CENTRAL ELECTRICITY BOARD

Key Performance Indices for Service Delivery for Period January 2017 to February 2019

Requests for New Supply

KPI$_{insp}$ Measures the service time from application to the first inspection by a CEB Technical Officer (Expected KPI: 5 days) *

Year/ Month	January	February	March	April	May	June	July	August	September	October	November	December
2019	3 days	3 days										
2018	3 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days
2017	2 days	3 days	2 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days	2 days	2 days

Requests for New Supply

KPI$_{p2mv}$ Measures the service time from Payment of the Security Deposit and Connection Fees to Connection of Supply on site (Expected KPI: 5 days) *

Year/ Month	January	February	March	April	May	June	July	August	September	October	November	December
2019	3 days	3 days										
2018	4 days	3 days	4 days	3 days	3 days	3 days	3 days	3 days	4 days	3 days	3 days	3 days
2017	3 days	3 days	3 days	3 days	6 days	4 days	3 days	3 days	3 days	4 days	3 days	3 days

Processing CEB's Clearance for the purpose of Building and Land Use Permit by the Local Council (Approval of Plan)

KPI$_{insp}$ (AP) Measures service time from the application received at CEB to the inspection carried out in connection with granting CEB's Clearance for BLUP purposes (Expected KPI: 5 days) *

Year/ Month	January	February	March	April	May	June	July	August	September	October	November	December
2019	2 days	2 days										
2018	3 days	3 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days
2017	2 days	3 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	3 days

***The actual Performance Standards are represented by an average number of working days taken to service the total number of such requests received for that period. In some exceptional circumstances, the average figure may be slightly more than the targeted service time.*