



संयुक्त विद्युत विनियामक आयोग
(गोवा राज्य और संघ राज्य क्षेत्र)
JOINT ELECTRICITY REGULATORY COMMISSION
(For the State of Goa and Union Territories)

File No. JERC/RA-9/1/752-758

Date: 04.09.2019

To,

As per list attached

Subject: Quarterly submission of Standard of Performance (SoP) reports

Sir,

The SoP (Standard of Performance) Report are required to be submitted to the Commission on Quarterly basis. However, the Commission has observed that the above said reports are not submitted quarterly in a timely manner.

The Distribution Licensee shall be required to submit the SoP Report as per the format given in the JERC for the state of Goa and UTs (Standard of Performance for distribution licensees) Regulations 2015 (copy enclosed) which is prescribed by the Commission. Any SoP report not submitted by the Utilities on time may not be accepted by the Commission.

The Commission, hereby directs all the Utilities to submit the SoP report which should reach the Commission within the succeeding month of the Quarter under consideration.

Your sincerely

(Rakesh Kumar)
Secretary, JERC

o/c

1. Chief Electrical Engineer,
Electricity Department,
Vidyut Bhawan, 3rd Floor,
Tiswadi Panjim, Goa-403001
2. Executive Engineer (Ele.),
Department of Electricity,
Kavaratti, Lakshadweep-682555
3. Superintending Engineer
Electricity Department
Dadra & Nagar Haveli
66KV, Substation
Amli Road, Silvassa-396230
4. Executive Engineer,
Electricity Department,
Vidyut Bhawan
Somnath-Kachigam Road
Dachigam
Daman-396210
5. Superintending Engineer,
Electricity Operation Circle,
Room No.-511, 5th Floor,
UT Secretariat, Deluxe Building,
Sector 9-D, UT Chandigarh-160009
6. Superintending Engineer-I,
Electricity Deptt. Government of Puducherry,
137, Nethaji Subhash Chandra Bose Salai,
Puducherry-605001.
7. Superintending Engineer
Electricity Department
Andaman & Nicobar Administration
Port Blair-744101

ANNEXURE - IIREPORTING FORMATS - GUARANTEED STANDARDS

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

GUARANTEED STANDARD REFERENCE NO.	GUARANTEED 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						
		Rural Area						
		Remote Area						
2.	Service Line or Snapped from Pole	Urban Area						
		Rural Area						
		Remote Area						
3.	Fault in Distribution System							
4.	HT Main Failure							
5.	Breakdown of underground Cables							

[भाग III-खण्ड 4]

6.	Distribution Transformer failure / Burnt	Urban Area						
		Rural Area						
		Remote Area						
7.	Problem in Grid Substation							
8.	Failure of Power Transformer							
9.	Period of Scheduled outages							
10. (i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer							
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required							
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required							
11. (i).	Accuracy testing of Meter							
11. (ii).	Defective / stuck Meter							
11. (iii).	Burnt Meter							
12. (i).	Consumer's name change							
12. (ii).	Transfer of name to legal heir							
12. (iii).	Load Reduction							
12. (iv).	Change of Category							
12. (v).	Shifting of Meter / Service Line etc.							
13.	Complaint on Billing							



14.(i).	Request for Reconnection							
14.(ii).	Consumer wanting special reading of meter and upto date Bill							

Note:

Time limit prescribed in Schedule – I will be computed from the time 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**

1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-

OVERALL STANDARDS REFERENCE NO.	OVERALL STANDARD 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 C=(A+B)	TOTAL NO. OF COMPLAINTS REDRESSED WITHIN THE STIPULATED TIME	NO. OF COMPLAINTS PENDING AT THE END OF THE QUARTER
1.	Normal fuse off Cables					
2.	Overhead Line Cable Breakdown including underground Cable Breakdown					
3.	Distribution Transformer Failures					
4.	Grid Substation problem including Power Transformer Failure					

[भाग III-खण्ड 4]

5.	Period of Scheduled Outages					
6.	Meter Complaints					
7.	Voltage Fluctuation Complaints					
8.	Transformer of Consumers Connection/Services					
9.	Consumers Bills Complaints					
10.	Disconnection Reconnection of Supply					

2. The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:-

REFERENCE OVERALL STANDARDS	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/REPLACED	NO. OF FAULTY METERS PENDING AT THE END OF THE QUARTER

