and appropriate in this case and in the interest of justice.

4. The petition was heard on 25.2.2020 and notices were issued to the Respondents to file their replies. However, none of the Respondents filed reply. Vide Record of Proceedings of hearing dated 25.2.2020, the Petitioner was directed to submit the following information on affidavit:

(a) Detailed note on methodology followed by POSOCO as per DPE OM dated 3.8.2017, for yearly Performance Linked Incentive claimed/recovered from Users;

(b) As per above methodology, detailed calculations showing limiting amount as per DPE OM and its annexures, with Audited Actual data for 2014-18 period for Performance Linked Incentive; and

(c) Annual Reports/Financial Statements for the year 2018-19



5. The Petitioner vide affidavit dated 16.3.2020 has submitted the aforementioned information. Petitioner has submitted the PRP (performance related pay) as paid and PRP payable as per OM (office memorandum) dated 3.8.2017 of the Department of Public Enterprises, Government of India (DPE) for the FY 2016-17 and FY 2017-18. Further, Petitioner has submitted that POSOCO commenced functioning as a separate Schedule-A CPSE (Central Public Sector Enterprise) with effect from 03.01.2017. Prior to that, POSOCO was a wholly owned subsidiary of Power Grid Corporation of India Ltd. (in short, PGCIL). During the financial years 2014-15 and 2015-16, when POSOCO was a subsidiary of PGCIL, all the calculations of performance linked incentive/ performance related pay (PLI/PRP) and approvals thereof from the competent authority were being obtained by PGCIL. As no calculation was made by POSOCO for PRP/PLI payment for these years, same is not available with POSOCO and is, therefore, not submitted. The Petitioner has submitted following figures of PLI/PRP for NERLDC:

(in Rs. lakh)

NERLDC	2014-15	2015-16	2016-17	2017-18
Maximum PRP payable as per DPE	-	-	130.78	346.26
PLI actual disbursed/paid to Employees	74.41	127.66	107.17	334.54
PLI recovered from Users	138.16	123.69	135.82	325.23

6. The petition was further heard on 29.5.2020. Vide Record of Proceedings for hearing dated 29.5.2020, the Petitioner was directed to submit copy of approval of Board of POSOCO on PRP/PLI payments for each year (2014-15 to 2018-19) of the 2014-19 tariff period.



7. In compliance with directions vide RoP of hearing dated 29.05.2020, the Petitioner vide affidavit dated 26.6.2020 has submitted the copy of approval of Board of POSOCO on PRP/PLI payments for each year (2014-15 to 2018-19).

Analysis and Decision:

8. The present petition has been filed under Regulations 6 and 29 of the Fees and Charges Regulations 2015 for approval of Performance Linked Incentive for the financial year 2018-19. Regulations 6 and 29 are extracted as under:

“6. Application for determination of fees and charges:

(1) The RLDCs and NLDC shall make application in the formats annexed as Appendix I to these regulations within 180 days from the date of notification of these Regulations, for determination of fees and charges for the control period, based on capital expenditure incurred and duly certified by the auditor as on 1.4.2014 and projected to be incurred during the control period based on the CAPEX and the REPEX.

(2) The application shall contain particulars such as source of funds, equipments proposed to be replaced, details of assets written off, and details of assets to be capitalized etc.

(3) Before making the application, the concerned RLDC or NLDC, as the case may be, shall serve a copy of the application on the users and submit proof of service along with the application. The concerned RLDC or NLDC shall also keep the complete application posted on its website till the disposal of its petition.

(4) The concerned RLDC or NLDC, as the case may be, shall within 7 days after making the application, publish a notice of the application in at least two daily newspapers, one in English language and one in Indian modern language, having circulation in each of the States or Union Territories where the users are situated, in the same language as of the daily newspaper in which the notice of the application is published, in the formats given in Appendix II to these regulations.

(5) The concerned RLDC or NLDC, as the case may be, shall be allowed the fees and charges by the Commission based on the capital expenditure incurred as on 1.4.2014 and projected to be incurred during control period on the basis of CAPEX and REPEX duly certified by the auditor in accordance with these Regulations:

Provided that the application shall contain details of underlying assumptions and justification for the capital expenditure incurred and the expenditure proposed to be incurred in accordance with the CAPEX and REPEX.

(6) If the application is inadequate in any respect as required under Appendix-I of these regulations, the application shall be returned to the concerned RLDC or NLDC



for resubmission of the petition within one month after rectifying the deficiencies as may be pointed out by the staff of the Commission.

(7) If the information furnished in the petition is in accordance with the regulations and is adequate for carrying out prudence check of the claims made the Commission shall consider the suggestions and objections, if any, received from the respondents and any other person including the consumers or consumer associations. The Commission shall issue order determining the fees and charges order after hearing the petitioner, the respondents and any other person permitted by the Commission.

(8) During pendency of the application, the applicant shall continue to bill the users on the basis of fees and charges approved by the Commission during previous control period and applicable as on 31.3.2014, for the period starting from 1.4.2014 till approval of the Fees and Charges by the Commission, in accordance with these Regulations.

(9) After expiry of the control period, the applicant shall continue to bill the users on the basis of fees and charges approved by the Commission and applicable as on 31.3.2019 for the period starting from 1.4.2019 till approval of fees and charges under the applicable regulations.”

“29. Performance linked incentive to RLDCs and NLDC:

(1) Recovery of incentive by the Regional Load Despatch Centre shall be based on the achievement of the Key Performance Indicators as specified in Appendix V or such other parameters as may be prescribed by the Commission.

(2) Each Regional Load Despatch Centre shall submit its actual performance against each of the key performance indicators to the Commission on annual basis as per the format specified in Appendix V.

(3) NLDC shall submit the details in regards to each Key Performance Indicator in the format specified in Appendix V along with the methodology for approval of the Commission.

