

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE

Report for the Quarter 04-2017 to 06-2017 In respect of Op. Circle DHBVN

Name of the Licensee DHBVN
 Total no. of Services
 Total no. of Distribution T/

Standard of Performance Report - April'17 - June

Sr. No.	Nature of Services	Rewari			Jind			Sirsa			Hisar			Palwal			Faridabad			Narnaul			Gurugram-2			Gurugram-1			Bhiwani			Fatehabad			DHBVN			
		No. of compl. receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)	No. of compl. aints receiv ed	No. of compl. aints attend ed	Achiev ement (%)				
1	Normal fuse-off Calls	Cities & Towns	193	193	100	3112	3112	100	9813	9813	100	5220	5220	100	3619	3619	100	4743	4743	100	3390	3390	100	5810	5810	100	2350	2350	100	3716	3716	100.00	1222	1222	100.00	43,188.48	43,188.48	100
		Rural Area	511	511	100	8113	8113	100	3224	3224	100	6775	6775	100	11074	11074	100	2937	2937	100	12249	12249	100	1920	1920	100	2820	2820	100	10059	10059	100.00	1162	1162	100.00	60,844.09	60,844.09	100
2	Line Breakdowns Calls	Cities & Towns	253	253	100	704	704	100	907	907	100	96	96	100	648	648	100	3623	3623	100	171	171	100	525	525	100	110	110	100	453	453	100.00	282	282	100.00	7,772.46	7,772.46	100
		Rural Area	4171	4171	100	5412	5412	100	9913	9913	100	319	319	100	2864	2864	100	3410	3410	100	1714	1714	100	423	423	100	135	135	100	3228	3228	100.00	1957	1957	100.00	33,546.06	33,546.06	100
3	Distribution Transformer failure	Cities & Towns	8	8	100	26	26	100	53	53	100	87	87	100	31	31	100	211	211	100	12	12	100	70	70	100	9	9	100	25	25	100.00	11	11	100.00	543.00	543.00	100.00
		Rural Area	284	284	100	904	904	100	911	911	100	511	511	100	489	489	100	278	278	100	317	317	100	190	190	100	6	6	100	797	797	100.00	357	357	100.00	5,044.00	5,044.00	100.00
4	Major Power failure involving Power	Cities & Towns	0	0	NA	0	0	NA	101	101	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	44	44	100	0	0	NA	0	0	NA	1	1	100.00	146.00	146.00	100
		Rural Area	0	0	NA	0	0	NA	100	100	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	30	30	100	0	0	NA	0	0	NA	2	2	100.00	132.00	132.00	100
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	10	10	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	10.00	10.00	100
		Maximum duration at a stretch	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	-	-	NA
6	Period of Scheduled outage	Restoration of supply	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	8	8	100.00	8.00	8.00	100
		Where no expansion of network is involved	0	0	NA	70	70	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	5	5	100.00	75.00	75.00	100
7	Voltage Variations	Where upgradation of LT distribution system is required	5	5	100	119	119	100	12	12	100	0	0	NA	0	0	NA	25	25	100	0	0	NA	11	11	100	1	1	100	0	0	NA	1	1	100.00	174.00	174.00	100
		Where upgradation of Hight Tension / EHT distribution system is required	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	35	35	100	0	0	NA	13	13	100	0	0	NA	0	0	NA	0	0	NA	48.00	48.00	100
		Opening of natural and netural voltage exceeding 2% of supply voltage	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	5	5	100	0	0	NA	0	0	NA	0	0	NA	5.00	5.00	100
		Inspect & check correctness	2935	2935	100	1419	1419	100	4088	4088	100.00	5858	5833	99.573	426	405	95.07	4052	4052	100	5	5	100	6	6	100	485	485	100	927	927	100.00	251	251	100.00	20,451.67	20,405.67	99.78
8	Meter complaints	Replace Slow/Fast meters	432	432	100	32	32	100	57	55	96.49	62	62	100	0	0	NA	527	527	100	7	7	100	75	75	100	1325	1325	100	0	0	NA	14	14	100.00	2,530.65	2,528.65	99.92
		Replace creeping or stuck meters	869	869	100	145	145	100	222	222	100.00	0	0	NA	0	0	NA	0	0	NA	50	50	100	59	59	100	16	16	100	0	0	NA	5	5	100.00	1,366.00	1,366.00	100.00
		Replace burnt meters if cause not attributable to consumer	575	575	100	339	339	100	371	371	100.00	424	423	99.764	48	48	100.00	732	732	100	132	132	100	750	750	100	1	1	100	54	54	100.00	16	16	100.00	3,441.84	3,440.84	99.97
		Replace burnt meters in all other cases	429	429	100	2418	2418	100	3114	3114	100.00	3970	3884	97.834	3411	3411	100.00	2793	2793	100	315	315	100	143	143	100	195	195	100	3896	3896	100.00	392	356	90.82	21,075.59	20,953.59	99.42
		Release of supply where service is feasible from existing network	1732	1732	100	2185	2102	96.201	3048	3048	100.00	5054	5054	100	2859	2859	100	7981	7981	100	2038	1696	83.22	2108	2108	100	2230	2230	100	3907	3907	100.00	1881	1420	75.49	35,023.13	34,137.13	97.47
9	Application for new connection / Additional load connection/ Temporary	Release of supply where distribution networkexpension / Commissioning of New Sub-Station required for pending connection	0	0	NA	27	25	92.593	12	12	100	1	1	100	0	0	NA	0	0	NA	0	0	NA	3039	3039	100	20	20	100	0	0	NA	0	0	NA	3,099.00	3,097.00	99.935463