3. The proforma for submission of quarterly report on reliability indices shall be as follows:-

SL.NO.	MONTH	N_i = NUMBERS OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	A_i = TOTAL NUMBER OF SUSTAINED INTERRUPTIONS (EACH LONGER THAN 5 MINUTES) ON i^{th} FEEDER FOR THE MONTH	N_i = TOTAL NUMBER OF CONSUMERS AT 11KV IN LICENSEES AREA OF SUPPLY (1)	$= \sum (A_i * N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
	I					
	N					
	TOTAL					

SL.NO.	MONTH	N _i = NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	B _i = TOTAL DURATION OF SUSTAINED INTERRUPTIONS (EACH LONGER THAN 5 MINUTES) ON i^{th} FEEDER FOR THE MONTH	NI = TOTAL NUMBER OF CONSUMERS AT 11KV IN LICENSEES AREA OF SUPPLY (1)	$= \sum (B_i * N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
	I					
	N					
	TOTAL					

SL.NO.	MONTH	N _i = NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	C _i = TOTAL NUMBER OF MOMENTARY INTERRUPTIONS (EACH LESS THAN OR EQUAL TO 5 MINUTES ON i^{th} FEEDER FOR THE MONTH	NI = TOTAL NUMBER OF CONSUMERS AT 11kv IN LICENSEES AREA OF SUPPLY (1)	$= \sum (C_i * N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
	I					
	N					
	TOTAL					

5306/2021/RA Section



JOINT ELECTRICITY REGULATORY COMMISSION

(For the State of Goa and Union Territories)

3rd & 4th Floor, Plot No. 55-56, Phase IV, Udyog Vihar, Sector 18, Gurugram-122015.
E-mail: secy.jercuts@gov.in, Website: www.jercuts.gov.in

To,

As per list attached

Subject: Submission of data of Reliability Indices as a compliance under Regulation 10 of JERC for the State of Goa and UTs (Standard of Performance for Distribution Licensees) Regulations, 2015

Dear Sir,

The JERC (Standard of Performance for Distribution Licensees) Regulations, 2015 provides as follows:

Quote

10. SUBMISSION OF REPORTS

.....

Overall Standards

10.2 The Licensee shall furnish to the Commission within 15 days from the close of each quarter, a quarterly report providing the following information:

- a. Level of performance achieved with reference to the overall standards (specified in Schedule- II of these regulations) in the format as provided in Annexure-III of these regulations; and*
- b. Measures taken by the licensee to improve performance in the areas covered by overall standards.*

.....

SCHEDULE – II

OVERALL STANDARDS OF PERFORMANCE

.....

Reliability Indices

- 15. The Commission shall impose a uniform system of recording and reporting of distribution system reliability performance. The same reliability indices shall be imposed on all licensees. The performance target levels set by the Commission shall be unique to each licensee to be based initially on the historical performance of licensee.*
- 16. Based on the information submitted by licensees, the Commission would notify the target levels for the reliability indices annually. Licensee shall be evaluated annually to compare Licensees' actual performance with the targets.*

This is computer generated letter and hence no signature is required.

Reply to this communication at secy.jercuts@gov.in.

17. *The licensee shall compute the following distribution reliability indices separately for the Urban Area, Rural feeders:*

a. *System Average Interruption Frequency Index (SAIFI): The licensee shall calculate the value as per the formula and methodology as specified at Sl. No. 18 in this Schedule.*

b. *Momentary Average Interruption Frequency Index (MAIFI): The licensee shall calculate the value as per the formula and methodology as specified at Sl. No. 18 in this Schedule.*

18. *The indices shall be computed for licensee as a whole by stacking, for each month all the 11 kV feeders in the supply area and then aggregating the number and duration of all interruptions in that month for each feeder. The indices would then be computed using the following formulae:*

$$a. SAIFI = \sum_{i=1}^n \square (A^i \times N^i) / N^i$$

$$b. SAIDI = \sum_{i=1}^n \square (B^i \times N^i) / N^i$$

$$c. MAIFI = \sum_{i=1}^n \square (C^i \times N^i) / N^i$$

Where,

Aⁱ = Total number of sustained interruptions (each longer than 5 minutes) on Feeder for the month.

Bⁱ = Total duration of all sustained interruptions (each longer than 5 minutes) on Feeder for the month.

Cⁱ = Total number of momentary interruptions (each less than or equal to 5 minutes) on 11 kV Feeder for the month.

Nⁱ = Number of Consumers of ith feeder affected due to each interruption.

