

Part-1 PSS

A. Performance Standards for Monitoring, Operation, and watch & ward activities at 33/11KV Primary PSS:

The performance system shall comprise measurement of BA's performance on the parameters listed below. The total marks for the BA performance will be 100 in a month.

a. Safety aspects, Statutory Compliances and Asset Upkeep

1. BA shall provide specified PPEs, Safety Equipment and Tools to all SSO as per the specifications mentioned in this contract.
2. BA shall comply with all statutory compliances as mentioned in attached GCC, CSMS, and applicable laws.
3. SSO shall ensure locking of unmanned automated PSSs.
4. All jobs shall be carried out as per the SOP / PTW guidelines issued by PSCC. SOP / PTW guidelines are attached as Annexure-A.
5. BA supervisor shall notify EIC on PSS deficiencies / missing materials / missing covers / damaged doors of PSS and work with TPCODL staff to rectify the same at the earliest.

b. Supply and Usage of PPEs/Safety Equipment/T&P

BA shall supply / upkeep PPEs/Safety Equipment/T&P as per contract and approved specifications. BA staff shall keep the PPE/Safety Equipment and tools in neat and clean / ready to use at all times.

c. Correct Operation of PSS Equipment

SSO need to acknowledge PSCC/APSCC calls for operation of PSS equipment/Feeders and timely operate the equipment as per PSCC/APSCC requirement. In case of Unmanned SSO should reach in scheduled time and operate the equipment as per instruction of PSCC/APSCC/EIC.

d. Upkeep of PSS equipment

Ensure cleaning of control room, switchyard and peripheral areas up to 10 meters.

Ensure cleaning of power and control cable trenches.

Ensure cleaning of external surface of secondary equipment through air blower

Ensure that front / back door of all equipment are kept closed/locked

Ensure that space heaters are kept ON in the CRP / Indoor breaker panels at all times

Ensure that no unwanted material is kept inside control room / on panels / inside panels

Ensure that there is no rodent entry in any of the indoor panels

Ensure that 5S is maintained at all times

Note: For MOC PSS, BA must engage separate cleaner in each PSS for 4 hrs to attend above said activities

e. Maintenance of equipment

PSSO will assist EMR engineers for maintenance of primary and secondary equipment installed within the PSS boundary. Work on primary equipment will be done only under the physical presence of EMR engineer and under valid PTW.

f. Statutory Compliances:

BA must comply with all statutory requirements such as ELBO issued certificate, Vehicle compliance and IR compliances.

g. Attendance of SSO at PSS

BA shall maintain attendance register at each PSS / MOC base location. PSSO/MOC shall mark his attendance on daily basis. The attendance register will be available for inspection to EIC / E&MR engineer or any other TPCODL officer on demand.

h. Discipline

BA staff while on duty shall be properly dressed and shall maintain decorum. PSSO / MOC are required to be alert while on duty and avoid any kind of intoxication. If found intoxicated, TPCODL shall take disciplinary action as per prevailing rules.

i. Invoice processing and Monthly MIS :

Monthly MIS to be submitted by BA with Monthly Invoice:

- i. Compliance report that safety equipment / PPEs/T&P have been received by BA employees
- ii. Compliance report that data entry have been made to all the relevant registers at PSS.
- iii. Compliance to PPE requirements to SSO at PSS in following format:

S. No.	Name of Employee	Name of Safety Equipment/PPE Received	Signature of Employee

- iv. Compliance to T&P requirements at PSS

S. No.	Name of PSS	Name of T&P Received	Signature of PSS Supervisor

- v. Attendance Record of SSO in following format

S. No.	Name of PSS	Name of staff	No of days in the month	No of days present

V. MOC Vehicle utilisation Report

Daily vehicle movement details for MOC verified by PSSC shall be submitted to HOG-MPG on 2nd day of ensuing month.

VI. Submission of Consolidated Equipment defect report & Unsafe conditions in PSS

BA shall submit daily consolidated summary report of Defective Equipment & Unsafe conditions in PSS in the prescribed format by TPCODL to PSSC/HOG-MPG.
Submission of Consolidated Equipment defect report & Unsafe conditions in PSS to HOG-MPG on 2nd day of ensuing month.

