

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE
Report for the Quarter 07-2017 to 09-2017 In respect of Op. Circle DHBVN

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

Standard of Performance Report - Jul'17-Sep'			Rewari			Jind			Sirsa			Hisar			Palwal			Faridabad			Narnaul			Gurugram-2			Gurugram-1			Bhiwani			Fatehabad			DHBVN					
Sr. No.	Nature of Services		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	167	167	100	4585	4585	100	3172	3172	100	5341	5341	100	3821	3821	100	5502	5502	100	3410	3410	100	4046	4046	100	1450	1450	100	3009	3009	100	1036	1036	100	35,538.99	35,538.99	100			
		Rural Area	445	445	100	8985	8985	100	1756	1756	100	6705	6705	100	12148	12148	100	1121	1121	100	11280	11280	100	1208	1208	100	1525	1525	100	12459	12459	100	810	810	100	58,442.41	58,442.41	100			
2	Line Breakdowns Calls	Cities & Towns	266	266	100	1315	1315	100	332	332	100	120	120	100	631	631	100	456	456	100	205	205	100	353	353	100	85	85	100	518	518	100	267	267	100	4,547.88	4,547.88	100			
		Rural Area	4405	4405	100	8103	8103	100	2670	2670	100	334	334	100	2684	2684	100	229	229	100	1633	1633	100	98	98	100	70	70	100	2716	2716	100	1870	1870	100	24,812.19	24,812.19	100			
3	Distribution Transformer failure	Cities & Towns	10	10	100	69	69	100	17	17	100	150	150	100	46	46	100	129	129	100	7	7	100	70	70	100	4	4	100	31	31	100	11	11	100	544.00	544.00	100			
		Rural Area	545	545	100	1485	1485	100	1245	1245	100	585	585	100	440	440	100	166	166	100	433	433	100	229	229	100	4	4	100	1102	1102	100	531	531	100	6,765.00	6,765.00	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	49	49	100	0	0	NA	0	0	NA	2	2	100	51.00	51.00	100			
		Rural Area	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	38	38	100	0	0	NA	0	0	NA	3	3	100	41.00	41.00	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																					
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	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	3	3	100	3.00	3.00	100
		Where no expansion of network is involved	0	0	NA	72	72	100	0	0	NA	0	0	NA	0	0	NA	8	8	100	0	0	NA	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	4	4	100	84.00	84.00	100			
7	Voltage Variations	Where upgradation of LT distribution system is required	1	1	100	144	144	100	15	15	100	0	0	NA	0	0	NA	23	23	100	0	0	NA	5	5	100	1	1	100	0	0	NA	1	1	100	190.00	190.00	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	33	33	100	0	0	NA	6	6	100	0	0	NA	0	0	NA	0	0	NA	39.00	39.00	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	0	0	NA	0	0	NA	0	0	NA	1	1	100	1.00	1.00	100			
		Inspect & check correctness	5338	5338	100	1728	1728	100	3481	3481	100	6079	6062	99.72	365	365	100	2699	2699	100	8	8	100	0	0	NA	255	255	100	427	427	100	287	287	100	20,667.11	20,650.11	99.918			
8	Meter complaints	Replace Slow/Fast meters	2228	2228	100	28	28	100	42	42	100	65	65	100	0	0	NA	345	345	100	14	14	100	80	80	100	150	150	100	0	0	NA	11	11	100	2,963.36	2,963.36	100			
		Replace creeping or stuck meters	1096	1096	100	178	178	100	195	195	100	0	0	NA	0	0	NA	307	307	100	40	40	100	37	37	100	3	3	100	0	0	NA	4	4	100	1,860.00	1,860.00	100			
		Replace burnt meters if cause not attributable to consumer	924	924	100	317	317	100	349	349	100	442	442	100	24	24	100	780	780	100	96	96	100	760	760	100	1	1	100	24	24	100	13	13	100	3,730.26	3,730.26	100			
		Replace burnt meters in all other cases	675	675	100	2617	2617	100	2895	2895	100	5311	5037	94.84	3313	3313	100	1309	1309	100	285	285	100	135	135	100	120	120	100	5369	5369	100	349	349	100	22,377.58	22,103.58	98.776			
		Inspect & check correctness	5338	5338	100	1728	1728	100	3481	3481	100	6079	6062	99.72	365	365	100	2699	2699	100	8	8	100	0	0	NA	255	255	100	427	427	100	287	287	100	20,667.11	20,650.11	99.918			

