

**4764/2021/RA Section**

Sir,  
For your kind information pls.

---

**From:** "M.R.Ingle" <elec-dmn-dd@nic.in>  
**To:** "Vineet Parashar" <vineet.jercuts@gov.in>  
**Cc:** "Junior Engineer (Tech) Division Office, Electricity Department" <ed-jetech-dd@nic.in>  
**Sent:** Wednesday, August 11, 2021 11:00:43 AM  
**Subject:** Re: Submission of Standard of performance for 1st Quarter of FY 2021-22 for ED-DD-reg

Sir,  
Please find the attachment

---

**From:** "Vineet Parashar" <vineet.jercuts@gov.in>  
**To:** "M.R.Ingle" <elec-dmn-dd@nic.in>, "Junior Engineer (Tech) Division Office, Electricity Department" <ed-jetech-dd@nic.in>  
**Cc:** "nagarjuna m" <nagarjuna.m@panaceanenergy.com>, "Rakesh Kumar" <secy.jercuts@gov.in>, "Rajesh Dangi" <direngg.jercuts@gov.in>  
**Sent:** Tuesday, August 10, 2021 4:00:21 PM  
**Subject:** Re: Submission of Standard of performance for 1st Quarter of FY 2021-22 for ED-DD-reg

Sir,  
With reference to the trailing mail sent to Mr Nagarjuna, the revised data of Reliability Indices for last Q of FY 2020-21 and for 1st Q of FY 2021-22 has not been received by the Commission. Kindly send the data at the earliest pls.

---

**From:** "Vineet Parashar" <vineet.jercuts@gov.in>  
**To:** "nagarjuna m" <nagarjuna.m@panaceanenergy.com>  
**Cc:** "M.R.Ingle" <elec-dmn-dd@nic.in>, "Junior Engineer (Tech) Division Office, Electricity Department" <ed-jetech-dd@nic.in>, "Rakesh Kumar" <secy.jercuts@gov.in>, "Rajesh Dangi" <direngg.jercuts@gov.in>  
**Sent:** Monday, August 2, 2021 11:51:11 AM  
**Subject:** Submission of Standard of performance for 1st Quarter of FY 2021-22 for ED-DD-reg

Dear Mr. Nagarjuna Sir,  
With reference to our telephonic conversation in the aforesaid subject, it has agreed upon that you will again verify the details of Reliability Indices as submitted by ED-DD for last Q of FY 2020-21 and for 1st Q of FY 2021-22. Attached herewith the copy the computation of Reliability Indices of ED- Goa for your reference pls. Kindly submit the revised computation of Reliability Indices by referring to the above by 05.08.2021 (Thursday) pls.  
We may discuss further for any clarification/ query.

--  
Regards.

*Vineet Parashar*  
*RA, JERC (Goa & UTs)*  
[www.jercuts.gov.in](http://www.jercuts.gov.in)

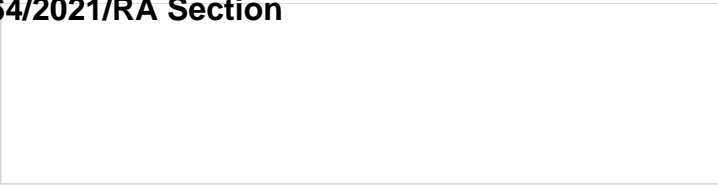
--  
Regards.

*Vineet Parashar*  
*RA, JERC (Goa & UTs)*  
[www.jercuts.gov.in](http://www.jercuts.gov.in)

--  
Regards.

