

**AJMER DISCOM*****Table No-5: Commercial***

<b>S. No.</b>	<b>Table No.</b>	<b>Wing/Department</b>	<b>Page No.</b>
1	Table No. – 5.1	Addl. CE (HQ)	
2	Table No. – 5.2	JEN (HQ)	
3	Table No. – 5.3	SE (Commercial)	
4	Table No. – 5.4	JEN (Commercial-III)	
5	Table No. – 5.5	XEN (Commercial)	
6	Table No. – 5.6	AEN (Commercial-I)	
7.	Table No. – 5.7	JEN (Commercial-I)	
8	Table No. – 5.8	AEN (Commercial-II)	
9	Table No. – 5.9	JEN (Commercial-II)	
10	Table No. – 5.10	XEN (Regulation)	
11	Table No. – 5.11	AEN (Regulation-I)	
12	Table No. – 5.12	JEN (Regulation-I)	
13	Table No. – 5.13	AEN (Regulation-II)	
14	Table No. – 5.14	JEN (Regulation-II)	
15	Table No. – 5.15	Sr. AO (HTB)	
16	Table No. – 5.16	AO (HTB)	
17	Table No. – 5.17	AAO-I/II (HTB)	
18	Table No. – 5.18	Jr. Acctt/ OS-II/CA-I/II/IA (HTB)	
19	Table No. – 5.19	Steno/PA	
20	Table No. – 5.20	PS/AS	

**Table 5.1: Addl. CE (HQ)****HoD: Addl. CE (HQ)**

S. No.	KPI – Definition	Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weight age
<b>1</b>	<b>Monitoring of SE(Comml) Wing</b>					
1.1	Disposal of CLGRSF/CLAA/VCR Monitoring cases within 45 days	Monthly	%	100%	50%	10%
1.2	Supervision the case files of New Connections/ Load extension/ load reduction files within 15 days	Monthly	%	100%	50%	10%
1.3	Supervision/Checking of the monthly Open Access Adjustments upto 7 <sup>th</sup> of each month	Monthly	%	100%	60%	10%
1.4	Monitoring/Supervision of Engagement of Advocates & OICs in Civil/Service case of High Court,Supreme Court,Aptel,RERC,CERC,MSM ED,EOR,NCLT etc. within 07 days	6 Month	%	100%	60%	10%
1.5	Monitoring/Supervision of Court decision for appeal/No appeal after receiving required documents in Civil/Service case of High Court,Supreme Court,Aptel,RERC,CERC,MSM ED,EOR,NCLT etc. within 07 days	6 Month	%	100%	60%	10%
1.6	Submission of ARR/Tariff Petition other petitions as may be directed by the management 30th Nov. of each year	Yearly	%	100%	100%	10%
<b>2</b>	<b>Monitoring of SE(Plan) Wing</b>					
2.1	Ensure Monitoring of evaluation of proposal of new 33/11 KV S/Ss & 33 KV interconnections within fifteen working days	Monthly	yes	100%	60%	10%
2.2	Ensure Monitoring of preparation of Annual capital budget for next F.Y. & revision	Yearly	yes	100%	60%	5%

	in C.F.Y. budget by 15 <sup>th</sup> Nov. every year					
2.3	Ensure Monitoring of replies of vidhan sabha question	Monthly	Days	100%	60%	5%
2.4	Ensure Monitoring of preparation of submission of scheme for funding of RE works included in budget provision of current financial year issued by finance department of Nigam. 1. Agriculture scheme (Within 30 days ). 2. System improvement scheme (30 days)	Yearly	yes	100%	60%	10%
2.5	Ensure Monitoring of submission of claim to Nodal agencies:- 1. Agriculture Scheme:- Within 30 days from receipt of state Govt. guarantee. 2. SI scheme (Bulk Loan) within 7 days after the receipt of invoice detail fro Sr.AO(CPC), subject to condition of issuance of State Govt. Guarantee. 3. Claim of other schemes (within 25 working days) from the admissibility of claim as per guidelines.	Quarterly Monthly	yes	100%	60%	10%

