

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE

Report for the Quarter 01-2018 to 03-2018 In respect of Op. Circle DHBVN

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

Standard of Performance Report - Jan'18 - Mar

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	147	147	100	1090	1090	100	2819	2819	100	4034	4034	100	3483	3483	100	6475	6475	100	3355	3355	100	2704	2704	100	825	825	100	3916	3916	100	3355	3355	100	32,202.56	32,202.56	100
		Rural Area	517	517	100	3982	3982	100	3110	3110	100	5690	5690	100	10778	10778	100	5284	5284	100	10957	10957	100	992	992	100	875	875	100	10997	10997	100	4407	4407	100	57,588.61	57,588.61	100
2	Line Breakdowns Calls	Cities & Towns	126	126	100	302	302	100	670	670	100	104	104	100	570	570	100	624	624	100	215	215	100	268	268	100	35	35	100	538	538	100	567	567	100	4,018.88	4,018.88	100
		Rural Area	2065	2065	100	1514	1514	100	4837	4837	100	356	356	100	2531	2531	100	467	467	100	1430	1430	100	70	70	100	45	45	100	2937	2937	100	3191	3191	100	19,443.16	19,443.16	100
3	Distribution Transformer failure	Cities & Towns	0	0	NA	16	16	100	11	11	100	90	90	100	49	49	100	208	208	100	4	4	100	26	26	100	1	1	100	15	15	100	1866	1866	100	2,286.00	2,286.00	100
		Rural Area	248	248	100	435	435	100	527	527	100	452	452	100	470	470	100	671	671	100	310	310	100	117	117	100	2	2	100	646	646	100	758	758	100	4,636.00	4,636.00	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	23	23	100	0	0	NA	0	0	NA	0	0	NA	23.00	23.00	100
		Rural Area	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	7	7	100	0	0	NA	0	0	NA	8	8	100	15.00	15.00	100
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	2	2	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	2.00	2.00	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	45	45	100	45.00	45.00	100
		Where no expansion of network is involved	0	0	NA	55	55	100	0	0	NA	0	0	NA	0	0	NA	15	15	100	0	0	NA	5 to 2hrs	5 to 2hrs	NA	0	0	NA	0	0	NA	19	19	100	89.00	89.00	100
7	Voltage Variations	Where upgradation of LT distribution system is required	1	1	100	32	32	100	21	21	100	0	0	NA	0	0	NA	51	51	100	0	0	NA	10	10	100	0	0	NA	0	0	NA	2	2	100	117.00	117.00	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	28	6	21.429	0	0	NA	7	7	100	0	0	NA	0	0	NA	1	1	100	36.00	14.00	38.889
		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	0	0	NA	-	-	NA
		Inspect & check correctness	2878	2878	100	1442	1442	100	5701	4992	87.56	5360	5339	99.608	348	348	100	22195	21378	96.319	6	6	100	3	3	100	80	80	100	755	755	100	1224	1224	100	39,992.46	38,445.46	96.132
8	Meter complaints	Replace Slow/Fast meters	772	772	100	30	30	100	67	67	100.00	55	55	100	0	0	NA	2032	2032	100	5	5	100	56	56	100	25	25	100	0	0	NA	89	89	100	3,130.94	3,130.94	100
		Replace creeping or stuck meters	470	470	100	61	61	100	326	319	97.85	0	0	NA	0	0	NA	1161	1161	100	35	35	100	25	25	100	0	0	NA	0	0	NA	14	14	100	2,092.00	2,085.00	99.665
		Replace burnt meters if cause not attributable to consumer	497	497	100	240	240	100	574	564	98.26	524	524	100	50	50	100	1454	1454	100	80	80	100	574	574	100	0	0	NA	51	51	100	168	168	100	4,212.29	4,202.29	99.763
		Replace burnt meters in all other cases	670	559	83.433	2289	2289	100	4734	4041	85.36	3852	3852	100	3336	2157	64.66	2182	2182	100	315	315	100	104	104	100	30	30	100	4094	4094	100	920	920	100	22,526.13	20,543.13	91.197