*Vineet Parashar*  
*RA, JERC (Goa & UTs)*  
[www.jercuts.gov.in](http://www.jercuts.gov.in)

4764/2021/RA Section



## Reliability Indices of 1st Quarter of FY2021-22

Month	Total no. of sustained interruptions (each longer than 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIFI=(2)/(1)
Apr-21	107	63348	42011	0.66
May-21	393	63395	175024	2.76
Jun-21	410	63394	218062	3.44

Month	Total duration of sustained interruptions (each longer than 5 min) on ith feeder for the month (HH)	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Duration of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIDI=(2)/(1)
Apr-21	184	63348	45723	0.72
May-21	972	63395	444156	7.01
Jun-21	861	63394	286362	4.52

Month	Total Number of momentary interruptions (each less than or equal to 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each less than or equal to 5 min X Number of Consumers on Feeder (2)	MAIFI=(2)/(1)
Apr-21	30	63348	22714	0.36
May-21	62	63395	61522	0.97
Jun-21	69	63394	61523	0.97

### Reliability Indices (RI) of 4th Quarter of FY2020-21

Month	Total no. of sustained interruptions (each longer than 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIFI=(2)/(1)
Jan-21	139	63044	24987	0.40
Feb-21	243	63137	92675	1.47
Mar-21	239	63301	78805	1.24

Month	Total duration of sustained interruptions (each longer than 5 min) on ith feeder for the month (HH)	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Duration of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIDI=(2)/(1)
Jan-21	233	63044	21602	0.34
Feb-21	452	63137	217963	3.45
Mar-21	567	63301	105265	1.66

Month	Total Number of momentary interruptions (each less than or equal to 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each less than or equal to 5 min X Number of Consumers on Feeder (2)	MAIFI=(2)/(1)
Jan-21	61	63044	20317	0.32
Feb-21	48	63137	19875	0.31
Mar-21	40	63301	17323	0.27

**5485/2021/Diary Section**

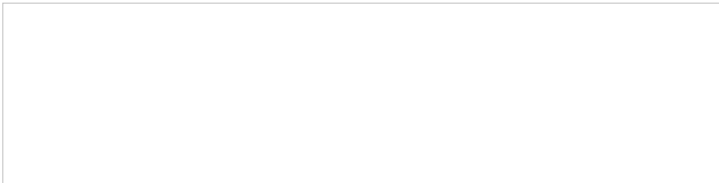
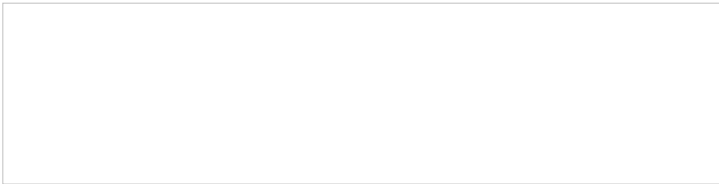
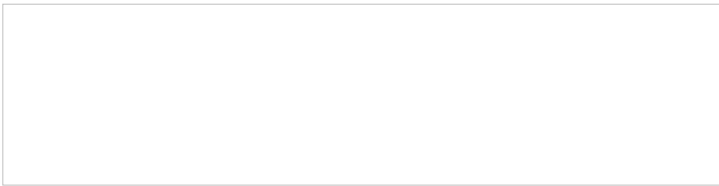
With Regards,  
PA to Secy., JERC

---

**From:** "M.R.Ingle" <elec-dmn-dd@nic.in>  
**To:** "secrery jercuts" <secrery.jercuts@gov.in>, "Rakesh Kumar" <secy.jercuts@gov.in>  
**Cc:** "Junior Engineer (Tech) Division Office, Electricity Department" <ed-jetech-dd@nic.in>  
**Sent:** Monday, October 18, 2021 1:00:24 PM  
**Subject:** Submission of Standard of Performance of 2nd Quarter of FY2021-22

Sir,  
Please find the attachment

---



No.ED/EE/JERC/2021-22/ *10627*  
U.T. Administration of Dadra & Nagar  
Haveli and Daman & Diu,  
Office of the Executive Engineer,  
Electricity Department,  
Magarwada,  
Daman- 396210.  
e-mail: [elec-dmn-dd@nic.in](mailto:elec-dmn-dd@nic.in)

Dated: *16* /10/2021.

