

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE
Report for the Quarter 10-2017 to 12-2017 In respect of Op. Circle DHBVN

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

Standard of Performance Report - Oct'17 - Dec

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	155	155	100	1185	1185	100	1213	1213	100	4967	4967	100	3666	3666	100	5632	5632	100	3665	3665	100	2761	2761	100	1450	1450	100	5024	5024	100	835	835	100	30,553.14	30,553.14	100
		Rural Area	441	441	100	3591	3591	100	925	925	100	6634	6634	100	11345	11345	100	1147	1147	100	8880	8880	100	1050	1050	100	1525	1525	100	10475	10475	100	845	845	100	46,857.96	46,857.96	100
2	Line Breakdowns Calls	Cities & Towns	144	144	100	385	385	100	673	673	100	126	126	100	600	600	100	466	466	100	216	216	100	259	259	100	85	85	100	627	627	100	110	110	100	3,691.14	3,691.14	100
		Rural Area	2601	2601	100	3512	3512	100	1233	1233	100	349	349	100	2664	2664	100	260	260	100	1416	1416	100	98	98	100	70	70	100	2867	2867	100	578	578	100	15,647.74	15,647.74	100
3	Distribution Transformer failure	Cities & Towns	3	3	100	15	15	100	9	9	100	104	104	100	52	52	100	28	28	100	3	3	100	32	32	100	4	4	100	9	9	100	5	5	100	264.00	264.00	100
		Rural Area	394	394	100	544	544	100	638	638	100	466	466	100	495	495	100	135	135	100	350	350	100	204	204	100	4	4	100	863	863	100	183	183	100	4,276.00	4,276.00	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	24	24	100	0	0	NA	0	0	NA	0	0	NA	24.00	24.00	100
		Rural Area	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	8	8	100	0	0	NA	0	0	NA	0	0	NA	8.00	8.00	100
5	Period of load shedding	Not to exceed 4 hrs. per day	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
		constitiously for 4 days	0	0	NA	0	0	NA										0	0	NA							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	5 to 2hrs.	5 to 2hrs.	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	5 to 2hrs.	5 to 2hrs.	NA	0	0	NA	8	8	100	8.00	8.00	100
7	Voltage Variations	Where no expansion of network is involved	0	0	NA	53	53	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	5	5	100	66.00	66.00	100
		Where upgradation of LT distribution system is required	1	1	100	35	35	100	18	18	100	0	0	NA	0	0	NA	23	23	100	0	0	NA	11	11	100	1	1	100	0	0	NA	0	0	NA	89.00	89.00	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	34	34	100	0	0	NA	9	9	100	0	0	NA	0	0	NA	0	0	NA	43.00	43.00	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	0	0	NA	-	-	NA
8	Meter complaints	Inspect & check correctness	2638	2638	100	1495	1495	100	2428	2428	100	6226	6226	100	366	366	100	6750	6750	100	5	5	100	2	2	100	255	255	100	912	912	100	283	283	100	21,360.46	21,360.46	100
		Replace Slow/Fast meters	595	595	100	30	30	100	32	32	100	51	51	100	0	0	NA	815	815	100	11	11	100	58	58	100	150	150	100	0	0	NA	10	10	100	1,752.23	1,752.23	100
		Replace creeping or stuck meters	556	556	100	116	116	100	135	135	100	0	0	NA	0	0	NA	525	525	100	41	41	100	28	28	100	3	3	100	0	0	NA	6	6	100	1,410.00	1,410.00	100
		Replace burnt meters if cause not attributable to consumer	385	385	100	304	304	100	238	238	100	446	446	100	53	53	100	1695	1695	100	121	121	100	664	664	100	1	1	100	74	74	100	13	13	100	3,994.26	3,994.26	100
		Replace burnt meters in all other cases	498	498	100	2315	2315	100	2023	2023	100	4698	4698	100	3512	3512	100.00	2898	2898	100	375	375	100	122	122	100	120	120	100	3018	3018	100	377	377	100	19,956.24	19,956.24	100

