

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE
Report for the Quarter 01-2019 to 03-2019 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'19 - 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	108	108	100	3100	3100	100	5584	5509	99	4997	4997	100	3483	3483	100	4560	4560	100	2828	2828	100	2791	2791	100	500	500	100	3263	3263	100	3284	3284	100	34,498	34,423	100
		Rural Area	412	412	100	3740	3740	100	1790	1790	100	6643	6643	100	10778	10778	100	1582	1582	100	9372	9372	100	885	885	100	520	520	100	9164	9164	100	5013	5013	100	49,899	49,899	100
2	Line Breakdowns Calls	Cities & Towns	156	156	100	478	478	100	364	364	100	185	185	100	570	570	100	537	537	100	196	196	100	307	307	100	8	8	100	448	448	100	300	300	100	3,549	3,549	100
		Rural Area	2299	2299	100	1827	1827	100	2024	2024	100	362	362	100	2531	2531	100	329	329	100	1975	1975	100	66	66	100	15	15	100	2448	2448	100	2029	2029	100	15,905	15,905	100
3	Distribution Transformer failure	Cities & Towns	3	3	100	35	35	100	18	18	100	119	119	100	49	49	100	89	89	100	7	7	100	27	27	100	0	0	NA	28	28	100	25	25	100	400	400	100
		Rural Area	360	360	100	564	564	100	303	303	100	463	463	100	470	470	100	120	120	100	290	290	100	22	22	100	1	1	100	699	699	100	514	514	100	3,806	3,806	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	35	35	100	0	0	NA	0	0	NA	2	2	100	37	37	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	3	3	100	11	11	100
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	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
		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	3 to 2hr	3 to 2hr	NA	0	0	NA	0	0	NA	17	17	100	17	17	100
		Where no expansion of network is involved	0	0	NA	48	48	100	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	4 to 2hr	4 to 2hr	NA	0	0	NA	0	0	NA	11	11	100	59	59	100
7	Voltage Variations	Where upgradation of LT distribution system is required	1	1	100	79	79	100	0	0	NA	0	0	NA	0	0	NA	50	50	100	0	0	NA	11	11	100	0	0	NA	0	0	NA	5	5	100	146	146	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	0	0	NA	0	0	NA	8	8	100	0	0	NA	0	0	NA	2	2	100	10	10	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	1	1	100	2	2	100
		Inspect & check correctness	10259	10259	100	931	931	100	5488	5488	100	6205	6205	100	348	347	99.713	403	403	100	3	3	100	3	3	100	40	40	100	629	629	100	907	907	100	25,216	25,215	100
8	Meter complaints	Replace Slow/Fast meters	6407	6407	100	71	71	100	284	284	100	61	61	100	0	0	NA	197	197	100	15	15	100	53	53	100	4	4	100	0	0	NA	54	54	100	7,146	7,146	100
		Replace creeping or stuck meters	1086	1086	100	203	203	100	883	883	100	0	0	NA	0	0	NA	825	825	100	31	31	100	28	28	100	0	0	NA	0	0	NA	24	24	100	3,080	3,080	100
		Replace burnt meters if cause not attributable to consumer	1131	1131	100	350	350	100	160	160	100	504	504	100	50	56	112	476	476	100	95	95	100	611	611	100	0	0	NA	43	43	100	242	242	100	3,662	3,668	100
		Replace burnt meters in all other cases	1238	1238	100	356	356	100	1715	1715	100	6116	5904	97	3336	2157	65	545	545	100	292	292	100	104	104	100	15	15	100	3412	3412	100	670	670	100	17,799	16,408	92