To,  
The Secretary,  
Joint Electricity Regulatory Commission,  
3<sup>rd</sup> and 4<sup>th</sup> Floor, Pathkind Lab Building,  
Plot No.55 & 56,  
Udyog Vihar, Phase-IV,  
Gurugram - 122015  
Haryana.

Sub: Submission of Standard of Performance for the 2<sup>nd</sup> Quarter i.e. July-2021 to  
September-2021 of FY 2021-22.

Sir,

With reference to above, please find enclosed herewith the Standard of  
Performance for the 2<sup>nd</sup> quarter i.e. July-2021 to September-2021 of FY 2021-22 in  
respect of Electricity Department, Daman and Diu.

Yours Faithfully,



(M.R.Ingle)  
Executive Engineer (Elect.)  
Daman

Encl: As above

## ANNEXURE-II

REPORTING FORMATS- GUARATEED STANDARDS

1. The following format shall be used by Licensee for Perfomance Levels for Guaranteed Standard on a quarterly basis to the Commission:-

GURANTEED STANDARD REFERENCE NO	GURANTEED STANDARD PARAMETER		PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAIN T S RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAI NT S (NO.)	No. OF COMPLAINTS REDRESSED IN THE QUARTER (NO).			PENDING COMPLAIN TS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	285	285	285	0	285	0
		Rural Area							
		Remote Area							
2	Services Line or Snapped from pole	Urban Area	3	855	858	856	0	856	2
		Rural Area							
		Remote Area							
3	Fault in Distribution System		0	0	0	0	0	0	0
4	HT Main Failure		0	15	15	15	0	15	0
5	Breakdown of underground Cables		0	0	0	0	0	0	0
6	Distribution Transformer failure / Burnt	Urban Area	0	0	0	0	0	0	0
		Rural Area							
		Remote Area							
7	Problem in Grid Substation		0	0	0	0	0	0	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	0	0	0	0	0	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transfromer		0	6	6	6	0	6	0



## 5485/2021/Diary Section

10.(ii).(a).	Voltage fluctuations in case no expansion augmentation of network required		0	0	0	0	0	0	0
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	61	61	61	0	61	0
11.(ii).	Defective/ stuck Meter		3	422	425	425	0	425	0
11.(iii).	Burnt Meter		2	70	72	72	0	72	0
12.(i).	Consumer's name change		39	176	215	185	0	185	30
12.(ii).	Transfer of name to legal heir		0	0	0	0	0	0	0
12.(iii).	Load Reduction		1	1	2	2	0	2	0
12.(iv).	Change of Category		0	1	1	1	0	1	0
12.(v).	Shifting of Meter / Service Line		0	0	0	0	0	0	0
13	Complaint on Billing		0	1177	1177	1177	0	1177	0
14.(i).	Request for Reconnection		0	176	176	176	0	176	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

Note:

1. Time limit Prescribed - It will be computed from the when the complaint is filed with the designated offices of the Licensee or at the Call Centre
2. The quarterly information regarding the compensation shall be submitted by Licensee to the Commission in the following format for individual complaints where compensation has been paid.

SL.NO.	COMPLAINT NO.	DATE OF FILING OF COMPLAINT	CONSUMER NO.	NAME AND ADDRESS OF CONSUMER	NATURE OF COMPLAINT	REFERENCE GUARANTEED STANDARD	AMOUNT OF COMPENSATION PAID (RS)	DATE OF PAYMENT OF COMPENSATION
----	----	----	----	----	----	----	----	----



