

**CENTRAL ELECTRICITY REGULATORY COMMISSION  
NEW DELHI**

**Petition No. 160/MP/2020**

**Coram:**

**Shri P.K. Pujari, Chairperson**

**Shri I.S. Jha, Member**

**Shri Arun Goyal, Member**

**Date of Order: 27<sup>th</sup> January 2021**

**In the matter of**

Petition 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 WRLDC for the financial year 2018-19 with reference to WRLDC Charges for the control period 1.4.2014 to 31.3.2019.

**And**

**In the matter of**

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

**...Petitioner**

**Versus**

1. Managing Director, MSEDCL, Prakashgad, 5<sup>th</sup> Floor, Bandra East, Mumbai 400051.
2. Managing Director, GUVNL, Sardar Patel Vidyut Bhavan, Race Course, Vadodara 390007.
3. Managing Director, MP Power Management Co Ltd, 3rd Floor, Block No 11, Shakti Bhavan, Rampur, Madhya Pradesh 482008
4. Managing Director, CSPDCL, PO - Sunder Nagar, Dangania , Raipur, Chhattisgarh - 492013.
5. Chief Electrical Engineer, Goa Electricity Department, Government of Goa, 3rd Floor, Vidyut Bhavan, Panjim, Goa – 403001.



6. Secretary (Power), Electricity Department, UT of Daman & Diu, Sachivalaya, Moti Daman, Daman & Diu - 396210
7. Secretary (Power), UT of Dadra Nagar & Haveli, Secretariat, Electric Department, 66kv Amli Road, Silvassa, Dadra Nagar & Haveli - 396230
8. General Manager, Bhadravathi HVDC, Power Grid Corporation of India Ltd, Sumthana Village, Bhadravathi (Tahsil), Bhadravathi, Chandrapur (Dist), Maharashtra-442 902
9. General Manager, Vindhayachal HVDC, Power Grid Corporation of India Ltd, P.O.Vindhyanagar, P.Box.No.12, Singrauli(Dist), Madhya Pradesh-486 885
10. Managing Director, Essat Steel India Limited, 27th KM, Surat Hazira Road, Surat, Gujarat - 394270
11. BARC FACILITY- Plant Superintendent, BARC-Nuclear Recycle Board (NRB), BARC, Tarapur, Mumbai – 401502, Maharashtra
12. Station Incharge, +/- 800 kV Champa HVDC Terminal, Power Grid Corporation of India Ltd, Vill: Taga, Tahsil: Akaltara, Janjgir-Champa, Chhattisgarh – 495668
13. General Manager, Korba STPS STG (I & II), NTPC Ltd., P.O.: Vikas Bhavan, Jamnipali, Korba (District), Chhattisgarh- 495 450.
14. General Manager, VSTPS-STAGE-I, Vindhayachal STPS, NTPC Ltd, P.O.: Vindhyanagar, Sidhi (District), Madhya Pradesh – 486 885
15. General Manager, VSTPS-STAGE-II, Vindhayachal STPS, NTPC Ltd., P.O.: Vindhyanagar, Sidhi (Dist), Madhya Pradesh – 486 885
16. General Manager, VSTPS-STAGE-III, Vindhayachal STPS, NTPC Ltd, P.O.: Vindhyanagar, Sidhi (Dist), Madhya Pradesh – 486 885
17. General Manager, Kawas Gas Power Project, NTPC Ltd, P.O. Aditya Nagar, Surat, Gujarat - 394 516
18. General Manager, Gandhar Gas Power Project, NTPC Ltd, P.O.: NTPC Township, Bharuch (Dist), Gujarat- 392215
19. General Manager, Sipat TPS Stg-II, NTPC Ltd., Sipat, Chhattisgarh-495558.



20. Station Director, Nuclear Power Corporation of India Ltd, Kakrapara Atomic Power Station, PO - via Vyara, Dist – Surat, Gujarat - 395651
21. Station Director, Tarapur Atomic Power Station 1&2, Nuclear Power Corporation of India Ltd, P.O.TAPP, Thane (Dist), Maharashtra- 401 504
22. Station Director, Tarapur Atomic Power Station 3&4, Nuclear Power Corporation of India Ltd, P.O.TAPP, Thane (Dist), Maharashtra- 401 504
23. Member (Power), Narmada Control Authority, Narmada Sadan, Sector -B, Scheme No 74, Vijaynagar, Indore, Madhya Pradesh-452010
24. Executive Director, Jindal Power Ltd. Stg-I, OP Jindal STPP, PO-Tamnar, Gjarghoda Tehsil, District - Raigarh, Chhattisgarh - 496107
25. General Manager (Comml), Lanco Power Ltd, Plot No - 397, phase -III, Udyog Vihar, Gurgaon, Haryana - 122016
26. General Manager, Korba STPS STG (III), NTPC Ltd, P.O. Vikas Bhavan, Jamnipali, Korba (Dist), Chhattisgarh- 495 450.
27. General Manager, NTPC-SAIL Power Company Private Ltd, Puranena Village, Dist - Durg, Bhilai 490021
28. General Manager, 2 X 135 MW Kasaipali Thermal Power Project, ACB (India) Ltd. District – Korba, Chakabura, Chhattisgarh - 495445
29. General Manager, Ratnagiri Gas & Power Pvt Ltd (RGPPL), 5th floor, GAIL Jubilee Tower, B-35-36, Sector-1, Noida, Gautam Budh Nagar, Uttar Pradesh 201301
30. General Manager, Bharat Aluminium Co. Ltd, Captive Power plant-II, BALCO Nagar, Korba, Chhattisgarh - 495684
31. General Manager, Sipat TPS Stg-I, NTPC Ltd, Sipat, Chhattisgarh - 495558.
32. Executive Director, Costal Gujarat Power Ltd (CGPL-UMPP), Tunda Vandh Road, Tunda Village, Mundra, Kutch, Gujarat - 370435
33. Executive Director, DCP, OP Jindal STPP, PO-Tamnar, Gjarghoda Tehsil, District - Raigarh, Chhattisgarh - 496107
34. Executive Director, Essar Power MP Ltd. Village Bandhora, Post- Karsualal, Tehsil- Mada, Distt. Singrauli, Madhya Pradesh - 486886



