

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE  
Report for the Quarter 07-2018 to 09-2018 In respect of Op. Circle DHBVN

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

Standard of Performance Report - Jul'18 - Sep

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	97	97	100	2547	2547	100	9729	9654	99	6026	6026	100	3630	3630	100	5212	5212	100	3109	3109	100	4410	4410	100	735	735	100	2508	2508	100	3410	3410	100	41,412.80	41,337.80	100			
		Rural Area	438	438	100	7550	7550	100	2402	2402	100	6825	6825	100	11541	11541	100	1062	1062	100	10179	10179	100	1452	1452	100	760	760	100	10383	10383	100	4831	4831	100	57,423.20	57,423.20	100			
2	Line Breakdowns Calls	Cities & Towns	184	184	100	1075	1075	100	475	475	100	137	137	100	599	599	100	432	432	100	299	299	100	369	369	100	20	20	100	432	432	100	685	685	100	4,706.60	4,706.60	100			
		Rural Area	3737	3737	100	4115	4115	100	3188	3188	100	342	342	100	2550	2550	100	218	218	100	2419	2419	100	102	102	100	25	25	100	2263	2263	100	3340	3340	100	22,299.40	22,299.40	100			
3	Distribution Transformer failure	Cities & Towns	16	16	100	58	58	100	46	46	100	198	198	100	44	44	100	122	122	100	14	14	100	82	82	100	1	1	100	49	49	100	53	53	100	683.00	683.00	100			
		Rural Area	584	584	100	1035	1035	100	686	686	100	637	637	100	418	418	100	158	158	100	495	495	100	54	54	100	1	1	100	1335	1335	100	1189	1189	100	6,592.00	6,592.00	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	57	57	100	0	0	NA	0	0	NA	5	5	100	62.00	62.00	100			
		Rural Area	0	0	NA	0	0	NA	2	2	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	41	41	100	0	0	NA	0	0	NA	22	22	100	65.00	65.00	100			
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	4	4	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	4.00	4.00	100			
		Maximum duration at a stretch	0	0	NA	0	0	NA										0	0	NA							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	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	20	20	100	20.00	20.00	100
		Where no expansion of network is involved	0	0	NA	98	98	100	0	0	NA	0	0	NA	0	0	NA	8	7	87.5	0	0	NA	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	24	24	100	130.00	129.00	99			
7	Voltage Variations	Where upgradation of LT distribution system is required	1	1	100	131	131	100	0	0	NA	0	0	NA	0	0	NA	22	21	95.455	0	0	NA	5	5	100	0	0	NA	0	0	NA	5	5	100	164.00	163.00	99			
		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	31	30	96.774	0	0	NA	5	5	100	0	0	NA	0	0	NA	1	1	100	37.00	36.00	97			
		Opening of natural and natural voltage exceeding 2% of supply voltage	1	1	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	1.00	1.00	100			
		Inspect & check correctness	4363	4363	100	2146	2146	100	8936	8936	100	6183	6183	100	347	347	100	2557	2557	100	5	5	100	0	0	NA	75	75	100	356	356	100	1063	1063	100	26,031.20	26,031.20	100			
8	Meter complaints	Replace Slow/Fast meters	1462	1462	100	69	69	100	314	314	100	59	59	100	0	0	NA	327	327	100	7	7	100	85	85	100	8	8	100	0	0	NA	81	81	100	2,412.00	2,412.00	100			
		Replace creeping or stuck meters	525	525	100	241	241	100	1198	1198	100	0	0	NA	0	0	NA	290	290	100	34	34	100	41	41	100	0	0	NA	0	0	NA	29	29	100	2,358.00	2,358.00	100			
		Replace burnt meters if cause not attributable to consumer	1152	1152	100	395	395	100	186	186	100	639	639	100	23	23	100	739	739	100	112	112	100	803	803	100	0	0	NA	20	20	100	222	222	100	4,291.00	4,291.00	100			
		Replace burnt meters in all other cases	835	795	95.21	989	989	100	1641	1641	100	5234	5215	100	3147	3147	100.00	1240	1240	100	278	278	100	145	145	100	25	25	100	4474	4474	100	978	978	100	18,986.20	18,927.20	100			