**Table 5.2: - JEN (HQ)****HoD: Addl. CE(HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weightage</b>
1	Assist ACE (HQ) in Disposal of CLGRSF/CLAA/VCR Monitoring cases within 45 days	Monthly	%	100%	50%	10%
2	Assist ACE (HQ) in Supervision the case files of New Connections/ Load extension/ load reduction files within 15 days	Monthly	%	100%	50%	10%
3	Assist ACE (HQ) in Supervision/Checking of the monthly Open Access Adjustments upto 7 <sup>th</sup> of each month	Monthly	%	100%	60%	10%
4.	Assist ACE (HQ) in Monitoring/Supervision of Engagement of Advocates & OICs in Civil/Service case of High Court,Supreme Court,Aptel,RERC,CERC,MSM ED,EOR,NCLT etc. within 07 days	6 Month	%	100%	60%	10%
5.	Assist ACE (HQ) in Monitoring/Supervision of Court decision for appeal/No appeal after receiving required documents in Civil/Service case of High Court,Supreme Court,Aptel,RERC,CERC,MSM ED,EOR,NCLT etc. within 07 days	6 Month	%	100%	60%	10%
6	Assist ACE (HQ) in Submission of ARR/Tariff Petition other petitions as may be directed by the management 30th Nov. of each year	Yearly	%	100%	100%	10%
7	Assist ACE (HQ) in Ensure Monitoring of evaluation of proposal of new 33/11 KV S/Ss & 33 KV interconnections within fifteen working days	Monthly	yes	100%	60%	10%
8	Assist ACE (HQ) in Ensure Monitoring of preparation of Annual capital budget for next F.Y. & revision in C.F.Y. budget by 15 <sup>th</sup> Nov. every year	Yearly	yes	100%	60%	5%

9	Assist ACE (HQ) in Ensure Monitoring of replies of vidhan sabha question	Monthly	Days	100%	60%	5%
10	Assist ACE (HQ) in Ensure Monitoring of preparation of submission of scheme for funding of RE works included in budget provision of current financial year issued by finance department of Nigam. 1. Agriculture scheme (Within 30 days ). 2. System improvement scheme (30 days)	Yearly	yes	100%	60%	10%
11	Assist ACE (HQ) in Ensure Monitoring of submission of claim to Nodal agencies:- 1. Agriculture Scheme:- Within 30 days from receipt of state Govt. guarantee. 2. SI scheme (Bulk Loan) within 7 days after the receipt of invoice detail fro Sr.AO(CPC), subject to condition of issuance of State Govt. Guarantee. 3. Claim of other schemes (within 25 working days) from the admissibility of claim as per guidelines.	Quarterly Monthly	yes	100%	60%	10%

**Table 5.3: SE (Commercial)****HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1.	Supervision of PUC's received from Govt./ Energy Deptt.& grievances of consumers Within 15 days	Monthly	%	100%	50%	10%
2.	Disposal of CLGRSF/CLAA/VCR Monitoring cases Within 45 days	Monthly	%	100%	50%	10%
3.	Supervision the case files of New Connections/ Load extension/ load reduction files Within 15 days	Monthly	%	100%	50%	10%
4.	Monitoring of release of Industrial connections within 7 days.	Monthly	%	100%	50%	5%
5.	Supervision of Reply of Assembly Question, RTI & Audit para Within 15 days	Monthly	%	100%	60%	10%
6.	Supervision/Checking of the monthly Open Access Adjustments up to 7 <sup>th</sup> of each month	Monthly	%	100%	60%	5%
7.	Supervision/Checking of Monthly Wind /Solar Adjustments up to 25 <sup>th</sup> of each month	Monthly	%	100%	50%	5%
8.	Execution of MTOA/LTOA agreements of Open Access including Wind/Solar consumers within 07 days	Monthly	%	100%	60%	5%
9.	Monitoring of PDC connection and Govt. Outstanding within 20 days	Monthly	%	100%	60%	5%
10.	Submission of ARR/Tariff Petition/Other petitions as may be directed by the management on 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
11.	Submission of Investment Plan for ensuing year on 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
12.	Submission of True-up of previous year 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
13.	Comments on petition filed by RVUN,RVPN and other petitions As per timelines	Monthly	%	100%	70%	5%