35. Managing Director, Sasan Power Ltd, Reliance Centre, Near Parbhat Colony, Off Western Express Highway, Santacruz (E), Mumbai 400055
36. General Manager, Mouda STPP Stage-I, NTPC Ltd, Mouda Ramtek Road, P.O.Mouda, Nagpur (Dist), Maharashtra
37. General Manager, VSTPS-STAGE-IV, Vindhayachal STPS, National Thermal Power Corporation of India Ltd, P.O Vindhyanagar, Sidhi(Dist), Madhya Pradesh – 486 885
38. Executive Director, GMR Warora Energy Limited, Plot No B-1, Mohabala MIDC Growth Center, Post Tehsil - Warora, Dist – Chandrapur, Maharashtra 442907
39. Managing Director, KSK Mahanadhi, 8-2-293/82/A/431/A, Road No 22 Jubilee Hills, Andhra Pradesh, Hyderabad 500033
40. Managing Director, Korba West Power Co. Ltd., Village – Chhote Bhandar, P.O. - Bade Bhandar, Tehsil - Pussore, District - Raigarh, Chhattisgarh 496100
41. Executive Director, DB Power, Village - Baradarha, Post - Kanwali, Dist - Janjgir, Champa, Baradarha, Chhattisgarh - 495695
42. Managing Director, Jaypee Nigrie Super Thermal Power Project, Nigri District, Singrauli, Madhya Pradesh - 486668
43. Executive Director, Jindal Power Ltd. Stg-II, OP Jindal STPP, PO-Tamnar, Gjarghoda Tehsil, District - Raigarh, Chhattisgarh - 496107
44. Executive Director, DGEN Mega Power Project, Plot No Z-9, Dahej SEZ Area (Eastern side), At: Dahej, Taluka-Vagra, Dist-Bharuch, Gujarat 392130
45. Head (Commercial), GMR Chhattisgarh Energy Ltd., Skip House, 25/1, Museum Road, Bangalore, Karnataka-560025
46. Head (Commercial), Dhariwal Infrastructure Ltd., CESC House, Chowringhee Square, Kolkata – 700001
47. Chief General Manager, RKM Powergen Pvt. Ltd., Village: Uchpinda, PO: Dhurkot, Dist: Janjgir-Champa, Chhattisgarh - 495692
48. CEO, MB Power (Madhya Pradesh) Ltd., Corporate Office: 239, Okhla Industrial Estate Phase-III, New Delhi- 110020



49. Head (Commercial), Jhabua Power Ltd., Village – Barrella, Post – Attaria, Tahsil – Ghansor, Dist – Seoni, Madhya Pradesh – 480997
50. General Manager, VSTPS-STAGE-V, Vindhayachal STPS, National Thermal Power Corporation of India Ltd, P.O Vindhyanagar, Sidhi (Dist), Madhya Pradesh – 486 885
51. General Manager, Mouda STPP Stage-II, NTPC Ltd, Mouda Ramtek Road, P.O. Mouda, Nagpur (Dist), Maharashtra
52. Head (Commercial), SKS Power Generation Chhattisgarh Ltd., 501B, Elegant Business Park, Andheri Kurla Road, J B Nagar, Andheri (East), Mumbai – 400059
53. Sr. Vice President (Power), M/s. TRN Energy Pvt. Ltd., 18, Vasant Enclave, Rao Tula ram Marg, New Delhi-110057
54. Station-Incharge, NTPC Ltd LARA STPP, Vill-Chhappora, PO+PO- Pussora, Raigarh, Chattisgarh-496001
55. General Manager/ Plant Head, NTPC Ltd., Solapur Super Thermal Power Station, PO: Hotgi Station, Taluka: South Solapur, District: Solapur, Maharashtra-413003.
56. Station Incharge, Kakrapar Atomic Power Project-3&4 (KAPP-3&4), Regd. Office: NPCIL, 16<sup>th</sup> Floor, Centre-1, World Trade Centre, Cuffe Parade, Colaba, Mumbai-400005
57. Station-Incharge, NTPC Ltd. Gadawara STPP, Village-Dongargaon, PO: Gangai, Tehsil- Gadawara, Dist-Narsinghpur, Madhya Pradesh
58. Deputy Manager, Mahindra Renewables Pvt Ltd, RUMS, Mahindra Towers, Dr. G.M Bhosale Marg, P.K Kurne Chowk, Worli, Mumbai-400018
59. Construction Manager, Arinsun Clean Energy Pvt Ltd, RUMS, Unit-3, ACEPL, Rewa Ultra Mega Solar Plant, Gurh Tehsil, Dist. Rewa, MP- 486553
60. ACME Jaipur Solar Power Pvt Ltd, RUMS, Senior Manager, Plot No 152, Sector-44, Gurgaon, Haryana-122002
61. OSTRO Kutch Wind Pvt. Ltd, Sr. Manager, Unit No G-0, Mira Corporate Suites, 1&2 Iswar Industrial Estate, Mathura Road, New Delhi-110065
62. General Manager, Power Grid Corporation of India Ltd. Western Region - I Headquarters, PO - Uppalwadi, Sampritinagar, Nagpur, Maharashtra - 440026