(4) The Commission shall evaluate the overall performance of the RLDCs or NLDC, as the case may be, on the basis of weightage specified in Appendix V. The Commission, if required, may seek advice of the Central Electricity Authority for evaluation of the performance of system operator.

(5) The RLDCs or NLDC, as the case may be, shall be allowed to recover incentive of 7% of annual charges for aggregate performance level of 85% for three years commencing from 1.4.2014 and for aggregate performance level of 90% from 1.4.2017. The incentive shall increase by 1% of annual charges for every 5% increase of performance level above 90%. Provided that incentive shall be reduced by 1% of annual charges on prorata basis for the every 3% decrease in performance level below 85%.

(6) The RLDCs or NLDC, as the case may be, shall compute the Key Performance Indicators on annual basis for the previous year ending on 31st March and submit to the Commission along with petitions for approval of the Commission as per Appendix V and Appendix VI of these Regulations:



Provided that the key performance indicators of previous year ending on 31st March shall be considered to recover incentive on each year and shall be trued up at the end of the control period.”

9. In light of the above provisions, we have considered the Petitioner’s claim for PLI. The Petitioner has submitted that the Commission has notified the various performance indicators and their weightage for determination of fees and charges in the Fees and Charges Regulations 2015 and performance on these KPIs has been quantified to make it measurable. The Petitioner has submitted KPI-wise details which have been dealt with in the succeeding paragraphs:

KPI-1: Reporting of Inter-connection metering error

10. The Petitioner has submitted that the meter readings are processed on weekly basis and an error could only be detected after processing the same and after going through the validation process. According to the Petitioner, RLDCs are reporting the meter errors on weekly basis and these are made available on websites as per the provisions in the Regulation. Therefore, the possible number of reports in a year is 52 (fifty-two) which have been converted to percentage based on actual reporting. Percentage performance has been proportionately converted to marks scored.

11. The Petitioner has submitted performance-wise details as under:

Performance during financial year 2018-19 (In %) A* =	100
Marks scored (In proportion of the percentage performance above)	10
*Formula for performance calculation	$[\text{No. of weekly reports issued} / 52 (\text{Total no. of Weeks})] * 100$

12. The Petitioner has submitted that as per Regulation 2.3.2 of the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 (hereinafter



referred to as “the Grid Code”), RLDCs are responsible for meter data processing. Accordingly, problems related to meters including those installed at inter-regional/ international tie points are reported by concerned RLDCs to the utilities for corrective action. It has submitted that as per Regulation 6.4.22 of the Grid Code, computations on metering data are to be made available to the regional entities for checking/ verifications for a period of 15 days. Accordingly, the data on inter-connection meter error is made available in public domain on regular basis for checking/ verifications of regional entities. This information on interconnection meter error is published on the website (<https://nerldc.in/metering-error/>) on a weekly basis.

13. We have considered the submission of the Petitioner. Since, the Petitioner has complied with the provisions of the Regulation 6.4.22 of the Grid Code, the claims of the Petitioner for weightage factor for reporting of inter-connection meter error is allowed for the purpose of incentive. As per Appendix VI of the Fees and Charges Regulations 2015, the weightage factor for reporting of inter-connection meter error is considered 10 out of 10.

KPI-2: Reporting of Grid Incidents and Grid Disturbance:

14. The Petitioner has submitted that grid incidents and grid disturbances are reported by the RLDCs to NLDC on a monthly basis. The same are then compiled and independently verified by National Load Despatch Centre. Afterwards, it is reported to the Commission on a monthly basis as a part of monthly operational report issued by National Load Despatch Centre in accordance to the Grid Code. As the reports on grid incidences and grid disturbances are generated on monthly basis, target reports to be generated have been considered to be 12 (twelve). Percentage performance has been measured based



on the actual number of reports generated, which has been proportionately converted to marks scored.

15.The Petitioner has submitted that as against the total weightage of 10 for parameter reporting of grid incidents and grid disturbances, actual incidents of such events during the financial year 2018-19 are as under:

Grid Incidents and Grid Disturbances for financial year 2018-19			
Category	Count (Nos)	Recovery period (Hrs)	Loss of Energy (MUs)
GI-1	54	11:42:02	0.35
GI-2	83	9:13:57	0.86
GD-1	201	7:23:16	0.37
GD-2	2	1:56:00	0.55
GD-3	1	0:16:00	0.95
GD-4	0	0:00:00	0.00
GD-5	0	0:00:00	0.00
All	341	30:31:15	3.09

16.The Petitioner has submitted that a copy of the report is also available in public domain on POSOCO website (<https://posoco.in/reports/monthly-reports/monthly-reports-2018-19/>). The details for the report as well as the relevant page numbers for the financial year 2018-19 are as follows:

Sl. No.	Month	Date of Reporting	Concerned Page Numbers
1	April 2018	23rd May 2018	Page 44 – 60
2	May 2018	22nd June 2018	Page 44 – 60
3	June 2018	23rd July 2018	Page 44 – 59
4	July 2018	23rd August 2018	Page 44 – 53
5	August 2018	23rd September 2018	Page 44 – 59
6	September 2018	23rd October 2018	Page 44 – 55
7	October 2018	22nd November 2018	Page 44 – 51
8	November 2018	21st December 2018	Page 44 – 52
9	December 2018	23rd January 2019	Page 44 – 51
10	January 2019	22nd February 2019	Page 44 – 53
11	February 2019	22nd March 2019	Page 44 – 52
12	March 2019	23rd April 2019	Page 44 – 56



17.The Petitioner has submitted performance-wise details as under:

Performance during financial year 2018-19 (In %) * =	100
Marks scored(In proportion of the percentage performance above)	10
*Formula for performance calculation :	(No. of Monthly reports issued /12) *100

18.We have considered the submissions of the Petitioner. Perusal of the above reveals that the Petitioner is reporting incident of grid disturbance every month. Accordingly, as per Appendix VI of the RLDC Fees and Charges Regulations 2015, the weightage factor for reporting of grid incidents and grid disturbance is considered 10 out of 10 and the claim of the Petitioner for weightage factor for reporting of grid incidents and grid disturbance is allowed for the purpose of incentive.