**Table 5.4: JEN (Commercial-III)****HoD: Addl. CE(HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weightage</b>
1.	Assisit SE (Comml) in Supervision of PUC's received from Govt./ Energy Deptt.& grievances of consumers Within 15 days	Monthly	%	100%	50%	10%
2.	Assisit SE (Comml) in Disposal of CLGRSF/CLAA/VCR Monitoring cases Within 45 days	Monthly	%	100%	50%	10%
3.	Assisit SE (Comml) in Supervision the case files of New Connections/ Load extension/ load reduction files Within 15 days	Monthly	%	100%	50%	10%
4.	Assisit SE (Comml) in Monitoring of release of Industrial connections within 7 days.	Monthly	%	100%	50%	5%
5.	Assisit SE (Comml) in Supervision of Reply of Assembly Question, RTI & Audit para Within 15 days	Monthly	%	100%	60%	10%
6.	Assisit SE (Comml) in Supervision/Checking of the monthly Open Access Adjustments up to 7 <sup>th</sup> of each month	Monthly	%	100%	60%	5%
7.	Assisit SE (Comml) in Supervision/Checking of Monthly Wind /Solar Adjustments up to 25 <sup>th</sup> of each month	Monthly	%	100%	50%	5%
8.	Assisit SE (Comml) in Execution of MTOA/LTOA agreements of Open Access including Wind/Solar consumers within 07 days	Monthly	%	100%	60%	5%
9.	Assisit SE (Comml) in Monitoring of PDC connection and Govt. Outstanding within 20 days	Monthly	%	100%	60%	5%
10.	Assisit SE (Comml) in Submission of ARR/Tariff Petition/Other petitions as may be directed by the management on 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
11.	Assisit SE (Comml) in Submission of Investment Plan for ensuing year on 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
12.	Assisit SE (Comml) in Submission of True-up of previous year 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
13.	Assisit SE (Comml) in Comments on petition filled by RVUN,RVPN and other petitions As per timelines	Monthly	%	100%	70%	5%

**Table 5.5: - XEN (Commercial)****HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weight age
1.	Supervision/Checking of the monthly Open Access Adjustments upto 6 <sup>th</sup> of each month	Monthly	%	100%	50%	30%
2.	Supervision/Checking of Monthly Wind /Solar Adjustments upto 24 <sup>th</sup> of each month	Monthly	%	100%	50%	10%
3.	Monitoring and supervision of NOC/Discom concurrence to the Open Access consumers from renewable sources within 07 days	Monthly	%	100%	50%	5%
4.	Preparation and Execution of MTOA/LTOA/WBA agreements of Open Access consumers from renewable sources within 05 days	Monthly	%	100%	60%	5%
5.	Preparation of replies to be filed in APTEL/High Court/Supreme Court in Open Access Related matters, As & when required	Monthly	%	100%	60%	5%
6.	Supervision of PUC's received from Govt./ Energy Deptt.& grievances of consumers within 10 days	Monthly	%	100%	60%	5%
7.	Disposal of CLGRSF/CLAA/VCR Monitoring cases within 30 days	Monthly	%	100%	50%	10%
8.	Supervision/Monitoring of information for release of Industrial connections within 07 days.	Monthly	%	100%	50%	5%
9.	Supervision of Reply of Assembly Question, RTI & Audit para within 12 days	Monthly	%	100%	60%	5%
10.	Supervision of case files for Technical examination received from the HT billing wing within 05 days	Monthly	%	100%	70%	10%



11.	Collection of rooftop solar Net metering Installation data and further transmission to the concern agencies & RPO compliance within 10 days	Monthly	%	100%	60%	5%
12.	Issue of Commercial Circulars & other orders	Monthly	%	100%	100%	5%

**Table 5.6: - AEN (Commercial-I)**

**HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1	Checking of the monthly Open Access Adjustments, up to 5 <sup>th</sup> of each month	Monthly	%	100%	50%	45%
2	Preparation of Monthly Wind /Solar Adjustments, up to 23 <sup>th</sup> of each month	Monthly	%	100%	50%	40%
3	Putting up for disposal of PUC related to grievances of Open Access Consumers within 07 days	Monthly	%	100%	50%	5%
4	Preparation and sending the detailed Factual report of open Access Consumers field in SLDC/SPC within 07 days	Monthly	%	100%	40%	5%
5	Providing factual position/related information for replies to be filed by XEN(Regulations) of the petitions within 07 days	Monthly	%	100%	40%	5%

**Table 5.7: - JEN (Commercial-I)****HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1	Daily downloading of schedules and preparation of the daily Grid in the required format	Monthly	%	100%	70%	20%
2	Obtaining the CMRI Data from Meter wing /BCITS downloading from email and arranging them consumer wise in the required format, up to 5 <sup>th</sup> of each month	Monthly	%	100%	50%	20%
3	Preparation of monthly IEX Open Access Adjustments up to 5 <sup>th</sup> of each month	Monthly	%	100%	70%	50%
4	Obtaining required data from meter wing of JdVVNL/JVVNL and AVVNL for wind/Solar Adjustments up to 23 <sup>rd</sup> of each month.	Monthly	%	100%	60%	10%