63. Executive Director, Torrent Power Grid Ltd, Torrent House, Off Ashram Road, Ahmedabad, Gujarat - 380009
64. General Manager, Western Transco Power Limited, 601, 6th Floor, Hallmark Business Plaza, Opp Gurunanak Hospital, Bandra(E), Mumbai-51
65. General Manager, Western Transmission Gujarat Limited, 601, 6<sup>th</sup> Floor, Hallmark Business Plaza, Opp Gurunanak Hospital, Bandra(E), Mumbai-51
66. Executive Director, Jindal Power Ltd., OP Jindal STPP, OP Jindal STPS, PO-Tamnar, District - Raigarh, Chhattisgarh - 496107
67. Managing Director, Essar Power Transmission Co. Ltd., 27 Km Surat Hazira Road, Surat, Gujarat -394270
68. General Manager (Comml), Adani Power Ltd., Achalraj, Opp. Mayor Bungalow, Law Garden, Ahmedabad, Gujarat - 380006
69. Head (Commercial), Raichur Solapur Power Transmission Company Ltd, Patel Estate, SV Road, Jogeshwari West, Mumbai 400102
70. Head (Commercial), Bhopal Dhule Transmission Company Ltd., Sterlite Grid Ltd. 634 Tulip, New Minal Presidency, J K Road, Ayodhya Bypass, Bhopal, Madhya Pradesh - 462023
71. Head (Commercial), Jabalpur Transmission Company Limited (JTCL)-Sterlite Grid Ltd., 634 Tulip, New Minal Presidency, J K Road, Ayodhya Bypass, Bhopal, Madhya Pradesh - 462023
72. RAPP Transmission Company, Sterlite Grid Ltd. 634 Tulip, New Minal Presidency, J K Road, Ayodhya Bypass, Bhopal, Madhya Pradesh - 462023
73. CEO, Powergrid Warora Transmission Ltd (PWTL), Sampriti Nagar, Nari Ring Road, Nagpur, Maharashtra- 440026
74. General Manager, Chhattisgarh-WR Transmission Limited (CWRTL), 8A, Sambhav House, Judges Bunglow Road, Bodakdev Ahmedabad, Gujarat-380015
75. CEO, Powergrid Parli Transmission Ltd, Sampriti Nagar, Nari Ring Road, Nagpur, Maharashtra- 440026



76. Khargone Transmission Limited, O&M Head Office, A (Tulip) - 634, Project Director – Asset Management and Grid Planning, New Minal Residency, J.K Road, Near Ayodha Bypass Road, Bhopal – 462023

77. Sipat Transmission Limited, 8A, Sambhav House Judges Bungalow Road, Bodakdev, Ahmedabad, Gujarat – 380015

78. Power Grid-Jabalpur Transmission Ltd. Power Grid Corporation of India Limited, WR-II, Head Quarter, SamaSavli Road, Opp. Ambe School, Vadodara, Gujarat - 390008.

...Respondent

**The following parties were present:**

Shri Aditya Das, WRLDC  
Shri Rakesh Kumar, NRLDC  
Shri Ankur, NRLDC  
Shri Shiv Sharma, NRLDC  
Shri B. K. Saxena, UPPCL

**ORDER**

The Petitioner, Western Regional Load Despatch Centre (hereinafter referred to as “WRLDC”), 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 WRLDC for the financial year 2018-19 of the control period 1.4.2014 to 31.3.2019.

2. The Petitioner has made the following prayers:

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

(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 and*



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

### **Submission of Petitioner**

3. The Petitioner, WRLDC is a statutory body set up under Section 27 of the Electricity Act, 2003 and performs the functions as specified in Section 28 of the Electricity Act, 2003 and Regulations framed by the Commission under the Electricity Act, 2003. The NLDC (National Load Despatch Centre) and RLDCs (Regional Load Despatch Centres) are being operated by Power System Operation Corporation Limited (POSOCO), a Government of India Undertaking, w.e.f. 01.10.2010 in accordance with the Gazette Notification dated 27.09.2010 and 19.12.2016 of Ministry of Power, Government of India.

4. The Petitioner has submitted that as per clauses 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 or other such parameters as specified by the Commission.

5. The Petitioner has submitted that as per clause 29(6) of the Fees and Charges Regulations 2015, RLDCs/ NLDC are required to compute KPIs on annual basis for the previous year ending 31<sup>st</sup> March and submit to the Commission for approval as per Appendix-V and VI of these Regulations.

6. The Petitioner has submitted that as per the methodology specified in Appendix-V and VI of the Fees and Charges Regulations 2015, it has computed the





Key Performance Indicators for the financial year (FY) 2018-19 ending 31<sup>st</sup> March 2019 as under:

Sl. No	Key Performance Indicators	Weightage	Previous Year (2017-18)	Current Year (2018-19)
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	9.993
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	10.00	10.00
9	Availability of Standby Supply	5	5.00	5.00
10	Variance of Capital expenditure	5	2.72	4.391
11	Variance of Non Capital expenditure	5	5.00	5.00
12	Percentage of Certified Employee	5	5.00	5.00
	Total	100	97.72	<b>99.384</b>

7. The Petitioner has submitted that as per the methodology provided in the Regulation 29(5) of the Fees and Charges Regulations 2015, WRLDC is allowed to recover 7% of annual charges for aggregate performance level of 90%. The incentive is increased by 1% of annual charges for every 5% increase of performance level above 90%.

8. The Petitioner has submitted that the Commission in its order dated 10.06.2019 in Petition No. 344/MP/2018 has 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 WRLDC, 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”*

9. The Petitioner has submitted that recovery of Performance Linked Incentive (PLI) works out as 16.877% of the Annual charges for the year 2018-19 with reference to aggregate performance level of 99.384% (i.e. 15% PLI for base performance level of 90% + additional 1% PLI for performance level of 90-95% + additional 0.877% PLI for performance level of 95-99.384%).