## ANNEXURE - III

REPORTING FORMATS- OVERALL STANDARDS

OVERALL STANDARDS REFERENCE NO.	OVERALL STADARD PARAMETER	NO. OF COMPLAINTS PENDING AS THE START OF THE QUARTER (A)	TOTAL NO. OF COMPLAINTS FILED BY THE CONSUMERS IN THIS QUARTER (B)	TOTAL NO. OF COMPLAINTS FILED BY THE CONSUMERS IN THIS QUARTER (B)	TOTAL NO. OF COMPLAINTS REDRESSED WITHIN THE STIPULANTED TIME	NO. OF COMPLAINTS PENDING AT THE END OF THE QUARTER
1	Normal fuse off Cables	0	285	285	285	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	0	0	0	0
3	Distribution Transformer Failures	0	0	0	0	0
4	Grid Substation probem incuding power Transformer Failure	0	0	0	0	0
5	Period of Schedule Outages	0	0	0	0	0
6	Meter Complaints	0	61	61	61	0
7	Voltage of Fluctuation Complaints	0	6	6	6	0
8	Transformer of Consumer Connection/services	0	0	0	0	0
9	Consumer Bill Complaints	0	1177	1177	1177	0
10	Disconnection Reconnection. Of Supply	0	176	176	176	0

## Quartely information regarding faulty meters:-

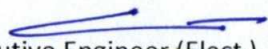
REFERENCE OVERALL STANDARDA	NO. OF FAULTY METERS AT THE START OF THE QUARTER	NO. OF FAULTY METERS ADDED DURING THE QUARTER	TOTAL. NO. OF FAULTY METERS	NO. OF METERS RECTIFIED/RE PLACED	NO. OF FAULTY METERS PENDING AT THE END OF THE QUARTER
	3	422	425	425	0

## Reliability Indices of 2nd Quarter of FY 2021-22

Month	Total no. of sustained interruptions (each longer than 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIFI=(2)/(1)
Jul-21	464	63172	126373	2.00
Aug-21	759	63343	169643	2.68
Sep-21	739	63527	225305	3.55

Month	Total duration of sustained interruptions (each longer than 5 min) on ith feeder for the month (HH)	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Duration of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIDI=(2)/(1)
Jul-21	1675	63172	250138	3.96
Aug-21	4532	63343	888141	14.02
Sep-21	5505	63527	1119412	17.62

Month	Total Number of momentary interruptions (each less than or equal to 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each less than or equal to 5 min X Number of Consumers on Feeder (2)	MAIFI=(2)/(1)
Jul-21	70	63172	48878	0.77
Aug-21	80	63343	56621	0.89
Sep-21	77	63527	80301	1.26

  
 Executive Engineer (Elect.)  
 Daman



No.ED/EE/JERC/2021-22/32012  
U.T. Administration of Dadra & Nagar  
Haveli and Daman & Diu,  
Office of the Executive Engineer,  
Electricity Department,  
Magarwada,  
Daman- 396210.  
e-mail: [elec-dmn-dd@nic.in](mailto:elec-dmn-dd@nic.in)

Dated: 14/01/2022.


To,  
The Secretary,  
Joint Electricity Regulatory Commission,  
3<sup>rd</sup> and 4<sup>th</sup> Floor, Pathkind Lab Building,  
Plot No.55 & 56,  
Udyog Vihar, Phase-IV,  
Gurugram - 122015  
Haryana.

Sub: Submission of Standard of Performance for the 3<sup>rd</sup> Quarter i.e. October-2021 to December-2021 of FY 2021-22.

Sir,

With reference to above, please find enclosed herewith the Standard of Performance for the 3<sup>rd</sup> quarter i.e. October-2021 to December-2021 of FY 2021-22 in respect of Electricity Department, Daman and Diu.