VII. Submission of PSS Cleaning status

BA shall submit monthly Summary for PSS where cleaning not conducted in the prescribed format by TPCODL to PSSC/HOG-MPG.

VIII. Interruption Report

BA shall submit the daily / monthly report of interruptions to designated officers in the prescribed format along with reason of Interruption.

j. Performance Measurement system:

Penalty for non-compliances:

Any Safety violation will be governed as per Contractor Safety Management (CSM) of TPCODL. Refer Annexure ---for CSM.

In addition to deduction made for CSM violation, the following marks will be deducted for non-compliances:

a. Upkeep of TPCODL supplied safety equipment (Weightage: 10 Marks)

S. No.	Parameter	Sub-Measure	Marks Deduction
1	Reporting availability of ladder and discharge rods (supplied by TPCODL) & reporting of damaged / missing discharge rods immediately	Non Reporting (to SDO / DM / HOG-MPG / E&MR Engineer) and not keeping ladder / discharge rod (supplied by TPCODL) in systematic condition at 10% of total PSS	5
		Non Reporting (to SDO / DM / HOG-MPG / E&MR Engineer) and not keeping ladder / discharge rod (supplied by TPCODL) in systematic condition at >10% of total PSS	10

Note: 1. Max mark deduction will be 10 under this category

2. In case if the BA has informed EIC about non-availability of discharge rod/ Ladders for the given PSS before inspection/observation is made, BA shall not be held responsible for non-compliance.

b. Supply of T&Ps (Weightage 10 marks)

S. No.	Parameter	Sub-Measure	Marks Deduction
1	Supply of T&P	Unavailability of T&Ps in good condition in more than 10% of PSS	5
		Unavailability of T&Ps in good condition in more than 10% of PSS	10

Note: Max mark deduction under this category will be 10 Marks

c. Correct Operation of PSS Equipment per Cluster (Weightage 15)

S. No.	Measure	Marks Deducted
1	1 incorrect operation during the month	10
2	>1 incorrect operation during the month	15

Note: Max mark deduction under this category will be 15 Marks

d. Adherence to Operating Process (15 marks):

S. No.	Measure	Marks Deduction
1	Allowing maintenance work without presence of "Permit to work" holder or issue "Permit to work" without proper isolation / grounding >1 instances during the month	15

Note: Max mark deduction under this category will be 15 Marks

e. Statutory Compliances: (Weightage: 20 Marks):

Sr. No.	Parameter	Max. Marks	Violation Frequency	Marks to be deducted
1	Non-Compliance w.r.t. to PF, ESI related Statutory norms	10	Monthly	10
2	Non-Compliance for vehicle	10	One mark deduction for each non-compliance on any of the following attribute: i) Vehicle insurance. ii) Fitness certificate. iii) Pollution certificate. iv) In absence of commercial vehicle	10

Note: Max mark deduction under this category will be 20 Marks

f. MOC Non-Compliance: (Weightage: 10 Marks):

S. No.	Measure	Marks Deduction
1	Up to 2 no. of instance of delayed reporting of MOC at concerned PSS upon the instruction of PSSC/EIC.	5
2	More than 2 no. of instance of delayed reporting of MOC at concerned PSS upon the instruction of PSSC/EIC.	5

Note: Max mark deduction under this category will be 10 Marks

g. Maintaining records & condition monitoring: (Weightage: 10 Marks):

S. No.	Measure	Marks Deduction
1	2 no. of instance of non-adherence to Daily condition monitoring of equipment and PDI in system	5
2	2 no of instances of not Maintaining Registers and log sheet as per IMS process	5

Note: Max mark deduction under this category will be 10 Marks

h. Discipline (Weightage: 10 marks)

S. No.	Measure	Marks Deduction
--------	---------	-----------------

1	More than two instances of PSSO / MOC found intoxicated	5
2	More than two instances of PSSO / MOC spitting inside PSS premises.	5

Note: Max mark deduction under this category will be 10 Marks

Incentive for good performance

i. Upkeep of PSS equipment: (Bonus Marks – 5 Marks)

S. No.	Measure	Bonus Marks
1	Ensuring cleanliness and implementation of 5S gradually covering all PSS in the cluster.	5

Note: Measurement shall be done in the last month of the contract

Note:

- TPCODL reserves the right to change to the list of existing performance base measurements, at any point of time for performance improvement on mutually agreed terms.
- EIC at his discretion will deduct marks for each instance as mentioned above.