### **Proceedings before the Commission**

10. The Petition was admitted on 25.2.2020 and the Commission issued notice to the Respondents. The Commission further directed the Petitioner to submit the following information, on affidavit:

- (a) Detailed note on methodology followed by POSOCO as per DPE Guidelines, 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.

11. The Petitioner, vide affidavit dated 16.3.2020 has submitted the information sought vide ROP of hearing dated 25.2.2020. The Petitioner has submitted 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, the Petitioner has submitted that POSOCO commenced functioning as a separate Schedule-A CPSE (Central Public Sector Enterprise) with effect from 03.01.2017 and 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 taken 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 WRLDC:

WRLDC	2014-15	2015-16	2016-17	2017-18
Maximum PRP payable as per DPE			240.32	512.3
PLI actual disbursed/paid to Employees	110.61	149.88	156.57	499.84
PLI recovered from Users	231.9	216.69	215.49	494.52

### **Hearing dated 20.5.2020**

12. The Commission directed the Petitioner to submit copy of Board approval on PRP/PLI payments disbursement for each year (2014-15 to 2018-19) paid to the employees and reserved the Order in the instant Petition.

13. In compliance with directions vide RoP of hearing dated 20.05.2020, the Petitioner vide affidavit dated 8.6.2020 has submitted the copy of approval of Board of POSOCO on PRP/PLI payments.

### **Analysis and Decision**



14. 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 of the Fees and Charges Regulations 2015 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.”*

15. 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 Interconnection metering error**

16. The Petitioner has submitted that 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. RLDCs are reporting the meter errors on weekly basis. These are made available on RLDC websites as per the recommendations in the regulations. Hence, the possible no. of reports in a year is 52 which has been converted to %age based on the actual reporting. The %age performance has been proportionately converted to marks scored.

17. 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. Regulation 2.3.2 of the Grid Code is reproduced below:

*“2.3.2 The following are contemplated as exclusive functions of RLDCs*

*(a) System operation and control including inter-state transfer of power, covering contingency analysis and operational planning on real time basis;*

*(b) Scheduling / re-scheduling of generation;*

*(c) System restoration following grid disturbances;*

*(d) Metering and data collection;*

*(e) Compiling and furnishing data pertaining to system operation;*

*(f) Operation of regional UI pool account, regional reactive energy account and congestion Charge Account, provided that such functions will be undertaken by any entity (ies) other than RLDCs if the Commission so directs.*

*(g) Operation of ancillary services.”*



18. The Petitioner has submitted that accordingly, problems related to meters including those installed at inter-regional/ inter-national tie points are reported by concerned RLDCs to the utilities for corrective action. As per the 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. Relevant extract is reproduced below:

*“..... All computations carried out by RLDC shall be open to all regional entities for checking/verifications for a period of 15 days. In case any mistake/omission is detected, the RLDC shall forthwith make a complete check and rectify the same....”*

19. The Petitioner has submitted that the data on interconnection 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://wrldc.in/content/154\\_1\\_Metering.aspx](https://wrldc.in/content/154_1_Metering.aspx) on a weekly basis. The discrepancy reports are discussed in detail in the different fora at regional power committee (RPC) level.

20. We have considered the submissions of the petitioner. The total weightage given for this parameter is 10. The petitioner has complied with the provisions of the Regulation 6.4.22 of the Grid Code. 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**

21. The Petitioner has submitted that Grid Incidents and Grid disturbances are reported by RLDCs to NLDC on monthly basis. The same are then compiled and independently verified by National Load Despatch Center. Subsequently, it is reported to the Commission on monthly basis as a part of monthly operational report





issued by National Load Despatch Center in accordance with the Grid Code. As the reporting on Grid incidences and Grid disturbances is generated on monthly basis, target reports to be generated have been considered to be twelve (12). Percentage performance has been measured based on the actual number of reports generated, which has been proportionately converted to marks scored. A copy of the report is also available in public domain on POSOCO website (<https://posoco.in/reports/monthly-reports/monthly-reports-2018-19/>).

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

<b>Grid Incidents and Grid Disturbance for FY-2018-19</b>			
Category*	Count (Nos.)	Recovery Period (HH:MM:SS)	Loss of Energy (MU)
GI-1	35	33:34:00	2.11
GI-2	82	274:34:00	0.76
GD-1	25	16:35:00	1.96
GD-2	0	0:00:00	0.00
GD-3	0	0:00:00	0.00
GD-4	0	0:00:00	0.00
GD-5	0	0:00:00	0.00
<b>All</b>	<b>142</b>	<b>324:43:00</b>	<b>4.83</b>

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

Performance during FY 2018-19 (In %)*=	100.00
Marks Scored (In proportion of the %age performance above)	10.00
<b>*Formula for performance calculation:</b>	<b>(No. of monthly reports issued / 12)*100</b>





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

**KPI-3: Average processing time of shut down request (RLDC/NLDC)**

25. The Petitioner has submitted that 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 NLDC Time). This methodology has been devised considering primarily 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.

26. The Petitioner has submitted that 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 fora 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 are intimated by respective RLDCs to the requesting agencies on D-1 (i.e. one day ahead of the proposed date of outage).