N¹ = Total number of Consumers at 11 kV feeders in licensee's supply area.

n = Number of 11 kV feeders in licensee's supply area (excluding agricultural feeders)

Note:

a. *The feeders must be segregated into Urban Area and Rural and the value of the indices must be reported separately for each month.*

b. *Licensee shall propose the target level of these indices annually at the time of submitting ARR. The Commission would thereafter notify these indices.*

Unquote

5386/2021/RA Section

As observed from above, the distribution Licensees have to propose the target level of Reliability indices, i.e., SAIFI, SAIDI and MAIFI, annually at the time of submitting Aggregate Revenue Requirement (ARR) Petition and the Commission would thereafter notify the target levels for these indices in the ARR Order. The JERC (Standard of Performance (SOP) for Distribution Licensees) Regulations, 2015, are attached herewith for your ready reference.

You are therefore requested to start calculating the Reliability Indices immediately and submit the proposed values of Reliability indices in your territory as per the JERC (SOP for Distribution Licensees) Regulations, 2015 along with the Tariff Petition.

Yours Sincerely,

(Rakesh Kumar)
Secretary, JERC

Copy for record to:

1. File No.-JERC-RA/9/II
2. File No.-JERC-RA/9/III
3. File No.-JERC-RA/9/IV
4. File No.-JERC-RA/9/V
5. File No.-JERC-RA/9/VI
6. File No.-JERC-RA/9/VII
7. File No.-JERC-RA/9/VIII

List of addressees-

1. **The Chief Electrical Engineer,**
Electricity Department,
Government of Goa,
4th Floor, Vidyut Bhawan,
Panaji, Goa- 403521
cee-elec.goa@nic.in
2. **Managing Director, DNHPDCL,**
UT of Dadra & Nagar Haveli and Daman & Diu,
Vidyut Bhawan, 66KV Road,
Amli, Opp. Secretariat, Silvassa – 396230
caparmar1956@gmail.com
3. **Executive Engineer**
Vidyut Bhawan,
Somnath-Kachigam Road,
Kachigam, Daman- 396210
elec-dmn-dd@nic.in
ed-jetech-dd@nic.in
4. **Superintending Engineer**
Electricity Department,
Electricity Operations Circle,
Room No- 511,
Chandigarh- 160009
seelecty@gmail.com
5. **Superintending Engineer**
Electricity Department,
Andaman & Nicobar Administration,
Port Blair- 744101
seed.and@nic.in
6. **Executive Engineer**
Divisional Office,
Lakshadweep Electricity Department,
Kavaratti Island,
UT of Lakshadweep- 682555
lk-ktelect@nic.in
7. **Superintending Engineer**
Electricity Department,
No. 137, Netaji Subash Chandra Bose

~~5306~~/2021/RA Section

Salai, Puducherry- 605001, se1ped.pon@nic.in

5813/2021/RA Section

From : Vineet Parashar (vineet.jercuts@gov.in)

To : nitin.jercuts@gov.in

Cc :

Subject : Fwd: Submission of target levels of the Reliability Indices (SAIFI, SAIDI and MAIFI) for the Control Period FY 2022-25

Date : Nov 25 2021 12:53 PM

As discussed, for needful pls.

From: "Vineet Parashar" <vineet.jercuts@gov.in>

To: "caparmar1956" <caparmar1956@gmail.com>, "seelecty" <seelecty@gmail.com>, "Chief Electrical Engineer" <cee-elec.goa@nic.in>, "Superintending Engineer-cum-Head of the Department, Electricity Department, Puducherry" <se1ped.pon@nic.in>, "B Ajith Kumar" <seed.and@nic.in>, "M.R.Ingle" <elec-dmn-dd@nic.in>, "Executive Engineer(Ele)" <lk-ktelect@nic.in>

Cc: "Rakesh Kumar" <secy.jercuts@gov.in>, "Rajesh Dangi" <direngg.jercuts@gov.in>, "Sunil Dutt Sharma" <dirfin.jercuts@gov.in>

Sent: Tuesday, November 23, 2021 10:51:32 AM

Subject: Submission of target levels of the Reliability Indices (SAIFI, SAIDI and MAIFI) for the Control Period FY 2022-25

Respected Sir(s),

Please find attached the letter in the above mentioned subject for necessary action.

--

Regards.

Vineet Parashar

RA, JERC (Goa & UTs)

www.jercuts.gov.in

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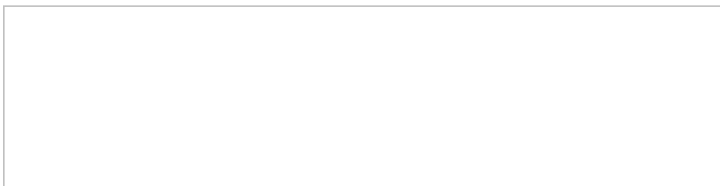
Regards.