Part-2

SLA

33KV AMC

A. Performance Standards for Monitoring, Maintenance activities of 33 kV feeders and at 33/11KV Primary PSS:

a. Service Level Agreement

- I. In the event of any performance based measurement criteria not reported/ reported partially in the appropriate format in monthly MIS, would lead to deduction of 100% marks specific to the criteria and no incentive (of any kind) would be paid.
- II. TPCODL reserves the right to change existing performance based measures, at any point of time during the execution of the contract on mutually agreed terms.
- iii. The performance system shall comprise measurement of BA's performance on the parameters listed below. The total marks for the performance will be 100 in a month.

a. Safety aspects, Statutory Compliances and Asset Upkeep

1. BA shall ensure that all workman at site should possess and display I-Card issued by TPCODL.
2. All jobs shall be carried out as per the SOP / PTW guidelines issued by PSCC/APSCC. SOP / PTW guidelines are attached as Annexure-A.
3. BA shall provide PPEs, Safety Equipment and Tools to his workforce as per the specifications mentioned in this contract as safety guidelines/instructions.
4. BA shall comply with all statutory compliances as mentioned in attached GCC, CSMS, and applicable laws.
5. BA shall ensure upkeep of feeder towers / poles free from posters, loose hanging wires, foreign material.

b. Usage of T&P

Please refer **Annexure – D** for T &P details.

The T&P mentioned in the Annexure – D must be available with BA in the allocated Cluster for carrying out the jobs. At any given point of time regular replenishment is the responsibility of BA.

The list of testing equipment's and tools is not exhaustive in nature. BA should be able to provide all those instruments and tools which may be needed to carry out any job in the scope of work. BA shall also manage buffer stock of T&P so as to replace any damaged/lost tool within 24 hours failing which marks/payment would be deducted. BA shall ensure service worthiness of all tools and tackles by conducting monthly audit.

c. Adherence to Service Level Agreement

The SLA for each of the cause of power supply failure is as mentioned below:
Under normal weather condition

S. No.	Type of Service	Turnaround Time - Urban	Turnaround Time - Rural
1	Restoration of power supply following breakdown of feeder or PSS equipment	4 hours	08 hours

d. Industrial / Urban Feeders Tripping

BA shall submit an action plan for ensuring reduction in feeder tripping (15% reduction YoY basis cumulatively). Special attention shall be given to critical feeders wherein actions planned by TPCODL engineers shall be deployed to make the feeder fault free.

e. Invoice processing and MIS

1. Monthly MIS to be submitted by BA with Monthly Invoice:

i. PPEs issued to staff

S. No.	Name of Employee	Name of Safety Equipment/PPE Received	Signature of Employee

In addition to it BA shall maintain safety records of all past incidents of own and learnings of other BA's incident and must inform to all his staff and take signature. Same will be maintained by Safety officer.

ii. T&Ps issued to staff

S. No.	Name of PSS	Name of T&P Received	Signature of PSS Supervisor

iii. Attendance of staff

S. No.	Name of division	Name of staff	No of days in the month	No of days present

Note: BA shall maintain attendance register at each division and BA staff will mark attendance on daily basis for all three shifts. The attendance register will be available for inspection to EIC / E&MR engineer on demand. BA shall submit the monthly attendance report to TPCODL along with monthly invoice. BA staff while on duty shall be properly dressed.

iv. Feeder inspection reports

BA shall submit the feeder inspection report in approved format against the monthly maintenance plan provided by TPCODL, to EIC / MPG (Maintenance Planning Group). BA shall deploy experienced patroller for this important activity, BA shall inspect the feeders before availing maintenance outage.

v. Maintenance reports

BA shall submit the report on maintenance activities performed during the month to EIC / MPG (Maintenance Planning Group)

vi. Interruption Report

BA shall submit the analysis of feeder interruption occurred during the month to EIC in the prescribed format and suggest action plan to reduce the breakdowns.