**Table 5.8: - AEN (Commercial-II)****HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1	Obtaining Technical feasibility from Field officers and preparation of NOC/Concurrence of Discom regarding Open Access including wind/Solar within 7 days	Monthly	%	100%	50%	10%
2	Dealt with the PUC's pertaining to CLGRSF, CLAA and VCR Monitoring & Reviewing Committee within 7 days	Monthly	%	100%	80%	20%
3	Disposal of CLGRSF/CLAA/VCR Monitoring cases within 25 days	Monthly	%	100%	70%	20%

4	Monitoring of information for release of Industrial connections within 7 days.	Monthly	%	100%	80%	15%
5	Dealing with case files for Technical examination/comments as received from the HT billing wing within 7 days.	Monthly	%	100%	80%	15%
6.	Preparation & submitting the reply of various Audit Para's/RTI regarding CLGRSF cases within 10 days.	Monthly	%	100%	80%	10%
7.	Collection of rooftop solar Net metering Installation data and further transmission to the concern agencies & RPO compliance within 10 days	Monthly	%	100%	60%	10%

**Table 5.9: JEN (Commercial-II)**

**HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1	Dealt with the PUC's pertaining to CLGRSF, CLAA and VCR Monitoring & Reviewing Committee within 7 days	Monthly	%	100%	90%	30%
2	Disposal of CLGRSF/CLAA/VCR Monitoring cases within 20 days	Monthly	%	100%	80%	30%
3	Compiling the monthly information of release of industrial connections within 30 days.	Monthly	%	100%	80%	20%
4	Collection of rooftop solar Net metering Installation data and further transmission to the concern agencies & RPO compliance within 10 days	Monthly	%	100%	60%	20%

**Table 5.10: - XEN (Regulation)****HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1	Expediting the case files received from SE(Comml.) under ACE(HQ) within 07 days	Monthly	%	100%	60%	5%
2	Monitoring the progress for the works being carried out by the above Offices within 15 days	Monthly	%	100%	60%	5%
3	All the works related to Drawing and Disbursing Officer within 07 days	Monthly	%	100%	60%	5%
4	Supervision/Monitoring of RTI Matters of first appeal and Office Establish related works under CE(CA-HQ) within 30 days	Monthly	%	100%	60%	5%
5	Preparation of various information related to various meeting including Review Meeting/Minutes of meeting within 30 days	Monthly	%	100%	60%	5%
6	As TA, all other important works being assigned by the ACE(HQ) from time to time within 03 days	Monthly	%	100%	60%	5%
7	Dealing with SWCS related PUCs and monitoring of online new connection, As & when required	Monthly	%	100%	50%	5%
8	Monitoring and supervision of NOC/Discom concurrence to the Open Access consumers within 07 days	Monthly	%	100%	50%	5%
9	Preparation and Execution of MTOA/LTOA agreements of Open Access within 05 days	Monthly	%	100%	60%	5%
10	Supervision the case files of New Connections/ Load extension/ load reduction files within 10 days	Monthly	%	100%	60%	5%
11	Submission of ARR/Tariff Petition/Other petitions as may be directed by the management up to 30 <sup>th</sup> Nov of each year	Yearly	%	100%	100%	5%

12	Submission of Investment Plan for ensuing year up to 30 <sup>th</sup> Nov of each year	Yearly	%	100%	100%	5%
13	Submission of True-up of previous year up to 30 <sup>th</sup> Nov of each year	Yearly	%	100%	100%	5%
14	Timely submission of SOP information in RERC within 10 days	Yearly	%	100%	100%	5%
15	Monitoring of Consumers getting compensation as per SOP applied within 10 days	Monthly	%	100%	100%	5%
16	Comments on petition filed by RVUN, RVPN and other petitions As per timelines	Monthly	%	100%	100%	5%
17	Reply of petition filed in RERC/CERC/APTEL by consumers As per timelines	Monthly	%	100%	100%	5%
18	Comments on draft regulation released by RERC/CERC/MOP within 7 days	Monthly	%	100%	100%	5%
19	Submission of Assembly Questions within 7 days	Monthly	%	100%	100%	5%
20	Submission of RTI information within 7 days	Monthly	%	100%	100%	5%