Vineet Parashar

Research Associate (Engg.),

JERC (Goa & UTs)

www.jercuts.gov.in



5813/2021/RA Section



JOINT ELECTRICITY REGULATORY COMMISSION
(For the State of Goa and Union Territories)

3rd & 4th Floor, Plot No. 55-56, Phase IV, Udyog Vihar, Sector 18, Gurugram-122015.
E-mail: secy.jercuts@gov.in, Website: www.jercuts.gov.in

To,

As per the list attached

Sub: Submission of target levels of the Reliability Indices (SAIFI, SAIDI and MAIFI) for the Control Period FY 2022-25.

Sir(s),

The JERC (Standard of Performance for Distribution Licensees) Regulations, 2015, provides that the Licensee shall propose the target levels of the Reliability Indices (SAIFI, SAIDI and MAIFI) annually at the time of submitting the ARR and based on the information submitted by the Licensee, the Commission would notify the target levels for these indices annually. The licensee shall thereafter be evaluated annually to compare its actual performance with the targets

Further, the JERC (Generation, Transmission and Distribution Multi Year Tariff) Regulations, 2021, the MYT Petition comprising of the year-wise forecast of Aggregate Revenue Requirement for the entire Control Period, pending True up of all previous year(s), Annual Performance Review for 2021-22 and determination of retail Tariff for the Year 2022-23 shall be submitted by 30th November' 2021 as per the formats already provided by the Commission vide mail dated 29.10.2021.

So, you are requested to ensure that the annual target levels of the Reliability Indices (SAIFI, SAIDI and MAIFI) for the Control Period FY 2022-25 are submitted to the Commission along with the MYT ARR Petition.

Yours Sincerely

(Rakesh Kumar)
Secretary, JERC

List of addressee:

1. Superintending Engineer, Electricity Department, No. 137, Netaji Subash Chandra Bose Salai, Puducherry- 605001, Email- se1ped.pon@nic.in
2. Chief Electrical Engineer, Electricity Department, Government of Goa, 4th Floor, Vidyut Bhawan, Panaji, Goa- 403521, Email- cee-elec.goa@nic.in
3. Superintending Engineer, Electricity Department, Electricity Operations Circle, Room No- 511, Chandigarh- 160009, Email- seelecty@gmail.com
4. Chief Engineer, DNHPDCL UT of Dadra & Nagar Haveli and Daman & Diu, Vidyut Bhawan, 66KV Road, Amla, Opp. Secretariat, Silvassa – 396230, Email- caparmar1956@gmail.com
5. Executive Engineer, ED- DD, Vidyut Bhawan, Somnath-Kachigam Road, Kachigam, Daman- 396210, Email- elec-dmn-dd@nic.in
6. Superintending Engineer, Electricity Department, Andaman & Nicobar Administration, Port Blair- 744101, Email- seed.and@nic.in
7. Executive Engineer, Divisional Office, Lakshadweep Electricity Department, Kavaratti Island, UT of Lakshadweep- 682555, Email- lk-ktelect@nic.in

(Rakesh Kumar)
Secretary, JERC

7613/2022/Diary Section

Email

Nishi Raj

Fwd: DNHPDCL RI & SOP reports for FY 2020-21

From : Rakesh Kumar <secy.jercuts@gov.in> Mon, Mar 21, 2022 12:25 PM
Subject : Fwd: DNHPDCL RI & SOP reports for FY 2020-21 2 attachments
To : Nishi Raj <nishiraj.jercuts@gov.in>

Pl. diarise.

From: caparmar1956@gmail.com
To: "Rakesh Kumar" <secy.jercuts@gov.in>, "Rajesh Dangi" <direngg.jercuts@gov.in>, "Hansika Dhankhar" <hansika.jercuts@gov.in>, gauravlohani2000@gmail.com
Cc: capawanmishra@rediffmail.com, rbchaubal@gmail.com
Sent: Monday, March 21, 2022 12:15:38 PM
Subject: DNHPDCL RI & SOP reports for FY 2020-21

Dear Sir,
Please find the DNHPDCL Reliability Indices (RI) and Standard of Performance (SOP) reports for FY 2020-21 attached herewith.

