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पावर ग्रिड कोर्पोरेशन ऑफ इंडिया लिमिटेड

Power Grid Corporation of India Limited

सूचना का अधिकार अभिनियम 2005 के अंतर्गत केन्द्रीय लोक सूचना अधिकारी

Central Public Information Officer under the RTI Act, 2005

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

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



CP/RTI/2018/189

Date: 4<sup>th</sup> 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 18<sup>st</sup> 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](mailto:sanjeev@powergridindia.com)  
Phone No. 0124-2571962

Thanking you,

भवदीय,

(अजय होलानी)

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

Email ID: [cpio.cc@powergrid.co.in](mailto: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)?	<p>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.</p> <p>SLA terms for ILL customers is mutually agreed on case to case basis as there is no standard SLA.</p>
2.	I want to know in detail Downtime Penalty in percentage provided by POWERGRID (Telecom) to its customer for ILL & NLD downtime.	<p>Downtime Penalty, if agreed in SLA terms, is calculated as below:</p> <p>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.</p> <p>The above is passed on to the concerned customer as Service / Credit on pro rata basis as per terms of SLA with the customer.</p>