

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE

Report for the Quarter 04-2018 to 06-2018 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'18 - Jun

Sr. No.	Nature of Services	Rewari			Jind			Sirsa			Hisar			Palwal			Faridabad			Narnaul			Gurugram-2			Gurugram-1			Bhiwani			Fatehabad			DHBVN			
		No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)				
1	Normal fuse-off Calls	Cities & Towns	166	166	100	2000	2000	100	9024	8924	99	6131	6131	100	3438	3438	100	5792	5792	100	3060	3060	100	5780	5780	100	750	750	100	3097	3097	100	3336	3336	100	42,574.20	42,474.20	100
		Rural Area	590	590	100	5665	5665	100	2749	2749	100	6999	6999	100	10520	10520	100	1180	1180	100	10150	10150	100	1875	1875	100	780	780	100	8383	8383	100	4330	4330	100	53,220.80	53,220.80	100
2	Line Breakdowns Calls	Cities & Towns	314	314	100	805	805	100	500	500	100	101	101	100	616	616	100	480	480	100	251	251	100	452	452	100	25	25	100	378	378	100	756	756	100	4,677.70	4,677.70	100
		Rural Area	2506	2506	100	3945	3945	100	3626	3626	100	331	331	100	2721	2721	100	242	242	100	2413	2413	100	575	575	100	30	30	100	2690	2690	100	4511	4511	100	23,589.60	23,589.60	100
3	Distribution Transformer failure	Cities & Towns	14	14	100	107	107	100	40	40	100	136	136	100	29	29	100	136	136	100	3	3	100	99	99	100	1	1	100	18	18	100	33	33	100	616.00	616.00	100
		Rural Area	362	362	100	975	975	100	480	480	100	494	494	100	465	465	100	175	175	100	482	482	100	148	148	100	1	1	100	775	775	100	974	974	100	5,331.00	5,331.00	100
4	Major Power failure involving Power	Cities & Towns	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	46	46	100	0	0	NA	0	0	NA	0	0	NA	46.00	46.00	100
		Rural Area	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	33	33	100	0	0	NA	0	0	NA	10	10	100	43.00	43.00	100
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	5	5	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	5.00	5.00	100
		Maximum duration at a stretch	0	0	NA	0	0	NA										0	0	NA							NA	0	0	NA				0	0	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	55	55	100	55.00	55.00	100
		Where no expansion of network is involved	0	0	NA	119	119	100	0	0	NA	0	0	NA	0	0	NA	9	9	100	0	0	NA	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	20	20	100	148.00	148.00	100
7	Voltage Variations	Where upgradation of LT distribution system is required	5	5	100	138	138	100	0	0	NA	0	0	NA	0	0	NA	25	25	100	0	0	NA	14	14	100	0	0	NA	0	0	NA	2	2	100	184.00	184.00	100
		Where upgradation of High 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	1	1	100	49.00	49.00	100
		Opening of natural and natural 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	2	2	100	0	0	NA	0	0	NA	0	0	NA	2.00	2.00	100
		Inspect & check correctness	2652	2652	100	1518	1518	100	8502	8502	100	6086	6086	100	405	405	100	2842	2842	100	7	7	100	5	5	100	80	80	100	773	773	100	1291	1291	100	24,160.60	24,160.60	100
8	Meter complaints	Replace Slow/Fast meters	991	991	100	55	55	100	203	203	100	59	59	100	0	0	NA	363	363	100	15	15	100	81	81	100	10	10	100	0	0	NA	94	94	100	1,871.20	1,871.20	100
		Replace creeping or stuck meters	379	379	100	123	123	100	814	814	100	0	0	NA	0	0	NA	323	323	100	39	39	100	65	65	100	0	0	NA	0	0	NA	18	18	100	1,761.00	1,761.00	100
		Replace burnt meters if cause not attributable to consumer	533	533	100	280	280	100	114	114	100	673	673	100	46	46	100	821	821	100	132	132	100	773	773	100	0	0	NA	45	45	100	174	174	100	3,590.50	3,590.50	100
		Replace burnt meters in all other cases	479	374	78.079	887	887	100	1990	1990	100	5257	5257	100	3240	3240	100.00	1378	1378	100	302	302	100	159	159	100	30	30	100	3247	3247	100	887	887	100	17,856.20	17,751.20	99