--

Thanks and regards,

C. A. Parmar,
Chief Engineer,

DNH Power Distribution Corporation Ltd.,
CINU40100DN2012GOI000405

Vidyut Bhavan, 66 KV Road, Near Secretariat,
Amlī, Silvassa, Dadra & Nagar Haveli,
Cell No. 9925211476
Office no. 0260-2406500
Website: www.dnhpdcl.in



7613/2022/Diary Section

 **DNH SOP REPORT FY 2020-21 FINAL.pdf**
2 MB

 **DNHPDCL RI report FY 2020-21 Final.pdf**
1 MB

A Report On

RELIABILITY INDICES (RI) ON MONTHLY, QUARTERLY AND YEARLY BASIS FOR DNH POWER DISTRIBUTION CORPORATION LIMITED FOR THE FY 2020-21



DNH Power Distribution Corporation Limited
Vidyut Bhavan, 66 KV Road, Near Secretariat, Amli, Silvassa-396230.

Disclaimer

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Abbreviation and Acronyms

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CAIDI	:	Consumer Average Interruption Duration Index
D/C	:	Double Circuit
DNH	:	Dadra and Nagar Haveli
DNHPDCL	:	Dadra and Nagar Haveli Power Distribution Corporation Ltd.
JERC	:	Joint Electricity Regulatory Commission
KM	:	Kilo Meter
KV	:	Kilo Volt
MVA	:	Mega Volt Ampere
MW	:	Mega Watt
NZ	:	North Zone
PGCIL	:	Power Grid Corporation Of India Limited.
RI	:	Reliability Indices
SAIDI	:	System Average Interruption Duration Index
SAIFI	:	System Average Interruption Frequency Index
SZ	:	South Zone
UT	:	Union Territory

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Chapter 1. Introduction and Background

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1.1 Introduction to DNH Power Distribution Corporation Ltd.

The Union Territory (U.T.) of Dadra and Nagar Haveli (DNH) is situated on the western region surrounded by states of Gujarat and Maharashtra. The total area of territory is 491 sq. Kms. There are about 72 villages in this territory and the capital is Silvassa. The total population of the U.T. as per 2011 census is 3.42 lacks with 78 % tribal population.

DNH Power Distribution Corporation Ltd. (DNHPDCL) is part of the administration of Union Territory of Dadra & Nagar Haveli. The DNHPDCL is headed by the Managing Director (M.D). DNHPDCL is mainly engaged in the procurement, transmission and distribution of electricity to the various categories of consumers. The DNHPDCL does not own or operate any generating stations. Hence, based on allocation, power is drawn from the central sector power stations. The power in U.T. of DNH is being received from central sector power stations through central sector at 220 KV level. At present, 220 KV Kharadpada and Khadoli substations are fed through 220 KV lines from PGCIL 400/220 KV Vapi (Ambheti) and 400/220 KV Kala substations. Also, power is drawn at 220 kV level from Kala-New Kharadpada D/C line, Ambethi-Bhilosa S/C line, Ambheti-Sayli line and Ambheti-Khadoli S/C line as per requirement. DNHPDCL also, power is drawn at 220 KV level from Ambheti-Vaghchhipa D/C line, Vaghchhipa - Sayli S/C Line, Vaghchhipa- Khadoli S/C Line as per requirement.

Power distribution in U.T. of DNH is carried out by DNHPDCL. The profile of power system of U.T. is as below.

Table 1: DNH Power Network Details

Max Demand	835 MW
220 KV Substations	6 Nos (Three substations Kharadpada, Khadoli, Vaghchhipa & three switching station at New Kharadpada, Bhilosa and Sayli)
220/66 KV transformer	1320 MVA (520 MVA at Kharadpada and 480 MVA at Khadoli and 320 MVA at Vaghchhipa)
66 KV substations	14 Nos
66/11 KV Transformer	797 MVA
Distribution transformers	1102 No's
Length of 220 KV Line D/C	36.38 km
Length of 66 KV Line D/C	279.9 km
Length of 11 KV Line	834 km
Length of LT line	1778 km
No. of consumers	81856 No's

Note: All above data taken from "DNHPDCL Tariff Order FY 2020-21."

In this report, Monthly, Quarterly and Yearly Reliability Indices (RI) of DNH Power Distribution Corporation Limited for the FY 2020-21 as per JERC (Standard of Performance for Distribution Licensees) Regulation, 2015 as Amended Time to Time.

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Chapter 2. Approach and Methodology

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2.1 Summary of the Chapter

This chapter presents methodology adopted for data preparation for calculating Reliability Indices (RI). Necessary data preparation is highly important as the analysis will be solely based on the data being used for the analysis. The major observations in this chapter are data collection and its methodology followed by thorough verification. The methodology presented here is developed based on best practices implementing in the utilities and based on our experience it is customized with practical limitations on data availability.