9	Application for new connection / Additional load connection/ Temporary	Release of supply where service is feasible from existing network	3186	3186	100	2172	2110	97.145	5035	5035	100	4873	4873	100	2200	2200	100.00	16618	16618	100	2205	2076	94.15	671	671	100	750	750	100	4377	4377	100	6091	5898	96.831	48,178.38	47,794.38	99.203		
		Release of supply where distribution network expansion/ Commissioning of New Sub-Station required for pending connection	0	0	NA	10	8	80	23	23	100	3	3	100	0	0	NA	0	0	NA	0	0	NA	810	810	100	6	6	100	0	0	NA	4	4	100	856.00	854.00	99.766		
		Agriculture Pump Sets	49	49	100	1176	270	22.959	191	191	100	76	76	100	276	28	10.145	339	339	100	23	0	0	20	20	100	15	15	100	114	114	100	482	342	70.954	2,761.00	1,444.00	52.3		
10	Transfer of ownership, change of category		0	0	NA	20	20	100	6	6	100	39	39	100	0	0	NA	477	477	100	0	0	NA	257	257	100	13	13	100	0	0	NA	27	27	100	839.26	839.26	100		
11	Conversion of LT single phase to LT three phase. Conversion from LT to HT and viceversa		0	0	NA	13	13	100	0	0	NA	0	0	NA	0	0	NA	125	125	100	0	0	NA	14	14	100	15	15	100	0	0	NA	7	7	100	174.00	174.00	100		
12	Redresal of consumer's complaint regarding billing	If no additional informations is required	8	8	100	714	714	100	2901	2901	100	6653	6653	100	0	0	NA	4059	4059	100	315	315	100	238	238	100	75	75	100	0	0	NA	627	627	100	15,589.96	15,589.96	100		
		If additional informations is required	0	0	NA	39	39	100	33	33	100	568	568	100	0	0	NA	87	87	100	11	11	100	159	159	100	25	25	100	0	0	NA	19	19	100	940.63	940.63	100		
13	Reconnection of supply following disconnection	Cities & Towns (i)1st & 2nd default. (ii) On 3rd & subsequent continous default.	0	0	NA	4	4	100	62	62	100	23	23	100	0	0	NA	249	249	100	0	0	NA	22	22	100	8	8	100	0	0	NA	64	64	100	431.99	431.99	100		
		Rural Area (i)1st & 2nd default. (ii) On 3rd & subsequent continous default.	0	0	NA	11	11	100	312	312	100	2	2	100	0	0	NA	96	96	100	0	0	NA	9	9	100	15	15	100	0	0	NA	83	83	100	527.86	527.86	100		
14	Refund of advance		0	0	NA	33	33	100	0	0	NA	145	143	98.624	11	11	100	52	52	100	0	0	NA	122	122	100	12	12	100	26	26	100	13	13	100	414.39	412.39	99.517		
15	Issues of No Dues Certificates		0	0	NA	32	32	100	0	0	NA	170	170	100	0	0	NA	308	308	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	33	33	100	543.36	543.36	100		
16	Shifting of meter / Service Connection / Lines / Equipments	Shifting of inter / Service Connection	0	0	NA	0	0	NA	0	0	NA	35	35	100	0	0	NA	479	479	100	0	0	NA	8	8	100	8	8	100	0	0	NA	14	14	100	544.25	544.25	100		
		Shifting of HT / LT Lines	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	18	18	100	0	0	NA	9	9	100	4	4	100	0	0	NA	26	26	100	57.00	57.00	100		
		Shifting of Transformer Structure	0	0	NA	1	1	100	0	0	NA	15	15	100	0	0	NA	4	4	100	0	0	NA	5	5	100	2	2	100	0	0	NA	45	45	100	71.84	71.84	100		
17	Distribution Transformer failure	Urban Area	1123	0	0	15	15	100	4745	11	0.23	8	8	100	51	51	100	0.32	0.32	100	549	5	0.96	0.28%	0	0	0.01	0.01	100	2.44	2	81.967	6,494.32	92.88	1.4302					
		Rural Area	19576	248	1.3	273	273	100	1E+05	527	0.42	33	33	100	476	476	NA	1.27	1.27	100	8555	292	3.41	1.13%	0	0	0.005	0	0	0.52	0.52	100	5.06	4	79.051	154,630.89	1,854.81	1.1995		
18	Faulty Meters (MNR, Burnt, Sticky etc.)		2E+05	12407	7.2	363	363	100	9E+05	1644	0.18	2871	2871	100	0	0	100	3619	3315	91.6	3515	3245	92.32	1649	1649	100	60	60	100	0	0	NA	898	898	100	1,122,091.76	26,451.76	2.3574		
19	Billing Mistajes		2E+05	13	0.0	860	860	100	1E+06	828	0.09	6595	6595	100	116	116	100	6574	5825	88.607	623	622	99.84	1009	1009	100	85	85	100	905	905	100	2047	2047	100	1,158,861.34	18,905.34	1.6314		
20	Voitage variations at supply point		0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	7	7	100	0	0	NA	0	0	NA	2	2	100	9.00	9.00	100		
21	Reliability Indices (Rural)	The reliability																																						
		a) Average number of interruptions in 11 KV feeders.																																					1.24	0.9
		b) Average duration of interruptions in 11 KV feeders.																																					35 minutes	0.45 Hrs.
		c) Average number of interruptions per consumer																																					0.45	0.12
		d) Average duration of interruptions per consumer																																					7 minutes	0.4
(Rural)	a) Average number of interruptions in 11 KV feeders.																																						1.9	1
	b) Average duration of interruptions in 11 KV feeders.																																						60 MINUTES	8 hrs.
	c) Average number of interruptions per consumer																																						0.13	0.15
	d) Average duration of interruptions per consumer																																						11 minutes	8 minutes