**Table 5.11: AEN (Regulation-I)**

**HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weightage
1	Submission of ARR/Tariff Petition/Other petitions as may be directed by the management up to 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	20%
2	Submission of Investment Plan for ensuing year up to 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
3	Submission of True-up of previous year up to 30 <sup>th</sup> Nov of each year	Yearly	%	100%	70%	10%
4	Compilation of complaints of directive of RERC in tariff order from different departments Before 20 <sup>th</sup> Nov	Yearly	%	100%	70%	10%

5	Comments on petition filled by RVUN, RVPN and other petitions As per timelines	Monthly	%	100%	70%	10%
6	Reply of petition filed in RERC/CERC/APTEL by consumers within 15 days	Monthly	%	100%	70%	10%
7	Comments on draft regulation released by RERC/CERC/MOP within 15 days	Monthly	%	100%	70%	10%
8	Submission of Assembly Questions within 10 days	Monthly	%	100%	70%	10%
9	Submission of RTI information within 10 days	Monthly	%	100%	70%	10%

**Table 4 .12: JEN (Regulation-I)**

**HoD: Addl. CE(HQ)**

S. No	KPI – Definition	Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)	UOM	Target	Cut-off Target	Weigh tage
1	Compilation of grievances redressal information within 15 days	Monthly	%	100%	60%	20%
2	Compilation of compliance of directive of RERC in tariff order from different departments Before 20 <sup>th</sup> Nov of every year	Yearly	%	100%	60%	20%
3	Compilation of SOP information within 15 days	Monthly	%	100%	60%	20%
4	Collection of information for ARR/Tariff/Investment Plan/True Up petition/other petition of RERC/CERC	Yearly	%	100%	60%	20%
5	Dealing RTI information within 15 days	Monthly	%	100%	60%	10%
6	Dealing Assembly Question within 15 days	Monthly	%	100%	60%	10%

**Table 5.13: AEN (Regulation-II)****HoD: Addl. CE(HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weigh tage</b>
1	Dealing with the PUCs received from Govt./ Energy Deptt. & grievances of consumers within 07 days	Monthly	%	100%	60%	15%
2	Timely submission of SOP information in RERC within 15 days	Monthly	%	100%	70%	15%
3	Monitoring of Consumers getting compensation as per SOP applied within 15 days	Monthly	%	100%	70%	10%
4	Dealing with SWCS related PUCs and monitoring of online new connection, As & when required	Monthly	%	100%	50%	10%
5	Monitoring and supervision of NOC/Discom concurrence to the Open Access consumers within 07 days	Monthly	%	100%	50%	10%
6	Preparation and Execution of MTOA/LTOA agreements of Open Access within 05 days	Monthly	%	100%	60%	10%
7	Processing the case files of New Connections/ Load extension/ load reduction for administrative approval within 07 days	Monthly	%	100%	60%	10%
8	Dealing with the cases of clarification issues related to Tariff / TCOS raised by field officers within 07 days	Monthly	%	100%	60%	10%
9	Reply of RTI, Assembly question and audit para within 10 days	Monthly	%	100%	60%	10%

**Table 5.14: JEN (Regulation-II)****HoD: Addl. CE(HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weightage</b>
1	Assistance for Dealing with the PUCs received from Govt./ Energy Deptt. & grievances of consumers within 07 days	Monthly	%	100%	60%	15%
2	Dealing with SWCS related PUCs and monitoring of online new connection, As & when required	Monthly	%	100%	50%	20%
3	Assistance for Processing the case files of New Connections/ Load extension/ load reduction for administrative approval within 07 days	Monthly	%	100%	60%	10%
4	Assistance for Dealing with the cases of clarification issues related to Tariff / TCOS raised by field officers within 07 days	Monthly	%	100%	60%	10%
5	Reply of RTI, Assembly question and audit para within 10 days	Monthly	%	100%	60%	10%
6	Timely submission of SOP information in RERC within 15 days	Monthly	%	100%	70%	20%
7	Monitoring of Consumers getting compensation as per SOP applied within 15 days	Monthly	%	100%	70%	15%