2.2 Definitions

- 2.2.1 **“Consumer”** means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;
- 2.2.2 **“Consumer count”** means the number of consumers is the preferred item to count if the counting system.
- 2.2.3 **“Interruption”** means the loss of service to one or more consumers.
- 2.2.4 **“Duration of interruption”** means the period measured in minutes from the initiation of an interruption to a consumer or other facility until service has been restored to that consumer or facility. It is essential to record the duration of each interruption.
- 2.2.5 **“Forced interruption”** means an interruption caused by a forced outage.
- 2.2.6 **“Interruptions caused by events outside of distribution”** means an interruption due to the cause of outside influences such as transmission line, of generating plant failure or outages.
- 2.2.7 **“Outage (electric power system)”** means the state of a component when it is not available to perform its intended function due to some event directly associated with that component.

- Notes:**
1. An outage may or may not cause an interruption of service to consumers, depending on system configuration.
 2. This definition derives from transmission and distribution applications and does not apply to generation outages.

- 2.2.8 **“Scheduled interruption (electric power systems)”** means a loss of electric power that results when a component is deliberately taken out of service at a selected time, usually for the purposes of construction, preventative maintenance, or repair.

Notes:

1. This derives from transmission and distribution applications and does not apply to generation interruptions.

2. The key test to determine if an interruption should be classified as a forced or scheduled interruption is as follows. If it is possible to defer the interruption when such deferment is desirable, the interruption is a scheduled interruption; otherwise, the interruption is a forced interruption. Deferring an interruption may be desirable, for example, to prevent overload of facilities or interruption of service to consumers.

2.2.9 **“Total number of consumers served”** means the total number of consumers served on the last day of the reporting period. If a different consumer total is used, it must be clearly defined within the report.

2.2.10 **“Reporting period”** means a period assumed to be one month unless otherwise stated.

2.3 Assumptions

- a) Unique list of feeders in a substation are considered as total number of feeders in that substation.
- b) If both feeder IN and OUT times are not available then the feeder entry is counted in the calculation.
- c) If either IN time or OUT time any one of the entry data is not available then the default 5 minutes outage time is considered.

2.4 Reliability Indices (RI)

Reliability can be defined as the ability of the power system components to deliver electricity to all points of consumption, in the quantity & with the quality demanded by the consumer. Reliability is often measured by the outage indices defined in one international standard called IEEE 1366. (IEEE is the Institution of Electrical & Electronics Engineers, the biggest professional body of Electrical & Electronics Engineers. IEEE has its head office in the USA & has presence in most countries). These outage indices are based on the duration of each power supply interruption & the frequency of interruption. It is clear that all three major functional components of the power system – generation, transmission & distribution contribute to reliability. As far as the consumer is concerned, transmission & distribution outages are important. In fact, surveys (in developed countries) show that 80-90% of the outages experienced by consumers are caused by distribution outages.

A power supply outage is a planned or unplanned event & can be described in terms of the frequency, duration & amount of load (or consumers) affected. A momentary outage is defined as an outage lasting less than 5 minutes, corresponding to the time taken by automatic re-closure schemes to restore temporary faults; a sustained outage lasts longer than 5 minutes. IEEE standard 1366 gives the definition for outage indices. These indices are calculated using details of consumer interruptions collected from past year data. Definitions of few of the indices are given in Section 2.4.1.

2.4.1 Sustained interruption indices

- **SAIFI** - *System average interruption frequency index*
- **SAIDI** - *System average interruption duration index*
- **CAIDI** - *Consumer average interruption duration index*
- **MAIFI**- *Momentary Average Interruption Frequency Index (MAIFI)*

❖ **SAIFI:** This index is designed to give information about the average frequency of sustained interruptions per consumer over a predefined area.

$$SAIFI = \frac{\text{Total number of consumer interruptions}}{\text{Total number of consumers served}}$$

(Or)

$$SAIFI = \frac{\text{Total number of interruptions}}{\text{Total no. of feeders}}$$

(Or)

$$SAIFI = \frac{\sum Ni}{NT}$$

Where,

- Ni Number of interrupted consumers for each interruption event during reporting period
- NT Total number of consumers served for the area being indexed

❖ **SAIDI:** This index is commonly referred to as consumer minutes of interruption and is designed to provide information about the average time the consumers are interrupted.

$$SAIDI = \frac{\text{Total consumer interruption durations}}{\text{Total number of consumers served}}$$

(Or)

$$SAIDI = \frac{\text{Total duration in minutes of interruptions}}{\text{Total no. of feeders}}$$

(Or)

$$SAIDI = \frac{\sum Ri * Ni}{NT}$$

Where

- Ri Restoration time for each interruption event
- i An interruption event
- T Total

CAIDI: CAIDI represents the average time required to restore service to the average consumer per sustained interruption.