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

SN	Activity	Day*	Time (hrs)
1	Request of shutdown from indenting agency to concerned RLDC.	D-3	10:00
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	10:00
3	Comments of other RLDCs or NLDC	D-2	16:00
4	Approval or Rejection of Request	D-1	12:00

(\*D is date of availing the proposed shut down as approved in OCC meeting)

As per the table given above:

Shutdown Processing Time for NLDC is Calculated as: Sr. No(4) - Sr.No(2) = 26 hours  
 Shutdown Processing Time for RLDC is Calculated as: Sr. No(4) - Sr.No(1) = 50 hours

28. The Petitioner has submitted that as per the formula used for calculating KPI for this parameter, performance will be considered 100%, if the time taken for processing shut down requests is less than the prescribed time i.e. 26 hours for NLDC and 50 hours for RLDCs. If the time taken is more than the prescribed time, then the performance will come down in the same proportion. Percentage performance has been proportionately converted to marks scored.

29. The Petitioner has submitted that total weightage for the parameter “average processing time of shut down” request 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 requests in a month(B)	Total time (in 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	1117	34893.42	31.24
2	May'18	1010	34971.45	34.63



3	June'18	1120	39060.27	34.88
4	July'18	1031	30132.26	29.23
5	August'18	1040	31561.46	30.35
6	September'18	1109	39462.27	35.58
7	October'18	1255	42040.84	33.50
8	November'18	1289	43628.12	33.85
9	December'18	1441	46946.33	32.58
10	January'19	1521	47634.91	31.32
11	February'19	1289	41783.21	32.42
12	March'19	1196	37762.98	31.57
	<b>Total</b>	<b>14418</b>	<b>469877.52</b>	<b>32.59</b>

30. The Petitioner has submitted that formula for calculation of performance and performance calculated is as follows:

Performance during FY 2018-19 (In %)*:	<b>100</b>
Marks Scored (In proportion of the %age performance above)	<b>10</b>
<b>*Formula for performance calculation:</b>	$IF((A-B*50)>0, (1-(A-B*50)/(B*50))*100,100)$

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

#### **KPI-4: Availability of SCADA**

32. The Petitioner has submitted that 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.

33. SCADA system at NLDC acquires real time data from RLDCs through dedicated communication links either on ULDC communication network or through POWERTEL (communication network provided by the CTU).

34. The Petitioner has submitted that 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 (else POWERTEL, if ULDC is not available). Real time data from various SLDCs of the region is fetched through ICCP protocol on dedicated communication links provided through ULDC network with redundancy and communication network under POWERTEL. 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.

35. The Petitioner has submitted that 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. SCADA systems are covered under long term maintenance contract by System Integrator/ OEM having financial implications in case of outages even at 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.

36. The Petitioner has submitted that 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 are 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, the SCADA system is considered to be available.

37. 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. As communication networks are provided by the ULDC/ POWERTEL/ third party lease lines, RLDC does not have direct control over the availability of each links. As such, the data outage due to communication network is not considered under SCADA availability calculation. 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 %age availability in terms of hours and %age is calculated. The same is compiled for computation of monthly/ quarterly availability of the SCADA system.



38. We have considered the submissions of the Petitioner. We note that total weightage for this parameter is 10. The Petitioner has submitted availability of SCADA during the financial year 2018-19 as under:

Sl no	Month	% Availability
1	April'18	100.00
2	May'18	100.00
3	June'18	100.00
4	July'18	100.00
5	August'18	99.55
6	September'18	100.00
7	October'18	100.00
8	November'18	100.00
9	December'18	100.00
10	January'19	100.00
11	February'19	100.00
12	March'19	99.60
	<b>Average of 12 months</b>	<b>99.93</b>

Performance during FY 2018-19:	<b>99.93</b>
Marks Scored (In proportion of the %age performance above)	9.993
* Average of 12 months	

39. 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 weightage for availability of SCADA is allowed as 9.993 out of 10.

**KPI-5: Voltage Deviation Index (VDI):**

40. 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 substations 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 (i.e. 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 range specified in the Grid Code constitutes VDI for the station. Sample calculations for a 765 kV node (substation) and a 400 kV node in WR is given below:

A) Sample VDI calculation for a 765 kV substation in WR:

Sub-Station	%age of time Voltage below 728 kV	%age of time Voltage between 728 kV & 800kV	%age of time Voltage above 800 kV	Voltage deviation index (%age of time voltage is outside IEGC band)	Maximum Voltage (kV)	Minimum Voltage (kV)	Average Voltage (kV)
Indore	0.00%	100.00%	0.00%	0.00%	785	755	772

B) Sample VDI calculation for a 400 kV substation in WR:

Sub-Station	%age of time Voltage below 380 kV	%age of time Voltage between 380 kV & 420 kV	%age of time Voltage above 420 kV	Voltage deviation index (%age of time voltage is outside IEGC band)	Maximum Voltage (kV)	Minimum Voltage (kV)	Average Voltage (kV)
Khandwa	0.0%	87.2 %	12.8 %	12.8 %	421	412	415

41. The Petitioner has submitted that the number of hours the voltage remained out of the range stipulated in the Grid Code in a month are being reported by WRLDC vide its monthly report. Further, in compliance to the KPI-5 w.r.t the Appendix-VI of Fees and Charges Regulations 2015, WRLDC 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 web-links are given under:



KPI-5 (VDI)	Web Link on WRLDC website
Daily VDI	<a href="http://59.185.241.150:8080/pentaho/api/repos/%3Ahome%3Awrlc%3AControl%20Room%3APower%20Supply%20Position%20Report.prpt/viewer?userid=wrlc&amp;password=password">http://59.185.241.150:8080/pentaho/api/repos/%3Ahome%3Awrlc%3AControl%20Room%3APower%20Supply%20Position%20Report.prpt/viewer?userid=wrlc&amp;password=password</a>
Weekly VDI	<a href="http://www.wrlc.org/content/182_1_WeeklyMISReports.aspx">http://www.wrlc.org/content/182_1_WeeklyMISReports.aspx</a>
Monthly VDI	<a href="http://www.wrlc.org/content/186_1_MonthlyMISReports.aspx">http://www.wrlc.org/content/186_1_MonthlyMISReports.aspx</a>