KPI-3: Average processing time of shut down request

19.The Petitioner has submitted that the shutdown coordination process, uniform across all the RLDCs, has been discussed and approved at Regional Power Committee (RPC) level. Time allowed to NLDC for approval of shut-down requests is 26 hours and to RLDCs, it is 50 Hours (including 26 hrs of time of NLDC). This methodology has been devised considering the planned outages approved in the monthly Operation Coordination Committee (OCC) meetings of RPCs which are processed by RLDCs on D-3 basis (3-day ahead of actual day of outage) based on confirmation from the shutdown requesting agency and the then prevailing grid conditions. The procedure to streamline the process of transmission outage coordination between SLDCs, RLDCs, NLDC and RPCs and indenting agencies was developed by NLDC in 2013 and approved in OCC forum of different regional power committees (RPCs). As per the approved process, RLDC approves the shutdown requests of inter-State transmission lines and NLDC approves the



shutdown requests for inter-regional and all 765 kV transmission lines. RLDCs, after processing the shut down requests at regional level, forward the list to NLDC for impact assessment at national level. After clearance from NLDC, the final list of cleared shut down requests is intimated by respective RLDCs to the requesting agencies on D-1 (i.e. one day ahead of the proposed date of outage). Relevant extract of approved procedure is as under:

“7.1. Request for outages which are approved by OCC must be sent by the indenting agency of the transmission asset at least 3 days in advance to respective RLDC by 1000 hours as per Format II.(For example, if an outage is to be availed on say 10th of the month, the indenting agency would forward such requests to the concerned RLDC on 7th of the month by 1000 hours.)

7.3 Approval of Outage where Approving Authority is NLDC:

7.3.1.NRLDC shall forward the request for shutdown along with their consent and observation as per Format-III to NLDC/other concerned RLDCs with clear observations regarding possible constraints / contingency plan and consent including study results by 1000 hours of D-2 day. Other concerned RLDCs would forward their observations/consent/ reservations by 1600 hours of D-2.

7.3.2. NLDC shall approve the outage along with the clear precautions/measures to be observed during the shutdown and inform all concerned RLDCs.

7.3.3 The proposed outages shall be reviewed on day ahead basis depending upon the system conditions and the outages shall be approved/refused latest by 1200 Hrs of D-1 day. A suggested format for approval/refusal of outage is enclosed as Format IV.”

20.As per above outage procedure, shutdown processing time for NLDC/RLDCs is as tabulated below:

Sl. No.	Activity	Day	Time (hrs.)
1	Request of shutdown from indenting agency to concerned RLDC.	D-3	1000
2	Forwarding request of shutdown requiring NLDC approval from RLDC to other concerned RLDCs and NLDC (along with the recommendations and study result)	D-2	1000
3	Comments of other RLDCs or NLDC	D-2	1600
4	Approval or Rejection of Request	D-1	1200

As per table above:

Shutdown Processing Time for NLDC is Calculated as: Sr. No(4) - Sr. No(2)= 26hrs

Shutdown Processing Time for RLDC is Calculated as: Sr. No(4) - Sr. No(1)= 50hrs



21.The total weightage for this parameter is 10. The Petitioner has submitted average processing time of shut down request during the financial year 2018-19 as under:

S.No.	Month	Total No of shutdown request in a month (B)	Total time (hrs) taken to approve the shutdown in a month(A)	Total time(hrs) taken to approve the shutdown in a month/Total No of shutdown requests in a month(C=A/B)
1	April'18	163	7355.14	45.12
2	May'18	122	5473.06	44.86
3	June'18	69	3169.68	45.94
4	July'18	100	4685.49	46.85
5	August'18	80	3616.06	45.20
6	September'18	117	5423.42	46.35
7	October'18	93	4419.00	47.52
8	November'18	138	6483.14	46.98
9	December'18	129	5850.70	45.35
10	January'19	123	5490.71	44.64
11	February'19	143	6634.87	46.40
12	March'19	188	8629.99	45.90
	Total	1465	67231.24	45.89

For NERLDC

Performance during the financial year 2018-19 (In %)	100
Marks scored (In proportion of the percentage performance above)	10
*Formula for performance calculation	$IF((A-B*50)>0,(1-(A-B*50)/(B*50))*100,100)$

22.We have considered the submission of the Petitioner and verified its claims. As per Appendix VI of the RLDC Fees and Charges Regulations 2015, weightage for average processing time of shut down request is considered as 10 out of 10.

KPI-4: Availability of SCADA

23.SCADA systems installed in RLDCs and NLDC is a collection of software and hardware modules which provide essential functions like (i) real time data reporting from field, (ii) real time data exchange between various load despatch centres, (ii) historical



data archiving & retrieving, (iii) network analysis studies, (iv) grid dispatcher training, (v) document management system, and (vi) MIS reporting:

24. SCADA system at NLDC acquires real time data from RLDCs through dedicated communication links either on communication network implemented through Unified Load Despatch & Communication Scheme (ULDC) or through POWERTEL (communication network provided by the CTU).

25. Similarly, SCADA system at RLDC acquires real time data from Remote Terminal Unit (RTU)/ Sub-Station Automation System (SAS) for central sector stations and IPP stations installed in respective region through ULDC communication network (in case, ULDC link is not available, POWERTEL is used). Real time data from various SLDCs of the Region is fetched through ICCC protocol on dedicated communication links provided through ULDC network with redundancy and communication network under POWERTEL network of PGCIL. Main reasons of outages of real-time data are a) failure of critical SCADA servers (hardware level); b) failure of critical SCADA applications (software level); and c) communication failure.