CAIDI for consumer=

$$\frac{\text{Total of (Duration in minutes of interruptin of feeder * Total no. of connected consumers to feeder)}}{\text{Total number of consumers}}$$

$$CAIDI = \frac{(\sum Ri * Ni)}{(\sum Ni)} = \frac{SAIDI}{SAIFI}$$

$$* RI \text{ for Feeder} = \left(1 - \frac{SAIDI \text{ for feeder}}{\text{Total no. of days in given period} * 24 * 60} \right) * 100$$

$$* RI \text{ for consumer} = \left(1 - \frac{CAIDI \text{ for Consumer}}{\text{Total no. of days in given period} * 24 * 60} \right) * 100$$

- ❖ **MAIFI:** It is the average number of momentary interruptions that a consumer would experience during a given period (typically a year). Electric power utilities may define momentary interruptions differently, with some considering a momentary interruption to be an outage of less than or equal to 5 minute in duration.

$$MAIFI = \frac{\text{No. of Outages each } \leq 5 \text{ min X Number of Consumers on Feeder}}{\text{Total number of consumers served}}$$

(Or)

$$MAIFI = \frac{\text{Total number of momentary interruptions}}{\text{Total no. of feeders}}$$

(Or)

$$MAIFI = \frac{(\sum Ni * Ci)}{NT}$$

Where,

- Ni Number of interrupted consumers for each interruption event during reporting period
- NT Total number of consumers served for the area being indexed

2.4.1.1 Exclusions

While calculation the values of Reliability Indices i.e. SAIFI, SAIDI & CAIDI; the interruptions due to Load Shedding, EHV Openings (Distress load shedding), Forced interruption, Interruptions caused by events outside of distribution & Interruptions due to natural calamities are to be excluded.

2.5 List of Team Members

List of Team members for Data Collection, Data Entry in software and report preparation are mentioned in below table,

Table 2: List of Team Members

Sr. No	Name	Role
1	Mr. Ashok Dobariya	Data Collection
2	Mr. Mayur Vaddoriya	Data Collection
3	Mr. Nagarjuna M	Data Entry Coordinator & Report preparation
4	Mr. Chandresh V. Dobariya	Team Leader

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Chapter 3. RI for FY 2020-21

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This chapter summarizes the Reliability Indices (RI) Monthly, Quarterly and Yearly for Financial Year 2020-21 along with graphical representations for DNH and its subdivisions NZ, NZ-II and SZ.

3.1 Monthly SAIFI, SAIDI & MAIFI Report for FY 2020-21

Table 3: Monthly SAIFI, SAIDI & MAIFI Report for FY 2020-21

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)	Σ Number of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIFI=(2)/(1)
Apr-20	238	84952	232518	2.74
May-20	335	84952	186329	2.19
Jun-20	930	84952	583037	6.86
Jul-20	826	84952	262019	3.08
Aug-20	1037	84952	205490	2.42
Sep-20	570	84952	113451	1.34
Oct-20	612	84952	185866	2.19
Nov-20	314	84952	59658	0.70
Dec-20	419	84952	114819	1.35
Jan-21	458	84952	150937	1.78
Feb-21	337	84952	76022	0.89
Mar-21	376	84952	66445	0.78

Month	Total duration of sustained interruptions (each longer than 5 min) on ith feeder for the month (MM)	Total number of consumers at 11KV in licensees area of the supply (1)	Σ Duration of Outages each longer than 5 min X Number of Consumers on Feeder (2)	SAIDI=(2)/(1)
Apr-20	21283	84952	7746094	91.18
May-20	64473	84952	16507142	194.31
Jun-20	106004	84952	34819083	409.87
Jul-20	93624	84952	22241515	261.81
Aug-20	152271	84952	17026456	200.42
Sep-20	68532	84952	9056594	106.61
Oct-20	61752	84952	19635587	231.14
Nov-20	35905	84952	3723757	43.83
Dec-20	91633	84952	9638318	113.46
Jan-21	53180	84952	9846668	115.91
Feb-21	53870	84952	11601647	136.57
Mar-21	58531	84952	6646034	78.23

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)	Σ Number of Outages each less than or equal to 5 min X Number of Consumers on Feeder (2)	MAIFI=(2)/(1)
Apr-20	407	84952	677490	7.97
May-20	398	84952	400714	4.72