42. The Petitioner has submitted that corrective actions are being taken in real time grid conditions by WRLDC. 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. The web link for quarterly operational feedback available at NLDC website is <https://posoco.in/documents/operational-feedback-on-transmission-constraints/>

43. We note that total weightage for the parameter, Voltage Deviation Index (VDI), is 10. The Petitioner has submitted the formula for measurement of performance and calculated its performance under the parameter as under:

Performance during FY 2018-19 (In %)*:	100.00
Markes Scored (In proportion of the %age performance above)	10.00
*Formula for performance calculation:	$\frac{(((\text{No. of daily reports issued} / 365(\text{Total no. of days in FY2018-19})) * 100) + (\text{No. of weekly reports issued} / 52(\text{Total no. of weeks in FY2018-19})) * 100) + (\text{No. of monthly reports issued} / 12) * 100)}{3}$

44. 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 weightage for Voltage Deviation Index (VDI) is considered 10 out of 10.





### KPI-6: Frequency Deviation Index (FDI)

45. The Petitioner has submitted that FDI is calculated in line with the methodology specified in Appendix VI of the Fees and Charges Regulations 2015. FDI is calculated as the percentage of time frequency is outside the band specified in the Grid Code. Ten second synchro-phasor data is used for the calculation. The percentage of samples lying below 49.90 Hz or above 50.05 Hz constitute FDI. A sample calculation for a typical day 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		
01-06-2018	5.4	73.2	21.4	26.8	50.005

46. The Petitioner has submitted that in compliance to the Appendix-VI of the Fees and Charges Regulations 2015, WRLDC uploads the information on Frequency Deviation Index (FDI) on its website on daily, weekly and monthly basis as a part of its Daily, Weekly and Monthly reports. The relevant web links for reporting Frequency Deviation Index (FDI) are as under:

KPI-6 (FDI)	Web Link on WRLDC website
Daily FDI	<a href="http://59.185.241.150:8080/pentaho/api/repos/%3Ahome%3Awrlcdc%3AControl%20Room%3APower%20Supply%20Position%20Report.prpt/viewer?userid=wrlcdc&amp;password=password">http://59.185.241.150:8080/pentaho/api/repos/%3Ahome%3Awrlcdc%3AControl%20Room%3APower%20Supply%20Position%20Report.prpt/viewer?userid=wrlcdc&amp;password=password</a>
Weekly FDI	<a href="http://www.wrlcdc.org/content/182_1_WeeklyMISReports.aspx">http://www.wrlcdc.org/content/182_1_WeeklyMISReports.aspx</a>
Monthly FDI	<a href="http://www.wrlcdc.org/content/186_1_MonthlyMISReports.aspx">http://www.wrlcdc.org/content/186_1_MonthlyMISReports.aspx</a>



47. The Petitioner has submitted that the frequency deviation indices are being reported on daily basis for the critical nodes along with weekly and monthly reporting as per provisions of the Grid Code. 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.

48. The total weightage for the parameter, Frequency Deviation Index (FDI), is 10. The petitioner has submitted month-wise FDI during 2018-19 and submitted the performance as under:

Performance during FY 2018-19 (In %)*=	100.00
Marks Scored (In proportion of the %age performance above)	10.00
*Formula for performance calculation:	$\frac{(((\text{No. of daily reports issued} / 365 (\text{Total no. of days in FY 2018-19})) * 100) + (\text{No. of weekly reports issued} / 52 (\text{Total no. of weeks in FY 2018-19})) * 100) + (\text{No. of monthly reports issued} / 12 * 100)}{3}$

49. We have considered the submission of the petitioner. It is observed that intimation of FDI is given to utilities for corrective action through daily, weekly and monthly reports. Accordingly, as per Appendix VI of the Fees and Charges Regulations 2015, the weightage for Frequency Deviation Index (FDI) is considered 10 out of 10.

### **KPI 7- Reporting of System Reliability**

50. The Petitioner has submitted that the deviation indices with reference to system reliability are being reported on daily basis for the critical nodes along with weekly and monthly as per provisions of the Grid Code. 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.

51. The Petitioner has submitted that Appendix-VI of the Fees and Charges Regulations 2015 has specified 3 metrics viz. (a) % violation of N-1 criteria, (b) % violation of ATC, (c) violation of angular difference between important buses. These are being reported by WRLDC by web-hosting on daily, weekly and monthly basis.

The relevant web links are given under:

(a) Web links for reporting %age of times N-1 criteria was violated on inter-regional corridor:

<b>KPI-7</b>	<b>Web Link given on WRLDC website</b>
Daily reporting	<a href="https://posoco.in/reports/system-reliability-indices/daily-vdittcatc/daily-vdittcatc-2018-19/">https://posoco.in/reports/system-reliability-indices/daily-vdittcatc/daily-vdittcatc-2018-19/</a>
Weekly reporting	<a href="https://posoco.in/reports/system-reliability-indices/weekly-vdittcatc/weekly-vdittcatc-2018-19/">https://posoco.in/reports/system-reliability-indices/weekly-vdittcatc/weekly-vdittcatc-2018-19/</a>
Monthly reporting	<a href="https://posoco.in/reports/system-reliability-indices/monthly-vdittcatc/monthly-vdittcatc-2018-19/">https://posoco.in/reports/system-reliability-indices/monthly-vdittcatc/monthly-vdittcatc-2018-19/</a>

(b) Web links for reporting %age of times ATC was violated on inter-regional corridor

