



पावर फाइनेंस कॉर्पोरेशन लिमिटेड POWER FINANCE CORPORATION LTD.

(भारत सरकार का उपक्रम)

(A Govt. of India Undertaking)

(आई.एस.ओ. 9001:2015 प्रमाणित)

(ISO 9001:2015 Certified)

No:02:10:IPDS:2018:Impact Study:NR: 056336

14th May 2018

To,

All MDs/CMDs/Head of Utility
(As per List enclosed)

Sub: Appointment of Consultant appointed for Impact Assessment Study and Evaluation of Project Implementation for the RAPDRP Scheme

Sir,

This is to intimate you that as per the direction of Ministry of Power, PFC has initiated for appointment of four regional consultants to carry out Impact Assessment Study and Evaluation of Project Implementation for the RAPDRP Scheme (subsumed under IPDS). Accordingly, M/s **Mercados Energy Markets India Pvt. Ltd.** has been appointed to undertake the assignment in Northern Region states and their representatives would visit various project areas to complete the assignment within the schedule time of 90 days, along with submission of first draft report within 45 days w.e.f. 10th May 2018.

During the process of the said assessment, agency would be collecting the required MIS data for this exercise from the selected cities/towns covered under R-APDRP scheme in your Utility. Since the assessment would be a time bound activity, it is requested that the representatives of M/s Mercados be provided with the required support and cooperation from various field Units and Head Quarter office during the period of such assessment.

You are requested to kindly sensitize the field units to provide the final executed BoQ of RAPDRP Schemes in selected sample towns and extend the required support to them, so that the work can be completed in time. Scope of work for the said assignment and tentative list of towns selected randomly in your Utility from the towns where projects sanctioned under RAPDRP have been completed, are enclosed for your reference. We seek your kind co-operation and support.

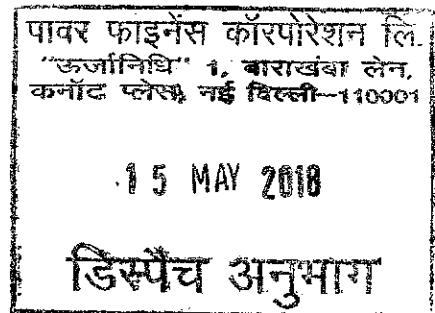
Thanking you,

Yours faithfully,

(Subir Saha)
ED (IPDS)

Encl.

- 1) Scope of work
- 2) List of towns selected for study in NR States



Letter to MDs/CMDs/Head of Utilities of

- 1) UHBVN, Haryana
- 2) DHBVN, Haryana
- 3) HPSEBL
- 4) J&K PDD
- 5) PSPCL, Punjab
- 6) Ajmer Discom
- 7) Jaipur Discom
- 8) Jodhpur Discom
- 9) DVVNL, UP
- 10) MVVNL, UP
- 11) PaVVNL, UP
- 12) PuVVNL, UP
- 13) UPCL, Uttarakhand

Scope of work

The agency in each region shall be required to study the impact of project implementation on Customers, Utility and to evaluate the project implementation on the basis of parameters, as detailed below:

Customer perspective

- Ease in lodging complaint and tracking them from Centralized Customer Care Center and the effectiveness of the Utility in addressing them.
- System of feedback to consumers after addressing the complaints.
- Ease in application process for applying for New connection/Name change/Load change/category change etc. by consumers and tracking them from Centralized Customer Care Center
- Timely release of new connections within the SERC timelines.
- Easy availability of bills, past consumption pattern, payment history, due date reminders on Mobile
- Correctness of bills and error resolution process
- Enhancement in Consumer convenience through facility of Multiple Payment Options (Credit cards, debit card, net banking, Wallet, BHIM App/UPI etc.) and its effect on reducing receivables, increasing cash flows and reducing process cycle times.
- Enhancement in Consumer satisfaction because of improvement in Quality and reliability of power supply.
- Prior information to consumers through SMSs from CCC regarding power outages.
- Impact on per-capita energy consumption of Consumers.
- Enhancement in Industrial and commercial activity.

Utility perspective

- Town-wise segregation of AT & C loss by ring fencing through boundary meters.
- Identification of loss pockets through accounting of energy at Feeder and DT level.
- Impact of GIS mapping of Assets and Consumers in monitoring and updating the system in a dynamic and continuous mode.
- Profiling of Consumers for targeting the subsidies at the right set of consumers.
- Update of consumers when the new connections are released through GIS system.
- Update of Assets whenever any new Asset is added/deleted in the system
- Processing of all commercial data (metering, billing, collection) from a centralized facility (Data Center)
- Creation of Management Information System for getting information and for taking pro-active decisions and administrative measures towards reducing loss and for tariff designs.
- Quality and Reliability of power in terms of reduction in outages, improvement in voltage profile, load balancing and stability of frequency.
- Reduction in theft due to HVDS and underground & AB cable.
- Improvement in Billing and Collection efficiency through metering of unmetered connections, replacement of faulty electro-mechanical meters.

- Improvement in HT/LT ratio.
- Availability of information on the town-wise E-payment/Digital payment for targeting efforts for improving them.
- Real time monitoring and control of Sub-stations and Distribution networks through automation under SCADA for accurate load fore-casting and quick emergency response.