26. Critical infrastructure of SCADA is redundant at server and network level to ensure standby operation and availability in case of any contingency. In case, data at Main control centre is not available, then Back-up control centre is utilized to visualize the real-time data.

27. SCADA systems are covered under long term maintenance contract by System Integrator/ OEM having financial implications in case of outages even in the component level. The System Integrator is required to attend the issues as per timelines defined in



the maintenance contract, failing which a portion of the maintenance charges can be deducted as penalty measure. Records of all incidences are maintained along with resolution details. The measures for the maintenance contract have been kept stringent so that it does not affect the overall SCADA system availability to the grid operators. The records for KPI are generated in line with above philosophy.

28.Both Main and Back-up SCADA systems have two SCADA servers working in redundant mode with one of the servers in master role and the other in standby role. Consequently, services of SCADA system is considered available when at least one of the redundant servers is up. In the event of failure of both the SCADA servers at Main control centre (CC), monitoring of regional grid can be done through SCADA system of Backup. Accordingly, for the purpose of computation of SCADA availability, the status of main and standby SCADA servers at Main and Backup control centres is checked. If any one of the servers is working at any instant and real time SCADA data is available to the control room, SCADA system is considered to be available.

29.SCADA system at Main and Backup control centres is checked for healthiness on daily basis based on server logs and system alarms of SCADA system in hardware and software levels. Daily check on healthiness of SCADA system components such as servers, networks, and processes etc. is made by the system integrator and kept in record.

30.There are different levels of severities depending upon the criticality of the failures. Loss of SCADA system to control room is categorised as Severity 1. The severity matrix as per maintenance contract is given below:



Category	Definition
Severity 1 – Urgent	Complete system failure, severe system instability, loss or failure of any major subsystem or system component such as to cause a significant adverse impact to system availability, performance, or operational capability
Severity 2 – Serious	Degradation of services or critical functions such as to negatively impact system operation. Failure of any redundant system component such that the normal redundancy is lost Non-availability of System Integrator's Man-power at Control Centre during working hours, non-availability of spares
Severity 3 – Minor	Any other system defect, failure, or unexpected operation
Severity 4 - General/ Technical Help	Request for information, technical configuration assistance, "how to" guidance and enhancement requests

31.If due to any fault/ malfunctioning, real time grid operations get affected, down time is recorded for the period for which the fault/ malfunctioning persisted. For example, if both Main and Back up servers of SCADA system are down and grid operators are not getting any data through SCADA system, the incident is considered with highest severity and contributes to unavailability.

32.As Communication networks are provided by ULDC/ POWERTEL/ third-party lease lines, RLDC does not have direct control over the availability of each links. As such data outage due to communication network is not considered under SCADA availability calculation. The downtime for all such incidents reported in a month are accumulated to arrive at the total system downtime in that month based on the status of servers stored in SCADA database, month-wise percentage availability in terms of hours and percentage is calculated. The same is compiled for computation of monthly/ quarterly availability of the SCADA system. Formula for monthly availability computation is as below:

$$\% \text{ Monthly system availability} = (\text{THM} - \text{D}) * 100 / \text{THM}$$



Where,
 THM = Total no. of hours in that Month
 D = Downtime recorded in that Month (In hours)

33.The total weightage for this parameter is 10. The Petitioner has submitted percentage availability of 12 months (April 2018 to march, 2019) as 100. The marks claimed by the petitioner is as follows:

Performance during the financial year 2018-19*	100
Marks scored (in proportion of the percentage performance above)	10
* Average of 12 months	

34.We have considered the submission of the Petitioner and verified its claims. Accordingly, as per Appendix VI of the Fees and Charges Regulations 2015, the marks scored for availability of SCADA has been allowed as 10 out of 10.

KPI-5: Voltage Deviation Index

35.The total weightage for the parameter Voltage Deviation Index (VDI) is 10. The Petitioner has submitted the details of VDI as under:

KPI-5: Voltage Deviation Index (VDI)				
Name of the Region: North Eastern Regional Load Despatch Centre				
S. No.	Name of the 400/765 kV substation	Intimation to utilities through Daily reports for corrective action or not	Intimation to utilities through weekly reports for corrective action or not	Intimation to utilities through monthly reports for corrective action or not
A	B	C	D	E
1	Azara	Yes	Yes	Yes
2	Balipara	Yes	Yes	Yes
3	BgTPP	Yes	Yes	Yes
4	Biswanath Chariali	Yes	Yes	Yes
5	Bongaigaon	Yes	Yes	Yes
6	Byrnihat	Yes	Yes	Yes
7	Misa	Yes	Yes	Yes
8	Palatana	Yes	Yes	Yes
9	Ranganadi	Yes	Yes	Yes



KPI-5: Voltage Deviation Index (VDI)				
Name of the Region: North Eastern Regional Load Despatch Centre				
10	Silchar	Yes	Yes	Yes
11	Imphal	Yes	Yes	Yes

36. The Petitioner has submitted that VDI is calculated in line with the methodology specified in Appendix VI of the Fees and Charges Regulations 2015. Voltage Deviation Index of important sub-stations is calculated on daily, weekly as well as monthly basis and same is intimated to utilities via daily, weekly and monthly reports. VDI for each important station is calculated as the percentage of time the voltage was outside the range specified in the Grid Code (380-420 kV at 400 kV level, 728-800 kV at 765 kV level). For this purpose, data recorded by SCADA is used. The percentage of samples lying outside the Grid Code specified range constitutes VDI for the station. A sample calculation is shown below:

Sub-Station	%age of time Voltage below 728 / 380kV	%age of time Voltage between 728 /380 kV & 800/420kV	%age of time Voltage above 800/420kV	Voltage deviation index (%age of time voltage is outside IEGC band)	Maximum Voltage (kV)	Minimum Voltage (kV)
Agra	0.00%	100.00%	0.00%	0.00%	796	755

37. The Petitioner has submitted that Section-2.5.9 of the NLDC Operating Procedure-2018 (Clause 4.2 of the Operating Procedure of NER- July 2018) gives the corrective actions to be taken in the event of voltage going high and low. The relevant extract from the procedure is reproduced below:

“Following corrective measures shall be taken in the event of voltage going high / low:-

2.5.9.1 In the event of high voltage (when the bus voltage going above 410 kV), following specific steps would be taken by the respective grid substation/generating station at their own, unless specifically mentioned by NLDC/RLDC/SLDCs.

i. The bus reactor is switched in



- ii. The manually switchable capacitor banks is taken out*
- iii. The switchable line/tertiary reactor are taken in.*
- iv. Optimize the filter banks at HVDC terminal*
- v. All the generating units on bar shall absorb reactive power within the capability curve*
- vi. Operate synchronous condensers wherever available for VAR absorption*
- vii. Operate hydro generator / gas turbine as synchronous condenser for VAR absorption wherever such facilities are available*
- viii. Bring down power flow on HVDC terminals so that loading on parallel EHV AC network goes up, resulting in drop in voltage.*
- ix. Open lightly loaded lines in consultation with RLDC/SLDC for ensuring security of the balanced network. To the extent possible, it must be ensured that no loop of transmission lines is broken due to opening of lines to control the high voltage. Further, switching operations may be kept to minimum as far as possible in accordance with guidelines issued in this regard.*

2.5.9.2 In the event of low voltage (when the bus voltage going down below 390kV), following specific steps would be taken by the respective grid substation/generating station at their own, unless specifically mentioned by NLDC/RLDC/SLDCs.

- i. Close the lines which were opened to control high voltage in consultation with RLDC/SLDC.*
- ii. The bus reactor is switched out*
- iii. The manually switchable capacitor banks are switched in.*
- iv. The switchable line/tertiary reactor are taken out*
- v. Optimize the filter banks at HVDC terminal*
- vi. All the generating units on bar shall generate reactive power within capability curve.*
- vii. Operate synchronous condenser for VAR generation*
- viii. Operate hydro generator / gas turbine as synchronous condenser for VAR generation wherever such facilities are available.*
- ix. Increase power flow on HVDC terminals so that loading on parallel Extra High Voltage (EHV) network goes down resulting in rise in voltage.”*

38. Accordingly, Corrective actions are taken in real time grid conditions, by NLDC at 765 kV and at inter-Regional level by opening/ closing shunt reactors, transmission lines etc. and by RLDCs for other inter-State system. Apart from these, based on feedback from RLDCs, region-wise persistent high voltage and low voltage issues are being reported in 'NLDC Operational feedback' every quarter. As an example, the weblink for NLDC operational feedback for the quarter Jul'18-Sept'18 quarter is

https://posoco.in/download/nldc-operational-feedback_october_2018_q2-2/?wpdmdl=20373

39. Nodes experiencing low/ high voltage are listed on page no 57-58 of 'Operational Feedback'. This information is discussed in meetings of the Standing Committee (SCM)



on Power System Planning with stakeholders. For voltage deviations taking place in/ resulting from inter-State system, RLDCs write regularly to the constituents and also discuss in the OCC meetings. NERLDC also uploads the information on Voltage Deviation Index (VDI) on its website on daily, weekly and monthly basis as a part of its Daily, Weekly and Monthly reports. The relevant web-links are given under:

KPI-5 (VDI)	Web Link on NERLDC website
Daily VDI	https://nerldc.in/voltage-deviation-index-daily/
Weekly VDI	https://nerldc.in/voltage-deviation-index-weekly/
Monthly VDI	https://nerldc.in/voltage-deviation-index-monthly/

40.The Petitioner has submitted that persistent problems of low/ high voltage are identified in the quarterly operational feedback submitted to CTU and CEA.

41.The total weightage for this parameter is 10. The Petitioner has submitted performance-wise details as under:

Performance during financial year 2018-19*	100
Marks scored (In proportion of the percentage performance above)	10
* Formula for performance calculation	$\frac{(((\text{No. of daily reports issued} / 365 (\text{Total no. of days in financial year 2018-19}) * 100) + (\text{No. of weekly reports issued} / 52 (\text{Total no. of weeks in financial year 2018-19}) * 100) + (\text{No. of monthly reports issued} / 12) * 100))}{3}$

42.We have considered the submission of the Petitioner and verified its claims. Accordingly, as per Appendix VI of the RLDC Fees and Charges Regulations 2015, weightage for VDI is allowed as 10 out of 10.

KPI-6: Frequency Deviation Index



43. The Petitioner has submitted that Frequency Deviation Index (FDI) is calculated as the percentage of time frequency is outside the band provided in the Grid Code. The total weightage for FDI is 10. The Petitioner has submitted moth-wise details of FDI i.e. April 2018 to March 2019. Ten second synchro-phasor data is used for the calculation. The percentage of time frequency lying below 49.90 Hz and above 50.05 Hz constitute FDI. The sample is shown below:

Date	Percentage of time frequency is			Freq. Deviation Index (FDI)	Average Frequency (Hz)
	<49.90 Hz	49.90 - 50.05 Hz	>50.05 Hz		
1.5.2018	1.98	78.74	19.28	21.26	50.00

44. The deviation indices are being reported on daily basis for the critical nodes along with weekly and monthly reporting as per Regulation. The possible no. of reports which could be generated (365 for daily, 52 for weekly and 12 for monthly) has been converted to KPI scores based on the actual reporting. NERLDC uploads the information regarding FDI on its website on daily, weekly and monthly basis as a part of its daily, weekly and monthly reports for which the relevant web links are as under:

KPI-6 (FDI)	Web Link on NERLDC website
Daily FDI	https://nerldc.in/frequency-deviation-index-daily/
Weekly FDI	https://nerldc.in/frequency-deviation-index-weekly/
Monthly FDI	https://nerldc.in/frequency-deviation-index-monthly/

45. The Petitioner has submitted that it has issued daily, weekly and monthly Reports for the months of April 2018 to March 2019.