Yours Faithfully,

  
(M.R.Ingle)  
Executive Engineer (Elect.)  
Daman

Encl: As above

## ANNEXURE-II

**REPORTING FORMATS- GUARANTEED STANDARDS**

1. The following format shall be used by Licensee for Performance Levels for Guaranteed Standard on a quarterly basis to the Commission:-

GURANTEED STANDARD REFERENCE NO	GURANTEED STANDARD PARAMETER		PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	No. OF COMPLAINTS REDRESSED IN THE QUARTER (NO).			PENDING COMPLAINTS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	199	199	199	0	199	0
		Rural Area							
		Remote Area							
2	Services Line or Snapped from pole	Urban Area	2	708	710	705	0	705	5
		Rural Area							
		Remote Area							
3	Fault in Distribution System		0	0	0	0	0	0	0
4	HT Main Failure		0	3	3	3	0	3	0
5	Breakdown of underground Cables		0	0	0	0	0	0	0
6	Distribution Transformer failure / Burnt	Urban Area	0	0	0	0	0	0	0
		Rural Area							
		Remote Area							
7	Problem in Grid Substation		0	0	0	0	0	0	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	0	0	0	0	0	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transfromer		0	7	7	7	0	7	0
10.(ii).(a).	Voltage fluctuations in case no expansion augmentation of network required		0	0	0	0	0	0	0

## 6397/2022/Diary Section

10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	36	36	36	0	36	0
11.(ii).	Defective/ stuck Meter		0	238	238	238	0	238	0
11.(iii).	Burnt Meter		0	69	69	69	0	69	0
12.(i).	Consumer's name change		30	314	344	310	0	310	34
12.(ii).	Transfer of name to legal heir		0	0	0	0	0	0	0
12.(iii).	Load Reduction		0	3	3	2	0	2	1
12.(iv).	Change of Category		0	5	5	3	0	3	2
12.(v).	Shifting of Meter / Service Line		0	5	5	5	0	5	0
13	Complaint on Billing		0	1496	1496	1496	0	1496	0
14.(i).	Request for Reconnection		0	53	53	53	0	53	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

Note:

1. Time limit Prescribed - It will be computed from the when the complaint is filed with the designated offices of the Licensee or at the Call Centre
2. The quarterly information regarding the compensation shall be submitted by Licensee to the Commission in the following format for individual complaints where compensation has been paid.

SL.NO.	COMPLAINT NO.	DATE OF FILING OF COMPLAINT	CONSUMER NO.	NAME AND ADDRESS OF CONSUMER	NATURE OF COMPLAINT	REFERENCE GUARANTEED STANDARD	AMOUNT OF COMPENSATION PAID (RS)	DATE OF PAYMENT OF COMPENSATION
----	----	----	----	----	----	----	----	----

Executive Engineer (Elect.)  
Daman



## ANNEXURE - III

**REPORTING FORMATS- OVERALL STANDARDS**

OVERALL STANDARDS REFERENCE NO.	OVERALL STADARD PARAMETER	NO. OF COMPLAINTS PENDING AS THE START OF THE QUARTER (A)	TOTAL NO. OF COMPLAINTS FILED BY THE CONSUMERS IN THIS QUARTER (B)	TOTAL NO. OF COMPLAINTS FILED BY THE CONSUMERS IN THIS QUARTER (B)	TOTAL NO. OF COMPLAINTS REDRESSED WITHIN THE STIPULANTED TIME	NO. OF COMPLAINTS PENDING AT THE END OF THE QUARTER
1	Normal fuse off Cables	0	199	199	199	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	0	0	0	0
3	Distribution Transformer Failures	0	0	0	0	0
4	Grid Substation probem incuding power Transformer Failure	0	0	0	0	0
5	Period of Schedule Outages	0	0	0	0	0
6	Meter Complaints	0	36	36	36	0
7	Voltage of Fluctuation Complaints	0	7	7	7	0
8	Transformer of Consumer Connection/services	0	0	0	0	0
9	Consumer Bill Complaints	0	1496	1496	1496	0
10	Disconnection Reconnection. Of Supply	0	53	53	53	0

## Quartely information regarding faulty meters:-

REFERENCE OVERALL STANDARDA	NO. OF FAULTY METERS AT THE START OF THE QUARTER	NO. OF FAULTY METERS ADDED DURING THE QUARTER	TOTAL. NO. OF FAULTY METERS	NO. OF METERS RECTIFIED/RE PLACED	NO. OF FAULTY METERS PENDING AT THE END OF THE QUARTER
	0	238	238	238	0