Project implementation and adherence to Systems and Procedures

- Adherence of timelines towards completion of the project and meeting contractual obligations.
- Mode of tendering and execution, process of award, approval hierarchy and timelines between various activities from NIT to Award in relation to actual versus scheduled.
- Quality and Inspection system procedure and documents availability, like Field Quality plan and Manufacturer Quality Plan and their adherence.
- Compliance to Type Testing requirement for major equipment (actual type test or on the basis of Type Test reports)
- Availability of Routine and Acceptance test reports, Commissioning and Electrical energisation (charging) reports for major equipment
- Availability of documentation, like Construction practices, O&M manuals, Standard operating procedures, Emergency response procedures and their availability and display at proper places.
- Physical verification of the assets installed and commissioned under the Schemes as per the stipulated procedure.
- Safety assessment of the live equipment.
- Compliance to technical specification in guidelines/sanctioned DPR/ specified in the Letter of Award.

The scope of work as detailed above is not exhaustive and may include any other parameter which may emerge during the currency of the contract and which is necessary for fulfilling the objective of the Study.

Brief approach and methodology

- i) The agency will have to collect data for the selected towns from the Data centre of the State.
 - a. Report on town-wise AT&C Loss for the period of not more than 12 months. AT&C data to be compared with the Baseline AT&C losses. The details of Consumer/Sales mix of the identified town to be collected.
 - b. Feeder-wise AT&C loss trajectory for 15% feeders in the identified town. (minimum 1 feeder where no. of feeder is less)
 - c. Feeder-wise Power factor for 15% feeders in the identified town. (minimum 1 feeder where no. of feeder is less)
 - d. Report on Outages (incl. number of outages, nature of outages, duration of outages etc.)
 - e. Report on release on new connection through R-APDRP Part A systems
 - f. Report on Consumer Care Center (CCC) covering details like
 - i. Consumer coverage by the CCC
 - ii. Average monthly complaints received and redressed by CCC.

List of Towns selected for Impact Assessment of RAPDRP Scheme in NR States

State_Name	Discom_Name	Town Name	Population as per census 2001	Town_Golive_Part_A	SCADA_Completion	Part_B_Completion
Haryana	UHBNL	Panipat	354148	Yes		
		Kalka	30830	Yes		
	DHBNL	Barwala	33123	Yes		
		Gurgaon	228820	Yes		
Himachal Pradesh	HPSEBL	Bilaspur	13058	Yes		Yes
		Nahan	26053	Yes		Yes
		Shimla	144975	Yes		Yes
Jammu & Kashmir	JKPDD	Badgam	11767	Yes		
		Jammu	612163	Yes		
		Udhampur	86299	Yes		
Punjab	PSPCL	Bhatinda	217256	Yes		Yes
		Jagron	60080	Yes		Yes
		Jalandhar	714077	Yes		Yes
		Moga	135279	Yes		Yes
		Patiala	323884	Yes		Yes
		Patti	34444	Yes		Yes
		Phagwara	102253	Yes		Yes
		Sirhind	49825	Yes		Yes
		Zira	31783	Yes		Yes
Rajasthan	AjVVNL	Ajmer	490520	Yes	Yes	Yes
		Udaipur	389438	Yes		Yes
		Jhunjhunu	100485	Yes		Yes
		Chittorgarh	96219	Yes		Yes
		Chirawa	37227	Yes		Yes
		Nathdwara	37026	Yes		Yes
	JaVVNL	Bharatpur ua	205235	Yes		Yes
		Kaman	30793	Yes		Yes
		Kota ua	703150	Yes		Yes
		Kotputli	40164	Yes		Yes
		Tonk	135689	Yes		Yes
	JoVVNL	Bikaner	529690	Yes	Yes	Yes
		Sri-ganga nagar	222858	Yes		Yes
		Churu	101874	Yes		Yes
		Barmer	83591	Yes		Yes
Phalodi		44868	Yes		Yes	
Sumerpur		31482	Yes		Yes	
		Aligarh	669087	Yes		Yes
		Etah	107110	Yes		Yes

List of Towns selected for Impact Assessment of RAPDRP Scheme in NR States

State_Name	Discom_Name	Town Name	Population as per census 2001	Town_Golive_Part_A	SCADA_Completion	Part_B_Completion
Uttar Pradesh	DVVNL	Firozabad	432866	Yes		Yes
		Hamirpur	32046	Yes		Yes
		Hathras	126355	Yes		Yes
		Kaimganj	31150	Yes		Yes
		Kosikalan	45721	Yes		Yes
		Mathura	323315	Yes		Yes
	MVVNL	Bareilly	748353	Yes		Yes
		Faizabad	208162	Yes		Yes
		Jalala bad	31131	Yes		Yes
		Kakrala	32390	Yes		Yes
		Lakhimpur	121486	Yes		Yes
		Nawabganj	30606	Yes		Yes
		Rae bareli	169333	Yes		Yes
		Shahjahanpur	321885	Yes		Yes
		Sitapur	151908	Yes		Yes
	PaVVNL	Baghpat	36384	Yes		Yes
		Bahjoi	30000	Yes		Yes
		Bijnor	90471	Yes		Yes
		Bulandshahar	176425	Yes		Yes
		Ghaziabad	968256	Yes		Yes
		Loni	120945	Yes		Yes
		Moradabad	641583	Yes		Yes
		Rampur	281494	Yes		Yes
		Saharanpur	455754	Yes		Yes
		Shikar pur	33187	Yes		Yes
		Thana bhawan	31161	Yes		Yes
	PoVVNL	Basti	107601	Yes		Yes
		Chunar	33933	Yes		Yes
		Gazipur	103298	Yes		Yes
		Gorakhpur	622701	Yes		Yes
		Robertsganj	32243	Yes		Yes
		Varanasi	1203961	Yes		Yes
	Uttarakhand	UPCL	Dehradun	530263	Yes	
Hardwar			220767	Yes		Yes
Laksar			18242	Yes		Yes
Mussoorie			29329	Yes		Yes
Ranikhet			19055	Yes		Yes
Rudrapur			88676	Yes		Yes