Performance during financial year 2018-19*	100
Marks scored (In	10



proportion of the percentage performance above)	
*Formula for performance calculation	$\frac{(((\text{No. of daily reports issued} / 365 (\text{Total no. of days in financial year 2018-19})) * 100) + (\text{No. of weekly reports issued} / 52 (\text{Total no. of weeks in financial year 2018-19})) * 100) + (\text{No. of monthly reports issued} / 12) * 100)}{3}$

46. We have considered the submission of the Petitioner and verified its claims. Accordingly, as per Appendix VI of the Fees and Charges Regulations 2015, weightage for FDI is allowed as 10 out of 10.

KPI-7: Reporting of System Reliability

47. The Petitioner has submitted that deviation indices are being reported on daily basis for the critical nodes along with weekly and monthly as per the Fees and Charges Regulations 2015. The Petitioner has submitted that the possible number of reports which could be generated (365 for daily, 52 for weekly and 12 for monthly) have been converted to KPI scores based on the actual reporting.

48. The weightage for this parameter i.e. Reporting of System Reliability (RSR) is 10. The Petitioner has submitted that it has reported (a) (N-1) violations, (b) ATC violations and (c) angle difference between important buses through daily, weekly and monthly reports for the months of April 2018 to March 2019.

(a) Reporting of (N-1) violations (to be reported to the Commission)

X*	100
*Formula	$\frac{(((\text{No. of daily reports issued} / 365 (\text{Total no. of days in financial year 2018-19})) * 100) + (\text{No. of weekly reports issued} / 52 (\text{Total no. of weeks in financial year 2018-19})) * 100) + (\text{No. of monthly reports issued} / 12) * 100)}{3}$



(b) Reporting of ATC violations (to be reported to the Commission)

Y*	100
*Formula	$\left[\left(\frac{\text{No. of daily reports issued}}{365} \times 100 \right) + \left(\frac{\text{No. of weekly reports issued}}{52} \times 100 \right) + \left(\frac{\text{No. of monthly reports issued}}{12} \times 100 \right) \right] / 3$

(c) Reporting of angle difference between important buses (to be reported to the Commission)

Z*	100
*Formula	$\left[\left(\frac{\text{No. of daily reports issued}}{365} \times 100 \right) + \left(\frac{\text{No. of weekly reports issued}}{52} \times 100 \right) + \left(\frac{\text{No. of monthly reports issued}}{12} \times 100 \right) \right] / 3$

Performance during financial year 2018-19*= Marks scored (In proportion of the percentage performance above)	10
*Formula	$(X+Y+Z)/3$

49. The Petitioner has submitted that with reference to the system reliability, NERLDC submits reports on daily, weekly and monthly basis the following:

- (i) the % of times N-1 criteria (i.e. Total Transfer Capability) violated in the inter-regional corridors
- (ii) the % of times ATC (i.e. Available Transfer Capability) violated in the inter-regional corridors
- (iii) the % of times the angular difference on important buses was beyond the permissible limits

50. The relevant web-links for submitting reports on system reliability are given under:

KPI-7	Web Link on NERLDC website
Daily	https://nerldc.in/system-reliability-daily/
Weekly	https://nerldc.in/system-reliability-weekly/
Monthly	https://nerldc.in/system-reliability-monthly/



51.The Petitioner has submitted that the score for KPI No-7 (Reporting of System Reliability) has come out to be 10 out of 10. We have considered the submission of the Petitioner and verified its claims. As per Appendix VI of the Fees and Charges Regulations 2015, weightage for reporting system reliability is allowed as 10 out of 10.

KPI-8: Availability of website

52.The Petitioner has submitted that different type of network monitoring tools have been deployed at different control centres to capture the outages of websites, some of those are PRTG, Trend Micro Anti-APT Deep Discovery etc. This network management software generates comprehensive reports. Similarly, with the ISP service provider’s user interface, user can see the availability of the ISP links which is commercially linked also.

53.Dependent upon the availability data, month-wise percentage availability has been calculated. Then, percentage average availability of 12 months has been proportionately converted to marks scored.

54.The total weightage for the parameter “availability of website” is 10. The Petitioner has submitted the details of percentage of availability of website for all 12 months (April 2018 to March 2019) as follows:

S. No.	Month	% Availability
1	Apr-18	100.00
2	May-18	100.00
3	Jun-18	100.00
4	Jul-18	100.00



5	Aug-18	100.00
6	Sep-18	100.00
7	Oct-18	100.00
8	Nov-18	100.00
9	Dec-18	100.00
10	Jan-19	100.00
11	Feb-19	100.00
12	Mar-19	91.55
Average of 12 Months		99.30

Performance during financial year 2018-19*	99.30
Marks scored (In proportion of the percentage performance above)	9.930
* Average of 12 months	

55. We have considered the submission of the Petitioner and verified its claims. The Petitioner has reported availability of website as 99.30%. Accordingly, the weightage for availability of website is allowed as 9.930 out of 10.