## Reliability Indices of 3rd Quarter of FY2021-22

Month	Total no. of sustained interruptions (each longer than 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIFI=(2)/(1)
Oct-21	692	63940	135803	2.12
Nov-21	176	64132	56773	0.89
Dec-21	420	64350	95342	1.48

Month	Total duration of sustained interruptions (each longer than 5 min) on ith feeder for the month (HH)	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Duration of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIDI=(2)/(1)
Oct-21	5577	63940	715670	11.19
Nov-21	227	64132	44977	0.70
Dec-21	2565	64350	368163	5.72

Month	Total Number of momentary interruptions (each less than or equal to 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each less than or equal to 5 min X Number of Consumers on Feeder (2)	MAIFI=(2)/(1)
Oct-21	37	63940	29247	0.46
Nov-21	53	64132	54436	0.85
Dec-21	27	64350	8897	0.14

Executive Engineer (Elect.)  
Daman

8200/2022/Diary Section

No.ED/EE/JERC/2022-23/1820  
U.T. Administration of Dadra & Nagar  
Haveli and Daman & Diu,  
Office of the Executive Engineer,  
Electricity Department,  
Magarwada,  
Daman- 396210.  
e-mail: [elec-dmn-dd@nic.in](mailto:elec-dmn-dd@nic.in)

Dated: 16/04/2022.


To,  
The Secretary,  
Joint Electricity Regulatory Commission,  
3<sup>rd</sup> and 4<sup>th</sup> Floor, Pathkind Lab Building,  
Plot No.55 & 56,  
Udyog Vihar, Phase-IV,  
Gurugram - 122015  
Haryana.

Sub: Submission of Standard of Performance for the 4<sup>th</sup> Quarter i.e. January-  
2022 to March-2022 of FY 2021-22.

Sir,

With reference to above, please find enclosed herewith the Standard of  
Performance for the 4<sup>th</sup> quarter i.e. January-2022 to March-2022 of FY 2021-22 in  
respect of Electricity Department, Daman and Diu.

Yours Faithfully,

  
(M.R.Ingle)  
Executive Engineer (Elect.)  
Daman

Encl: As above



## ANNEXURE-II

REPORTING FORMATS- GUARANTEED STANDARDS

1. The following format shall be used by Licensee for Performance Levels for Guaranteed Standard on a quarterly basis to the Commission:-


GURANTEED STANDARD REFERENCE NO	GURANTEED STANDARD PARAMETER		PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	No. OF COMPLAINTS REDRESSED IN THE QUARTER (NO.)			PENDING COMPLAINTS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	188	188	188	0	188	0
		Rural Area							
		Remote Area							
2	Services Line or Snapped from pole	Urban Area	5	446	451	451	0	451	0
		Rural Area							
		Remote Area							
3	Fault in Distribution System		0	0	0	0	0	0	0
4	HT Main Failure		0	2	2	2	0	2	0
5	Breakdown of underground Cables		0	0	0	0	0	0	0
6	Distribution Transformer failure / Burnt	Urban Area	0	0	0	0	0	0	0
		Rural Area							
		Remote Area							
7	Problem in Grid Substation		0	0	0	0	0	0	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	0	0	0	0	0	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transfromer		0	10	10	10	0	10	0
10.(ii).(a).	Voltage fluctuations in case no expansion augmentation of network required		0	0	0	0	0	0	0

10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	22	22	22	0	22	0
11.(ii).	Defective/ stuck Meter		0	314	314	314	0	314	0
11.(iii).	Burnt Meter		0	62	62	62	0	62	0
12.(i).	Consumer's name change		34	334	368	333	0	333	35
12.(ii).	Transfer of name to legal heir		0	0	0	0	0	0	0
12.(iii).	Load Reduction		1	4	5	4	0	4	1
12.(iv).	Change of Category		2	25	27	27	0	27	0
12.(v).	Shifting of Meter / Service Line		0	0	0	0	0	0	0
13	Complaint on Billing		0	1112	1112	1112	0	1112	0
14.(i).	Request for Reconnection		0	24	24	24	0	24	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

Note:

1. Time limit Prescribed - It will be computed from the when the complaint is filed with the designated offices of the Licensee or at the Call Centre
2. The quarterly information regarding the compensation shall be submitted by Licensee to the Commission in the following format for individual complaints where compensation has been paid.

