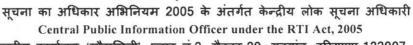


पावर ग्रिड कोर्पोरशन ऑफ इंडिया लिमिटेड

Power Grid Corporation of India Limited



Corporate Centre, 'Saudamini', Plot No. 2, Sector-29, Gurgaon, Haryana-122007

केन्द्रीय कार्यालय, 'सौदामिनी', प्लाट नं.2, सैक्टर-29, गुडगांव, हरियाणा-122007

CP/RTI/2018/189

Date: 4th July, 2018

Shri Chandan Kumar Singh, 46/5. N.S.Road, Liluah. Howrah - 711 204 West Bengal

Sub: Information under Right to Information Act, 2005.

Sir.

This has reference to your online RTI request dated 18st June, 2018 for providing information under RTI Act, 2005.

Available information is attached at Annexure- I

First Appeal, if any, against the reply of CPIO may be made to the first appellate Authority within 30 days of the receipt of the reply of CPIO. Details of Appellate Authority at Corporate Centre, Gurgaon, under RTI Act, 2005 is as below:

Shri Sanjeev Singh, Executive Director (CMG) & Appellate Authority Corporate Centre, Power Grid Corporation of India Limited "Saudamini", Plot No. 2, Sector-29, Gurgaon - 122007, Haryana. Email ID: sanjeev@powergridindia.com Phone No. 0124-2571962

Thanking you,

(अजय होलानी)

7 7 MA

अपर महाप्रबंधक (के.आ.) एवं के.लो.स्.अधिकारी

Email ID: cpio.cc@powergrid.co.in

| Sl. No. | Query | Response |
|---------|--|---|
| 1. | What is Standard SLA provided by POWERGRID (Telecom) for ILL (Internet Leased Line) & NLD (National Long Distance)? | The Standard SLA provided by POWERGRID (Telecom) for NLD is 99.5% availability averaged quarterly. However, SLA for NLD may also vary with different customers on case to case basis based on mutual agreed commercials. SLA terms for ILL customers is mutually agreed on case to case basis as there is no standard SLA. |
| 2. | I want to know in detail Downtime Penalty in percentage provided by POWERGRID (Telecom) to its customer for ILL & NLD downtime. | Downtime Penalty, if agreed in SLA terms, is calculated as below: Downtime penalty (%) = Committed SLA as per agreement in % (less) Actual Availability in % (less) 0.5% scheduled outage for maintenance (less) Outage in % due to force majeure conditions and reasons attributable to customer. |
| | | The above is passed on to the concerned customer as Service / Credit on pro rata basis as per terms of SLA with the customer. |