

FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF DISTRIBUTION LICENCE
Report for the Quarter (4th) 01-2020 to 03-2020

Name of the Licensee		DHBVN			
Total no. of Services					
Total no. of Distribution T/Fs					
Standard of Performance Report - Jan '20 - Mar '20		DHBVN			
Sr. No.	Nature of Services	No. of complaints received	No. of complaints attended	Achievement (%)	
1	Normal fuse-off Calls	Cities & Towns	27,615	27,615	100
		Rural Area	40,425	40,425	100
2	Line Breakdowns Calls	Cities & Towns	21,733	21,733	100
		Rural Area	18,090	18,090	100
3	Distribution Transformer failure	Cities & Towns	386	386	100
		Rural Area	3,162	3,162	100
4	Major Power failure involving Power Transformer/ equipment etc.	Cities & Towns	78	78	100
		Rural Area	203	203	100
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	10	10	100
6	Period of Scheduled outage	Maximum duration at a stretch	-	-	NA
		Restoration of supply	264	264	100
7	Voltage Variations	Where no expansion of network is involved	450	450	100
		Where upgradation of LT distribution system is required	24	24	100
		Where upgradation of High Tension / EHT distribution system is required	124	121	98
		Opening of neutral and neutral voltage exceeding 2% of supply voltage	117	114	97
8	Meter complaints	Inspect & check correctness	271	271	100
		Replace Slow/Fast meters	20,674	20,666	100
		Replace creeping or stuck meters	1,340	1,340	100
		Replace burnt meters if cause not attributable to consumer	968	968	100
		Replace burnt meters in all other cases	6,363	6,363	100
9	Application for new connection / Additional load connection/ Temporary	Release of supply where service is feasible from existing network	18,616	18,616	100
		Release of supply where distribution network expansion/ Commissioning of New Sub-Station required for pending connection	32,385	31,850	98
		Agriculture Pump Sets	2,288	2,288	100
10	Transfer of ownership, change of category	425	362	85	
11	Conversion of LT single phase to LT three phase. Conversion from LT to HT and viceversa	1,673	1,642	98	
12	Redressal of consumer's complaint regarding billing	If no additional informations is required	186	186	100
		If additional informations is required	10,654	10,651	100
13	Reconnection of supply following disconnection	Cities & Towns (i)1st & 2nd default. (ii) On 3rd & subsequent continous default.	2,159	2,157	100
		Rural Area (i)1st & 2nd default. (ii) On 3rd & subsequent continous default.	292	292	100
14	Refund of advance consumption deposits Consumption Security	380	380	100	
15	Issues of No Dues Certificates	674	667	99	
16	Shifting of meter / Service Connection / Lines / Equipments	Shifting of inter / Service Connection	391	391	100
		Shifting of HT / LT Lines	88	88	100
		Shifting of Transformer Structure	52	52	100
17	Distribution Transformer failure rate	Urban Area	1,346	108	8
		Rural Area	22,329	1,803	8
18	Faulty Meters (MNR, Burnt, Sticky etc.)	14,544	14,532	100	
19	Billing Mistajes	12,578	11,646	93	
20	Voltage variations at supply point	The voltage variation shall be within the limits stipulated hereunder a) LT system, between +6% to -6% b) HT system, between + 6% to -9% c) EHT system, between +10% to -12.5%	Within Limit		

Note: Voltage (Variation) remained with in permissible limit except some time of peak load Hrs at LT, HT & EHT System