SL.NO.	COMPLAINT NO.	DATE OF FILING OF COMPLAINT	CONSUMER NO.	NAME AND ADDRESS OF CONSUMER	NATURE OF COMPLAINT	REFERENCE GUARANTEED STANDARD	AMOUNT OF COMPENSATION PAID (RS)	DATE OF PAYMENT OF COMPENSATION
----	----	----	----	----	----	----	----	----

  
Executive Engineer (Elect.)  
Daman

## ANNEXURE - III

**REPORTING FORMATS- OVERALL STANDARDS**

OVERALL STANDARDS REFERENCE NO.	OVERALL STADARD PARAMETER	NO. OF COMPLAINTS PENDING AS THE START OF THE QUARTER (A)	TOTAL NO. OF COMPLAINTS FILED BY THE CONSUMERS IN THIS QUARTER (B)	TOTAL NO. OF COMPLAINTS FILED BY THE CONSUMERS IN THIS QUARTER (B)	TOTAL NO. OF COMPLAINTS REDRESSED WITHIN THE STIPULANTED TIME	NO. OF COMPLAINTS PENDING AT THE END OF THE QUARTER
1	Normal fuse off Cables	0	188	188	188	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	0	0	0	0
3	Distribution Transformer Failures	0	0	0	0	0
4	Grid Substation probem incuding power Transformer Failure	0	0	0	0	0
5	Period of Schedule Outages	0	0	0	0	0
6	Meter Complaints	0	22	22	22	0
7	Voltage of Fluctuation Complaints	0	10	10	10	0
8	Transformer of Consumer Connection/services	0	0	0	0	0
9	Consumer Bill Complaints	0	1112	1112	1112	0
10	Disconnection Reconnection. Of Supply	0	24	24	24	0

Quartely information regarding faulty meters:-

REFERENCE OVERALL STANDARDA	NO. OF FAULTY METERS AT THE START OF THE QUARTER	NO. OF FAULTY METERS ADDED DURING THE QUARTER	TOTAL. NO. OF FAULTY METERS	NO. OF METERS RECTIFIED/RE PLACED	NO. OF FAULTY METERS PENDING AT THE END OF THE QUARTER
	0	314	314	314	0

**Executive Engineer**  
**Electricity Department**  
**DAMAN**



## Reliability Indices of 4th Quarter of FY2021-22

Month	Total no. of sustained interruptions (each longer than 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIFI=(2)/(1)
Jan-22	663	64453	195896	3.04
Feb-22	194	64642	55184	0.85
Mar-22	311	65017	103558	1.59

Month	Total duration of sustained interruptions (each longer than 5 min) on ith feeder for the month (HH)	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Duration of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIDI=(2)/(1)
Jan-22	5329	64453	860643	13.35
Feb-22	592	64642	80741	1.25
Mar-22	718	65017	229042	3.52

Month	Total Number of momentary interruptions (each less than or equal to 5 min) on ith feeder for the month	Total number of consumers at 11KV in licensees area of the supply (1)	$\Sigma$ Number of Outages each less than or equal to 5 min X Number of Consumers on Feeder (2)	MAIFI=(2)/(1)
Jan-22	31	64453	46187	0.72
Feb-22	23	64642	16904	0.26
Mar-22	33	65017	35258	0.54

Executive Engineer (Elect.)  
Daman