**Table 5.15: Sr. AO (HTB)****HoD: Addl. CE (HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weightage</b>
1	Timely completion of HT-LIP billing upto 10 <sup>th</sup> of each month	Monthly	%	100%	80%	40%
2	Redressal of consumers' Grievances (Timely putup the PUCs) within 20 days	Monthly	%	100%	50%	15%
3	Timely submission of information related to VidhanSabha, RTI, Audit etc within 12 to 15 days	Monthly	%	100%	60%	15%
4	Monthly correspondence related to Outstanding, Security, Metering, JIRs etc upto 25th of each month	Monthly	%	100%	50%	15%
5	Updation of consumers' Master Data and maintenance of records before next billing month	Monthly	%	100%	50%	15%

**Table 5.16: AO (HTB)****HoD: Addl. CE (HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weight age</b>
1	Timely completion of HT-LIP billing	Monthly	Upto 10 <sup>th</sup> of each month	100%	98%	30%
2	Redressal of consumers' Grievances (Timely putup the PUCs)	Monthly	Within 20 day of receipt	100%	60%	15%
3	Timely submission of information related to VidhanSabha, RTI, Audit etc.	Monthly	Vidhansabha-12 days. Other-within 15 days	100%	80%	15%
4	Monthly correspondence related to Outstanding, Security, Metering, JIRs etc.	Monthly	Up to 25th of each month	100%	70%	15%
5	Updation of consumers' Master Data and maintenance of records	Monthly	Before next billing month	100%	70%	15%
6.	Monitoring of DC/PDC connection and Govt. Outstanding	Weekly	15 days	100%	75%	10%

**Table 5.17: AAO-I/II (HTB)****HoD: Addl. CE (HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weight age</b>
1	Timely completion of HT-LIP billing	Monthly	Upto 9 <sup>th</sup> of each month	100%	98%	30%
2	Redressal of consumers' Grievances (Timely putup the PUCs)	Monthly	Within 18 day of receipt	100%	70%	15%
3	Timely submission of information related to VidhanSabha, RTI, Audit etc.	Monthly	Vidhansabha-10 days. Other-within 13 days	100%	90%	15%
4	Monthly correspondence related to Outstanding, Security, Metering, JIRs etc.	Monthly	Up to 22 <sup>nd</sup> of each month	100%	80%	15%
5	Updation of consumers' Master Data and maintenance of records	Monthly	Before next billing month	100%	80%	15%
6.	Monitoring of DC/PDC connection and Govt. Outstanding	Weekly	15 days	100%	85%	10%

**Table 5.18: Jr. Acctt/ OS-II/CA-I/II/IA (HTB)****HoD: Addl. CE (HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weight age</b>
1	Timely completion of HT-LIP billing	Monthly	Upto 8 <sup>th</sup> of each month	100%	100%	30%
2	Redressal of consumers' Grievances (Timely putup the PUCs)	Monthly	Within 15 day of receipt	100%	100%	15%
3	Timely submission of information related to Vidhan Sabha, RTI, Audit etc.	Monthly	Vidhansabha-8 days. Other-within 11 days	100%	100%	15%
4	Monthly correspondence related to Outstanding, Security, Metering, JIRs etc.	Monthly	Up to 20 <sup>th</sup> of each month	100%	100%	15%
5	Updation of consumers' Master Data and maintenance of records	Monthly	Before next billing month	100%	100%	15%
6.	Correspondence of DC/PDC connection and Govt. Outstanding	Monthly	Up to 20 <sup>th</sup> of each month	100%	100%	10%

**Table 5.19: Steno/PA****HoD: Addl. CE (HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weight age</b>
1	Dealing with confidential matters ACR/APAR/DE/PE	Monthly	Regularly	100%	100%	60%
2	Taking dictations and timely submission of draft letters and preparation of final letters.	Monthly	Regularly	100%	80%	20%
3	Works assigned by higher authorities	Monthly	Regularly	100%	70%	20%

**Table 5.20: PS/AS****HoD: Addl. CE (HQ)**

<b>S. No</b>	<b>KPI – Definition</b>	<b>Evaluation (Monthly/ Quarterly/ Half yearly/ Yearly)</b>	<b>UOM</b>	<b>Target</b>	<b>Cut-off Target</b>	<b>Weight age</b>
1	Dealing with confidential matters ACR/APAR/DE/PE	Monthly	Regularly	100%	100%	60%
2	Taking dictations and timely submission of draft letters and preparation of final letters.	Monthly	Regularly	100%	80%	20%
3	Works assigned by higher authorities	Monthly	Regularly	100%	70%	20%