KPI-9: Availability of Standby power supply

56. The Petitioner has submitted that powers to all the critical infrastructures are supplied through redundant UPS system and battery system. Inputs to these UPS are being supplied either through incoming feeders or DG sets (in case of failure of main inputs). These auxiliary systems are also under AMC and are being checked/ tested on regular basis. The Petitioner has submitted that trial runs are carried out on weekly basis to check the DG set availability and daily records are being maintained at each of the locations. The Petitioner has submitted the month-wise percentage in line with the methodology of incentive calculation prescribed in Regulation 29(5) of the Fees and Charges Regulations



2015. The Petitioner has submitted that percentage performance has been proportionately converted to marks scored.

57. The Petitioner has submitted the details of percentage of availability of standby power supply for all 12 months (April 2018 to March 2019) as 100%. The total weightage for the parameter “availability of standby power supply” is 5. The Petitioner has submitted availability of standby power supply as under:

Performance during financial year 2018-19*	100
Marks scored (In proportion of the percentage performance above)	5
* Average of 12 months	

58. We have considered the submission of the Petitioner and verified its claims. Accordingly, weightage allowed for availability of standby power supply is 5 out of 5.

KPI-10: Variance of Capital expenditure

59. The total weightage for the parameter “Variance of capital expenditure” is 5. The Petitioner has submitted the details of Variance of Capital Expenditure as under:

Capital Expenditure allowed by CERC (Rs.in lakh) (A)	Actual Expenditure incurred (Rs.in lakh) (B)	% Variation C= ABS (A-B)/A)*100
411.60	315.01	23.47
In column A, figures as per the RLDCs Fees and Charges orders by CERC for the control period 2014-19 have been considered. In Column B, value as per Balance Sheet of FY 2018-19 has been considered.		

60. The Petitioner has submitted that the amount considered in the column (A) in above table is for the control period 2014-19 as per the Fees and Charges Regulations 2015. The Petitioner has submitted that in Column (B) in table above, value as per balance sheet for the year 2018-19 has been considered.

Performance during FY 2018-19*:	95.51
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* Formula	IF(C>10, 100-(C-10)/3,100)#
Marks Scored (in proportion of the %age performance above)	4.776
* Average of 12 months	
# Up to 10% variation, performance is proposed to be considered 100% and for any additional 3% variation beyond intitial 10%, performance shall be decrease by 1% in line with the methodology of the incentive calculation prescribed in Regulation 29(5) of the Fees and Charges Regulations.	

61.The Petitioner has submitted that figures indicated in the present petition have been considered as targets and the figure as per the balance sheet have been considered as actual performance. The Petitioner has submitted that limit of up to 10% variation has been considered for claiming 100% performance and for any additional 3% variation beyond initial 10%, performance shall decrease by 1% in line with the methodology of the incentive calculation prescribed in the Regulation 29(5) of the Fees and Charges Regulations 2015. The Petitioner has submitted that percentage performance has been proportionately converted to marks scored.

62.We have considered the submission of the Petitioner and verified its claims. The weightage allowed for variance of capital expenditure as 4.776 out of 5.

KPI-11: Variance of Non-Capital expenditure

63.The total weightage for the parameter “variance of non-capital expenditure” is 5. The Petitioner has submitted the details of variance of non-capital expenditure as under:

Non Capital Expenditure allowed by CERC (Rs. in lakh) (A)	Actual Expenditure incurred (Rs. in lakh) (B)	% Variation $C = \text{ABS}(A-B)/A * 100$
2248.49	2175.23	3.26



In the Non-Capital Expenditure, HR Expenses, O&M Expenses have been considered. In column A, figures as per the RLDCs Fees and Charges Orders by CERC for the control period 2014-19 and CERC order of Petition no. 344/MP/2018 Along with IA 26/2019, Dtd. 10.06.19 have been considered. In Column B, value as per Auditor Certificate for FY 2018-19 has been considered.

Performance during financial year 2018-19*	100
*Formula	IF(C>10,100-(C-10)/3,100)#
Marks Scored (in proportion of the percentage performance above)	5
*Average of 12 months	
# Up to 10% variation, performance is proposed to be considered 100% and for any additional 3% variation beyond initial 10%, performance shall be decrease by 1% in line with the methodology of the incentive calculation prescribed in Regulation 29(5) of the RLDC Fees and Charges Regulations.	

64.The Petitioner has submitted that for calculating the performance against KPI-11, figures as per the Orders issued by the Commission for the control period 2014-19 (including order in Petition no. 344/MP/2018 along with IA 26/2019, dated 10.06.2019) have been considered as targets while figures as per the Auditor Certificate have been taken as actual performance. Limit of up to 10% variation has been considered for claiming 100% performance and for any additional 3% variation beyond initial 10%, performance shall decrease by 1% in line with the methodology of the incentive calculation prescribed in the Regulation 29(5) of the RLDC Fees and Charges Regulations 2015. Percentage performance has been proportionately converted to marks scored.



65. We have considered the submission of the Petitioner and verified its claims. Accordingly, based on the percentage variance in the above table, the weightage for variance of non-capital expenditure is allowed as 5 out of 5.

KPI-12: Percentage of certified employees

66. The Petitioner has submitted that the certification framework was introduced in 2011 based on recommendations of G.B. Pradhan Committee Report which called for “Introduction of a system of ‘certification’ of system operators by an independent body such as the NPC/NPTI” and “Establishment of an Institute for training of system operators. National Power Training Institute (NPTI) may be entrusted with the responsibility of training initially”.

67. Accordingly, a framework was developed for system operators from the States and POSOCO for Training and Certification, with NPTI as the certifying agency. The framework provides for Basic Level, Specialist Level and Management Level Courses. Till date 7 (seven) Basic Level certification and 6 (six) specialist level certifications have been conducted (three on regulatory framework in power sector, two on power system reliability and one on power system logistics). The examinations are held online on all-India basis. Basic Level Certification is a foundation level examination where all system operators in the country can appear, whereas, specialist level examinations focus on a particular area of expertise. Validity of certificates is three years and system operators are required to have at least one valid certificate to be qualified as certified. “Eligible”- includes all executives who are in technical functions posted in the RLDCs/ NLDC on the cut-off date (excluding HR, finance, legal, company secretariat, executive secretaries



etc.). “No. of Employees Certified” is the number of eligible employees who have at least one valid certificate (either basic level or specialist level) on the date specified.