<b>KPI-7</b>	<b>Web Link given on WRLDC website</b>
Daily reporting	<a href="https://posoco.in/reports/system-reliability-indices/daily-vdittcatc/daily-vdittcatc-2018-19/">https://posoco.in/reports/system-reliability-indices/daily-vdittcatc/daily-vdittcatc-2018-19/</a>
Weekly reporting	<a href="https://posoco.in/reports/system-reliability-indices/weekly-vdittcatc/weekly-vdittcatc-2018-19/">https://posoco.in/reports/system-reliability-indices/weekly-vdittcatc/weekly-vdittcatc-2018-19/</a>



Monthly reporting	<a href="https://posoco.in/reports/system-reliability-indices/monthly-vdittcatc/monthly-vdittcatc-2018-19/">https://posoco.in/reports/system-reliability-indices/monthly-vdittcatc/monthly-vdittcatc-2018-19/</a>
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(c) Web links for reporting %age of times angular difference on important buses beyond limits:

KPI-7	Web Link given on WRLDC website
Daily reporting	<a href="http://wrldc.in/content/176_1_AngularSeperationReports.aspx?FTPUrl=Angular">http://wrldc.in/content/176_1_AngularSeperationReports.aspx?FTPUrl=Angular</a>
Weekly reporting	<a href="http://www.wrldc.org/content/182_1_WeeklyMISReports.aspx">http://www.wrldc.org/content/182_1_WeeklyMISReports.aspx</a>
Monthly reporting	<a href="http://www.wrldc.org/content/186_1_MonthlyMISReports.aspx">http://www.wrldc.org/content/186_1_MonthlyMISReports.aspx</a>

52. The total weightage for the parameter, Reporting of System Reliability, is 10. The petitioner has submitted month-wise System Reliability during 2018-19 and submitted the performance as under:

Performance during FY 2018-19 (In %)*=	100.00
Marks Scored (In proportion of the %age performance above)	10.00
* Formula	$(X+Y+Z)/3$

X, Y, Z =	100
* Formula	$((\text{No. of daily reports issued} / 365 (\text{Total no. of days in FY2018-19})) * 100) + (\text{No. of weekly reports issued} / 52 (\text{Total no. of weeks in FY2018-19})) * 100 + (\text{No. of monthly reports issued} / 12) * 100) / 3$

53. 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 weightage claimed for reportingsystem reliability is allowed as 10 out of 10.



**KPI-8: Availability of Website**

54. The Petitioner has submitted that in order to maintain continuous availability of website, WRLDC maintains two websites (wrldc.org and wrldc.in) which are identical to each other in all respects. The two websites are hosted from two different servers through two different internet service providers (ISP). Each ISP supports one of the two websites (wrldc.org and wrldc.in). The selection of two service providers has been done judiciously after scrutinizing their infrastructure up to WRLDC building. This ensures adequate redundancy necessary for uninterrupted access to WRLDC website. For evaluation of website availability, each ISP has provided user interface to check the availability of ISP link and the same is commercially linked to the quarterly payment through a service level agreement (SLA) mechanism. Further, ISP link availability is verified from the fire-wall analyzer at WRLDC.

55. The Petitioner has submitted that each website server generates its server logs, which automatically maintains the list of activities it has performed. Thus, instance of server failure, if any, is captured through these server logs. These system generated logs are used for calculation of monthly availability of WRLDC website in %age. Depending upon the availability of website, month-wise %age availability has been calculated. Then, %age average availability of 12 months has been proportionately converted to marks scored.

56. The total weightage for the parameter “availability of website” is 10. The Petitioner has submitted the percentage of availability of website as 100% for all months of the year 2018-19 and submitted as under:

Performance during FY 2018-19*:	<b>100.00</b>
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Marks Scored (In proportion of the %age performance above)	<b>10.00</b>
* Average of 12 months	

57. We have considered the submissions of the Petitioner. The weightage claimed for availability of website is allowed as 10 out of 10.

**KPI-9: Availability of standby power supply**

58. The Petitioner has submitted that power supply to all the critical infrastructures is through redundant UPS system and battery system. Inputs to these are being provided either through incoming feeders or DG sets (in case of failure of main inputs). These auxiliary systems are also under annual maintenance contracts (AMC) and are being checked/ tested on regular basis. Trial runs are carried on weekly basis to check DG set availability. Daily records are being maintained at each of the locations. The corresponding data is used to calculate the availability of standby power supply. Depending upon the availability data, month wise %age availability has been calculated. Then, %age average availability of 12 months has been proportionately converted to marks scored.

59. The total weightage for the parameter “availability of standby power” is 5. The Petitioner has submitted availability of standby power supply as under:

Performance during FY 2018-19*:	100.00
Marks Scored (in proportion of the %age performance above)	5.0
* Average of 12 months	



60. We have considered the submission of the petitioner. Keeping in view 100% availability of standby supply submitted by petitioner, the weightage claimed for availability of standby power supply is considered 5 out of 5.

**KPI 10: Variance of Capital expenditure**

61. The Petitioner has submitted that while calculating the performance against variance of capital expenditure, the approved capex figures as per the order of the Commission dated 26.12.2016 in Petition no. 241/TT/2015 regarding fees and charges of WRLDC for 2014-19 have been considered as targets and the figures as per Auditor’s Certificate are taken as actual performance.

62. The Petitioner has submitted that in column A in the below table, figures are as per the RLDCs’ Fees and Charges orders by CERC for the control period 2014-19. In Column B, value as per Balance Sheet of FY 2018-19 has been considered. 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:

*Figures in Rs. Lakhs*

Capital Expenditure allowed by CERC (A)	Actual Expenditure incurred (B)	% Variation C=ABS((A-B)/A)*100
181.00	265.23	46.54

63. The Petitioner has submitted the performance as under:

Performance during FY 2018-19*:	<b>87.82</b>
<b>* Formula</b>	<b>IF(C&gt;10, 100-(C-10)/3,100)#</b>
Marks Scored (in proportion of the %age performance above)	4.391
<i>* Average of 12 months</i>	
<i>#Upto 10% variation, performance is proposed to be considered 100% 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</i>	



64. We have considered the submissions of the Petitioner. The weightage allowed for variance of capital expenditure as 4.391 out of 5.

