

Statement of Work

Purpose: The scope of work describes the tasks and results required to be accomplished by the Contractor to provide knowledge support to Maharashtra State Electricity Distribution Company Limited (MSEDCL) for achieving the target of the pre defined KPI parameters under implementation of Distribution Reform, Upgrades & Management (DRUM) project at Aurangabad Division – 1 under MSEDCL.

The DRUM team has already got the support from MSEDCL and they have constituted a committee to improve the KKPI performance. The local resident Engineer on behalf of DRUM team is providing support to MSEDCL for execution of various technical projects and other DRUM related activities. The committee is working in the direction of achieving the target value as mentioned in attached Exhibit-1. The contractor shall be an integral member of this committee and provide all support and work to improve the performance of each KPI and bring them to the target value within a period of three months.

The goal of the committee though in general shall remain in consistent with the goal of the contractor which shall include the following:

To conduct an assessment of the DRUM projects at Aurangabad Division – 1 site to evaluate the progress against the goal of creating a “center of excellence” (COE) in distribution. To that end, the Contractor will:

- a. Assess the percent completion against the company's DPR
- b. Evaluate all Key Performance Indicators (KPIs) and the system for gathering the input data and computing and reporting results
- c. Identify gaps in the network of people, business processes and/or systems and technologies that need to be addressed to enable sustainable achievement of KPIs as per the targets stated in Exhibit-1
- d. Develop recommendations for actions to enhance the probability of achieving the essence of the “centre of excellence” concept and sustaining those results with tangible and measurable benefits.
- e. Implement recommendations made at ‘d’ and create centre of excellence as envisaged in DPR.
- f. Achieve the target value of KPI working in tandem with Discoms persons having direct and/or indirect responsibility of managing the business process.

Role & Responsibilities of the Contractor

1. Conduct a review and assessment of pilot site and provide a report to management and to the DRUM Project.
2. Examine the KPIs and the methodology of capturing them. Suggest recommendations for improvement to achieve the target value and implementation of those recommendations.
3. Study and examine the efforts made by Bescom on the pilot site for creating the originally intended “center of excellence” in distribution and achieving the target values of the KPIs by Sept 2009.

4. Identifying gaps in the efforts and suggest if any additional efforts are to be made, including in business process reengineering or any other activity that will improve the desired results. The contractor will draft its assessment and share it with DRUM team and Bescom in writing and through presentation. Subsequently contractor will responsible for implementation of all the recommendations.
5. The contractor will continuously monitor the performance of pilot site through site visit / teleconference / email, etc. The contractor is expected to devote his full time at site and work shoulder to shoulder with MSEDCL officials at ground.
6. Quality Management: The contractor shall be responsible for quality of the data provided and its consistency for calculation of each KPI parameter. The data provided should stand the scrutiny of the audit.
7. Project Site Administration: The contractor shall be the single point contact for the DRUM team to coordinate with MSEDCL in the area of improvement of KPI and achieving the target value. The contractor shall work in tandem with other committee members nominated by MSEDCL on day-to-day basis and brief DRUM Team in regard to the progress of activities.
8. The contractor shall assist

Besides the above mentioned roles and responsibilities and delivering the results, the contractor shall also provide the following deliverables:

1. Providing a weekly Status Report by Monday 10:00AM of each week providing detailed account of tasks, activities and accomplishments made in the preceding week on each KPI in the format specified by the PA consulting
2. Attending meeting as & when required.
3. **To complete other jobs those are assigned to him from time to time by Chief of Party and DRUM team.**

Exhibit -1

List of KPIs and Their Target Value

S/N	KKPI	UOM	Target	FEB 09
1	SAIDI	Hours	2	8
2	Overhead Line Failure Rate	Faults per 100ckt-km	5	93
3	CAIDI	Minutes per occasion	30	17
4	SAIFI	Number	4	26
5	Transformer failure rate	Annualised %	Nil	4.10
6	Customer satisfaction index	Percentage	100	-
7	% of new service connections done within 3 days	%	100	-
8	% of billing complaints resolved within two hours	%	100	-
9	% of supply complaints resolved within 2 hours	%	100	-
10	No. of Voltage complaints received during the month	Number	Nil	0
11	ATC Losses	%	8	18.76
12	End-to-end money flow (Collection deposited in the bank divided by energy delivered to the Transco expressed as a percent)	%	92	84.70
13	Return-on-capital employed	Positive	12	-
14	O & M Expenses Per Unit of Energy Input	Paise	14	-
15	Training Statistics	%	100	-