68.The total weightage for the parameter “percentage of certified employees” is 5. The Petitioner has submitted the details of percentage of certified employees as under:

No. of Employees for Certification as on 31.3.2019(A)	No. of Employees for Certification as on 31.3.2019(B)	Percentage of Employees Certified as on 31.3.2019 (C=B/A*100)
45	31	68.89

Performance during financial year 2018-19*	94.63
*Formula	IF [C<85,(100-(85-C)/3),100]#
Marks Scored (in proportion of the %age performance above)	4.731
* Average of 12 months	
#Upto 85% certification, performance is proposed to be considered 100% and for certification below 85%, performance shall decrease by 1% for every 3 % decrease in the certification in line with the methodology of the Incentive calculation prescribed in the Regulation 29(5) of the RLDC Fees and Charges Regulations 2015	

69.As per the methodology of the incentive specified in Regulation 29(5) of the Fees and Charges Regulations 2015, for certification upto 85%, performance would be considered 100% and for certification below 85%, performance would be decreased by 1% for every 3% decrease in the certification. Accordingly, the weightage for percentage of certified employees is considered as 4.731 out of 5.

Overall Achievement of KPIs:



70.The following KPIs are allowed as per the methodology specified in Appendix-V and VI of the Fees and Charges Regulations 2015:

Sl. No	Key Performance Indicators	Weightage	Petitioner claimed for financial year 2018-19	Allowed
1	Reporting of Interconnection meter error	10	10.00	10.00
2	Reporting of Grid Incidents and Grid Disturbance	10	10.00	10.00
3	Average processing time of shut down request	10	10.00	10.00
4	Availability of SCADA System	10	10.00	10.00
5	Voltage Deviation Index (VDI)	10	10.00	10.00
6	Frequency Deviation Index (FDI)	10	10.00	10.00
7	Reporting of System Reliability	10	10.00	10.00
8	Availability of Website	10	9.930	9.930
9	Availability of Standby Supply	5	5.00	5.00
10	Variance of Capital expenditure	5	4.776	4.776
11	Variance of Non Capital expenditure	5	5.000	5.000
12	Percentage of Certified Employee	5	4.731	4.731
	Total	100	99.437	99.437

71.Perusal of the above table reveals that the Petitioner has achieved 99.437% Key Performance Indicators out of 100%.

72.The Commission, under sub-clause (1) of Regulation 21 of the Fees and Charges Regulations 2015 has allowed Performance Related Pay to be met from the incentive allowed in accordance with sub-clause (5) of Regulation 29 of the Fees and Charges Regulations 2015 that provides as follows:

“(5) The RLDCs or NLDC, as the case may be, shall be allowed to recover incentive of 7% of annual charges for aggregate performance level of 85% for three years commencing from 1.4.2014 and for aggregate performance level of 90% from 1.4.2017. The incentive shall increase by 1% of annual charges for every 5% increase of performance level above 90%: Provided that incentive shall be reduced by 1% of annual charges on pro rata basis for the every 3% decrease in performance level below 85%.”



73.The Commission, in its Order dated 10.06.2019 in Petition No. 344/MP/2018, has held as under:

“62.in exercise of provisions of “Power to Relax” under Regulation 35 of Fees and Charges Regulations, 2015 we hereby relax Regulation 29(5) of Fees and Charges Regulations, 2015 and direct that RLDCs or NLDC, as the case may be, shall be allowed to recover incentive of 15% of annual charges post implementation of pay revision w.e.f 1.1.2017 subject to ceiling as per DPE Guidelines in place of 7%, keeping other provisions of Regulation 29(5) same. In case of shortfall as per DPE Guideline, the balance amount shall be paid from the LDCD fund.”

74.In view of Regulation 29(5) of the Fees and Charges Regulations 2015 read with Order dated 10.06.2019 in Petition No. 344/MP/2018 and aggregate KPI level of 99.437% for 2018-19, the Commission hereby allows the Petitioner to recover 16.887% of annual charges for the financial year 2018-19 to meet the Performance Related Pay for the financial year 2018-19 as detailed below:

Aggregate Performance Level	% of Annual charges
90%	15%
90%-95%	+1%
95% - 99.437%	+0.887 %
Total – 99.437%	Total - 16.887%

75. As provided in Regulation 21(1) of Fees and Charges Regulations 2015, the Commission directs that the Performance Related Pay be computed in accordance with DPE guidelines and shall be met from the incentive allowed above.

76. The Commission observes that Regulations 29(6) of the Fees and Charges Regulations 2015 provides as below:

“The RLDCs or NLDC, as the case may be, shall compute the Key Performance Indicators on annual basis for the previous year ending on 31st March and submit to the Commission



along with petitions for approval of the Commission as per Appendix V and Appendix VI of these Regulations:

Provided that the key performance indicators of previous year ending on 31st March shall be considered to recover incentive on each year and shall be trued up at the end of the control period.”

Accordingly, the Petitioner is directed to file true up petition for control period 2014-19 within three months of issue of this order, taking into account the amount recovered from users and actual pay-out to the employees.

77. We further observe that the Board approvals submitted by the Petitioner cover only the executives and supervisors for payment of PRP. However, as per the details submitted by Petitioner, it is observed that the Petitioner has disbursed PRP to workmen also. The Petitioner is, therefore, directed to submit appropriate Board approval for same with the true up petition.

78. The Petition No. 186/MP/2020 is disposed of in terms of the above.

sd/-
(Arun Goyal)
Member

sd/-
(I. S. Jha)
Member

sd/-
(P.K. Pujari)
Chairperson

