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ADMINISTRATIVE CIRCULAR NO 562 DATE 19 / 07 / 2017

Sub : Revision of KRA's for evaluating the performance of Employees in Technical Cadre.

**Ref : 1) ED/HR/2092 dated 19.01.2009
2) ED/HR/PMS/9974 dated 03.04.2010**

The provision regarding recording/countersigning/accepting of annual confidential reports of the Officers and employees working in the Company are laid down in General Order No. 10(P) dated 25/10/1962. Considering the competitive and challenging environment the Performance Management System has been introduced to relate individual employee's performance and achievements to the operational and strategic performance of the organization. Under this Performance Management System KRA/KPI has been incorporated to promote and improve the effectiveness of the individual employee with higher potentials and ability to accept the challenges of higher post by evaluating the performance.

2. Under the Performance Management System, the performance of an employee are evaluated on the basis of Competencies which includes individual qualities, leadership qualities and professional abilities and Performance Parameters consisting Results and Process followed. To evaluate the performance of an employee, the KRAs and KPIs are notified in the past. Now considering the present business scenario and technological changes i.e. introduction of RAPDRP, Mobile App, Online system for new connections/payments the issue regarding revising KRAs/KPIs for officers working in technical cadre was under consideration sometime in the past.

3. Now, the Chairman and Managing Director in consultation with Director (Finance), Director (Operations) and Directors (Projects) has accorded approval to modify the existing KRAs notified under Part II of Performance Parameters (70% weightage) as follows.

KRA (70% weightage)

- a. Reduction in AT&C losses :
(to be brought down to 15% in City area and 20% to Non City area. If AT&C losses are already below 15% then it should be brought down from existing level by 0.5% to 1% gradually)

- b. Improvement in normal billing – should be equivalent or more than 98%
 - c. Average days taken for release of connection. - (Max 15 days.)
 - d. Improvement in reliability indices (SAIFI & SAIDI).
 - e. Reduction in first bill issue delay.
 - f. Matching of ERP & physical inventory of material - Need to be check and absolute with no grace.
 - g. Completion of useful section in projects.
 - h. Number of billing complaints ratio to number of consumers.
 - i. Reduction in PC Delays.
4. The assessment of performance of an employee on above KRAs is to be based on comparison between current year data with previous year data. The IT reports for all employees in technical cadre in field as well as offices up to section office level are to be generated monthly/quarterly through HRMS System and same is to be communicated to the individual employee. After assessment and reviewing of monthly/quarterly IT data, Reporting Officer shall write the confidential report at the end of assessment year to evaluate the performance of an employee accordingly.
5. These KRAs will be effective for Confidential Reports to be recorded for the year 2017-18 and onwards.
6. This Administrative Circular is available on Company's R-APDRP portal.

19/7

(Sandesh Hake)

Chief General Manager (HR)