**KPI 11: Variance of Non-Capital expenditure**

65. The Petitioner has submitted that while calculating the performance against variance of non-capital expenditure, the approved figures as per the order of the Commission dated 26.12.2016 in Petition no. 241/TT/2015 (in the matter of fees and charges of WRLDC for 2014-19) and subsequent order of the Commission dated 10.06.2019 in petition no 344/MP/2018 along with IA 26/2019, have been considered as targets. The figures as per the auditor's certificate on non-capital expenditure (HR, O&M expenses) have been taken as actual performance.

66. 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. %age performance has been proportionately converted to marks scored.

67. The Petitioner has submitted that in non-capital expenditure, HR expenses, O&M Expenses have been considered. In column A of the table below, figures as per the RLDCs' Fees and Charges Orders by the Commission for the control period 2014-19 and order of the Commission in Petition no. 344/MP/2018 along with IA 26/2019, dated 10.06.19 have been considered. In Column B, value as per Auditor Certificate for FY 2018-19 has been considered. 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:





Figures in Rs. lakh

Non-Capital Expenditure allowed by CERC (A)	Actual Expenditure incurred (B)	% Variation $C=ABS(((A-B)/A)*100)$
3231.67	3059.83	5.32

68. The Petitioner has submitted the performance as under:

Performance during FY 2018-19*:	<b>100.00</b>
<b>* Formula</b>	<b>IF(C&gt;10, 100-(C-10)/3,100)#</b>
Marks Scored (in proportion of the %age performance above)	5.00
<i>* Average of 12 months</i>	
<i># Upto 10% variation, performance is proposed to be considered 100% 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</i>	

69. We have considered the submission of the petitioner. The weightage claimed for variance of non-capital expenditure is allowed as 5 out of 5.

#### **KPI 12: Percentage of certified employees**

70. The Petitioner has submitted that certification framework was introduced in 2011 based on recommendations of G.B. Pradhan Committee Report. Accordingly, a framework was developed for system operators from the States and POSOCO for training and certification, with NPTI (National Power Training Institute) 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 eligible system operators in the country can appear, whereas, specialist level examinations focus on a particular area of



expertise. Validity of both these certificates is three years. System Operators are required to have at least one valid certificate to be qualified as certified.

71. The Petitioner has submitted that performance is considered 100% if the %age of certified employees at the RLDC = 85%. When the %age of certified employees at the RLDC falls below 85%, the performance shall decrease by 1% for every 3% decrease in certification in line with the methodology of incentive calculation prescribed in the Regulation 29(5) of the Fees and Charges Regulations 2015. Percentage performance has been proportionately converted to marks scored.

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

Name of NLDC / RLDC:	Western Regional Load Despatch Centre	
No. of Eligible Employees for Certification as on 31.3.2019 (A)	No. of Employees Certified as on 31.3.2019 (B)	%age of Employees Certified as on 31.3.2019 (C=B/A*100)
48.00	48.00	100.00

Performance during FY 2018-19*:	<b>100.00</b>
<b>* Formula</b>	<b>IF(C&lt;85, (100-(85-C)/3),100)#</b>
Marks Scored (in proportion of the %age performance above)	5.00
<i>* Average of 12 months</i>	
<i># 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 Fees and Charges Regulations 2015</i>	

73. We have considered the submission of the Petitioner. The weightage claimed for percentage of certified employees is allowed as 5 out of 5.

#### Overall Achievement of KPIs:



74. The Key Performance Indicators allowed as per the Assessment Table in Appendix-V of the Fees and Charges Regulations 2015 are as under:

Sr. No	Key Performance Indicators	Weightage	Previous Year (2017-18)	Current Year (2018-19)
1	Interconnection Meter Error	10	10.00	<b>10.00</b>
2	Disturbance Measurement	10	10.00	<b>10.00</b>
3	Average processing time of shutdown request	10	10.00	<b>10.00</b>
4	Availability of SCADA system	10	10.00	<b>9.993</b>
5	Voltage Deviation Index (VDI)	10	10.00	<b>10.00</b>
6	Frequency Deviation Index(FDI)	10	10.00	<b>10.00</b>
7	Reporting of System Reliability	10	10.00	<b>10.00</b>
8	Availability of Website	10	10.00	<b>10.00</b>
9	Availability of Standby Supply	5	5.00	<b>5.00</b>
10	Variance of Capital expenditure	5	2.72	<b>5</b>
11	Variance of Non Capital expenditure	5	5.00	<b>4.391</b>
12	Percentage of Certified Employee	5	5.00	<b>5.00</b>
	Total	100	<b>97.72</b>	<b>99.384</b>

75. Perusal of the above table reveals that the Petitioner has achieved 99.384% in Key Performance Indicators out of possible achievement of 100%.

76. 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%.”*

77. 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.”*

78. 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 99.384% for 2018-19, the Commission hereby allows the Petitioner to recover 16.877% 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% - 99.384%	+0.877 %
Total – 99.384%	Total - 16.877%

79. 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.

80. 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.

81. 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.

82. Petition No. 160/MP/2020 is disposed of in terms of above.

**sd/-**  
**(Arun Goyal)**  
**Member**

**sd/-**  
**(I.S Jha)**  
**Member**

**sd/-**  
**(P.K. Pujari)**  
**Chairperson**