2. Performance Measurement

a. Safety Aspects

Any Safety violation will be governed as per Contractor Safety Management (CSM) of TPCODL. Refer Annexure ---for CSM.

b. Cleaning & Vegetation Management in PSS (20Marks)

SL. No.	Parameter	Marks Deducted
1	Failure to keep the PSS control room / premises clean (up to 2 PSS / month)	5
2	Failure to keep the PSS control room / premises clean (up to 5 PSS / month)	10
3	Failure to keep the PSS control room / premises clean (>5 PSS / month)	20

Note: Max mark deduction under this category will be 20 Marks

c. Statutory compliance (15 Marks)

Sr. No.	Parameter	Max. Marks	Violation Frequency	Marks to be deducted
1	Non-Compliance w.r.t. to I-Card, PF, ESI related Statutory norms	10	Monthly	10
2	Non-Compliance for vehicle	5	One mark deduction for each non-compliance on any of the following attribute: i) Vehicle insurance. ii) Fitness certificate. iii) Pollution certificate. vi) Vehicle life as per contract. v) Vehicle not reporting for duty > 4hrs	5

Note: Max mark deduction under this category will be 15 Marks

d. Non-availability of T&P (as mentioned above) during maintenance leading to delay in execution of job: (Total Weightage: 10 Marks): EIC at his discretion will deduct marks for each instance as mentioned below:

S. No.	Violation Frequency	Marks to be deducted
1	2 instances of T&Ps Violation during the month	5
2	>2 instances of T&Ps Violation during the month	10

Note: Max mark deduction under this category will be 10 Marks

- e. **Feeder Tripping: (Total Weightage: 20 Marks):** EIC at his discretion will deduct marks for each instance as mentioned below: (Urban/town/Industrial feeders)

Normal weather condition

S. No.	Violation Frequency	Marks Deducted
1	Conductor snapping – Each instance / month	10
3	Overall Tripping increase up to 10% wrt same month of LFY	5
4	Overall Tripping increase > 10% wrt same month of LFY	10

Note: Max mark deduction under this category will be 20 Marks

- f. **Restoration time: (Total Weightage: 15 Marks):** The marks shall be deducted on the basis of the following:

S. No.	Violation Frequency	Marks Deducted
1	Failure in Restoration of Interruption / breakdown of b. Urban, Industrial & Town Feeder & PSS within 4 hrs c. Rural feeder & PSS within 8 hrs [Up to 2 instances (a+b) per month]	5 marks
2	Failure in Restoration of Interruption / breakdown of a. Urban, Industrial & Town Feeder & PSS within 4 hrs b. Rural feeder & PSS within 8 hrs [>2 instances (a+b) per month]	10 marks

Note: Max mark deduction under this category will be 15 Marks

- g. **Quality of Inspection (Total Weightage: 15 Marks):**

EIC and OS coordinator will deduct marks based on “Feeder Inspection Report” as mentioned below:

SL NO	Violation Frequency	Marks deducted
1	Creeper reached up to 1 meter below conductor and tree branch within 3M of conductor: each instance (5 marks – maximum 15 marks / month)	15

Note: Max mark deduction under this category will be 15 Marks

- h. **Submission of MIS (Total Weightage: 5 Marks):**

Deduction of 5 marks for non-submission of monthly MIS and Performance Report by 7th date of ensuing month.

- i. **Adherence to 5S schedule for PSS (Bonus Marks: 5 Marks):**

BA shall get 5 bonus marks if 5S is implemented / sustained at >75% of PSS during the month.

Note:

- TPCODL reserves the right to change to the list of existing performance base measurements, at any point of time for performance improvement on mutually agreed terms.
- EIC at his discretion will deduct marks for each instance as mentioned above.