

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE
Report for the Quarter 10-2018 to 12-2018 In respect of Op. Circle DHBVN

Name of the Licensee DHBVN
Total no. of Services
Total no. of Distribution T/
Standard of Performance Report - Oct'18 - Dec

Sr. No.	Nature of Services	Rewari			Jind			Sirsa			Hisar			Palwal			Faridabad			Narnaul			Gurugram-2			Gurugram-1			Bhiwani			Fatehabad			DHBVN			
		No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of compls received	No. of compls attended	Achievement (%)	No. of complaints received	No. of complaints attended	Achievement (%)				
1	Normal fuse-off Calls	Cities & Towns	124	124	100	2553	2553	100	4700	4645	99	4801	4801	100	3483	3483	100	4225	4225	100	3574	3574	100	2856	2856	100	715	715	100	4187	4187	100	3287	3287	100	34,505	34,450	100
		Rural Area	438	438	100	8145	8145	100	1560	1560	100	6582	6582	100	10778	10778	100	1350	1350	100	8770	8770	100	1185	1185	100	740	740	100	8729	8729	100	3666	3666	100	51,943	51,943	100
2	Line Breakdowns Calls	Cities & Towns	147	147	100	652	652	100	441	441	100	185	185	100	570	570	100	375	375	100	310	310	100	295	295	100	18	18	100	523	523	100	255	255	100	3,771	3,771	100
		Rural Area	2508	2508	100	2113	2113	100	3028	3028	100	361	361	100	2531	2531	100	215	215	100	2279	2279	100	110	110	100	24	24	100	2389	2389	100	2003	2003	100	17,561	17,561	100
3	Distribution Transformer failure	Cities & Towns	6	6	100	50	50	100	26	26	100	101	101	100	49	49	100	75	75	100	4	4	100	31	31	100	1	1	100	37	37	100	24	24	100	404	404	100
		Rural Area	412	412	100	576	576	100	382	382	100	498	498	100	470	470	100	108	108	100	417	417	100	39	39	100	1	1	100	860	860	100	518	518	100	4,281	4,281	100
4	Major Power failure involving Power	Cities & Towns	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	10	10	100	0	0	NA	33	33	100	0	0	NA	0	0	NA	0	0	NA	43	43	100
		Rural Area	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	5	5	100	0	0	NA	10	10	100	0	0	NA	0	0	NA	0	0	NA	15	15	100
5	Period of load shedding	Not to exceed 4 hrs. per day	3	3	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	3	3	100
		constinuously for 4 days	0	0	NA	0	0	NA										0	0	NA																		
6	Period of Scheduled outage	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
		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	23	23	100	23	23	100
7	Voltage Variations	Where no expansion of network is involved	0	0	NA	45	45	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	13	13	100	58	58	100
		Where upgradation of LT distribution system is required	1	1	100	92	92	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	3	3	100	135	135	100
		Where upgradation of 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	11	11	100	0	0	NA	0	0	NA	1	1	100	47	47	100
		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	1	100
8	Meter complaints	Inspect & check correctness	3192	3192	100	2415	2415	100	7808	7808	100	5927	5927	100	348	348	100	2550	2550	100	9	9	100	3	3	100	60	60	100	760	760	100	1159	1159	100	24,231	24,231	100
		Replace Slow/Fast meters	1440	1440	100	75	75	100	342	342	100	59	59	100	0	0	NA	345	345	100	8	8	100	69	69	100	8	8	100	0	0	NA	70	70	100	2,416	2,416	100
		Replace creeping or stuck meters	385	385	100	116	116	100	998	998	100	0	0	NA	0	0	NA	310	310	100	36	36	100	32	32	100	0	0	NA	0	0	NA	24	24	100	1,901	1,901	100
		Replace burnt meters if cause not attributable to consumer	411	411	100	489	489	100	183	183	100	700	700	100	50	50	100	575	575	100	106	106	100	731	731	100	0	0	NA	62	62	100	179	179	100	3,486	3,486	100
		Replace burnt meters in all other cases	554	554	100	1798	1798	100	1780	1780	100	4922	4887	99	3336	3336	100	215	215	100	348	348	100	136	136	100	23	23	100	2515	2515	100	1046	1046	100	16,672	16,637	100