Jun-20	872	84952	709560	8.35
Jul-20	741	84952	234926	2.77
Aug-20	835	84952	220553	2.60
Sep-20	527	84952	155037	1.82
Oct-20	620	84952	125116	1.47
Nov-20	436	84952	129055	1.52
Dec-20	427	84952	107876	1.27
Jan-21	347	84952	91516	1.08
Feb-21	244	84952	56988	0.67
Mar-21	340	84952	92759	1.09

3.2 RI Monthly Report for FY 2020-21

Table 4: Monthly RI for FY 2020-21

RI Monthly Report from Date 01-04-2020 To 31-03-2021						
DNH						
Sr.No.	Month	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
1	Apr-20	2.12	83.32	99.81	94.83	99.78
2	May-20	2.47	247.84	99.44	332.84	99.25
3	Jun-20	6.11	407.79	99.06	663.22	98.46
4	Jul-20	5.00	312.50	99.30	462.71	98.96
5	Aug-20	6.36	568.89	98.73	619.23	98.61
6	Sep-20	3.63	249.16	99.42	204.05	99.53
7	Oct-20	4.28	229.60	99.49	359.65	99.19
8	Nov-20	2.57	137.07	99.68	195.24	99.55
9	Dec-20	2.89	301.20	99.33	316.47	99.29
10	Jan-21	2.67	204.27	99.54	315.48	99.29
11	Feb-21	1.97	208.94	99.48	388.31	99.04
12	Mar-21	2.40	218.04	99.51	329.31	99.26
Total		42.46	3168.61	99.40	4281.33	99.19
Sub-Division : North Zone						
Sr.No.	Month	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
1	Apr-20	2.17	127.06	99.71	123.70	99.71
2	May-20	1.92	219.40	99.51	194.79	99.56
3	Jun-20	4.36	429.64	99.01	430.24	99.00
4	Jul-20	3.68	289.24	99.35	243.37	99.45
5	Aug-20	5.12	544.98	98.78	141.86	99.68
6	Sep-20	2.91	274.25	99.37	102.77	99.76
7	Oct-20	3.85	270.61	99.39	228.01	99.49
8	Nov-20	1.85	86.52	99.80	26.18	99.94
9	Dec-20	2.02	245.89	99.45	90.45	99.80
10	Jan-21	2.73	182.07	99.59	95.61	99.79
11	Feb-21	1.85	283.93	99.30	111.72	99.72
12	Mar-21	2.37	248.11	99.44	48.49	99.89
Total		34.82	3201.71	99.39	1837.21	99.65
Sub-Division : North Zone-II						
Sr.No.	Month	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer

1	Apr-20	1.66	35.21	99.92	59.72	99.86
2	May-20	1.78	127.57	99.71	304.13	99.32
3	Jun-20	4.37	199.32	99.54	362.63	99.16
4	Jul-20	5.02	341.42	99.24	514.54	98.85
5	Aug-20	4.33	333.77	99.25	574.42	98.71
6	Sep-20	2.95	168.96	99.61	179.13	99.59
7	Oct-20	2.38	138.85	99.69	293.73	99.34
8	Nov-20	1.72	100.77	99.77	140.11	99.68
9	Dec-20	1.98	341.65	99.23	215.81	99.52
10	Jan-21	2.00	107.05	99.76	171.92	99.61
11	Feb-21	1.29	60.18	99.85	124.76	99.69
12	Mar-21	1.70	116.89	99.74	137.30	99.69
Total		31.19	2071.66	99.61	3078.21	99.41
Sub-Division : South Zone						
Sr.No.	Month	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
1	Apr-20	2.54	87.68	99.80	101.06	99.77
2	May-20	3.73	396.54	99.11	499.59	98.88
3	Jun-20	9.59	594.39	98.62	1196.80	97.23
4	Jul-20	6.30	306.83	99.31	630.21	98.59
5	Aug-20	9.64	827.93	98.15	1141.40	97.44
6	Sep-20	5.03	304.28	99.30	330.24	99.24
7	Oct-20	6.60	279.35	99.37	557.19	98.75
8	Nov-20	4.13	223.91	99.48	419.43	99.03
9	Dec-20	4.66	316.04	99.29	643.15	98.56
10	Jan-21	3.28	323.68	99.27	678.92	98.48
11	Feb-21	2.78	282.70	99.30	928.44	97.70
12	Mar-21	3.11	289.13	99.35	802.13	98.20
Total		61.36	4232.45	99.19	7928.56	98.49

Graphical representations of monthly RI of DNH and its subdivisions NZ, NZ-II and SZ for FY 2020-21 are as follows.

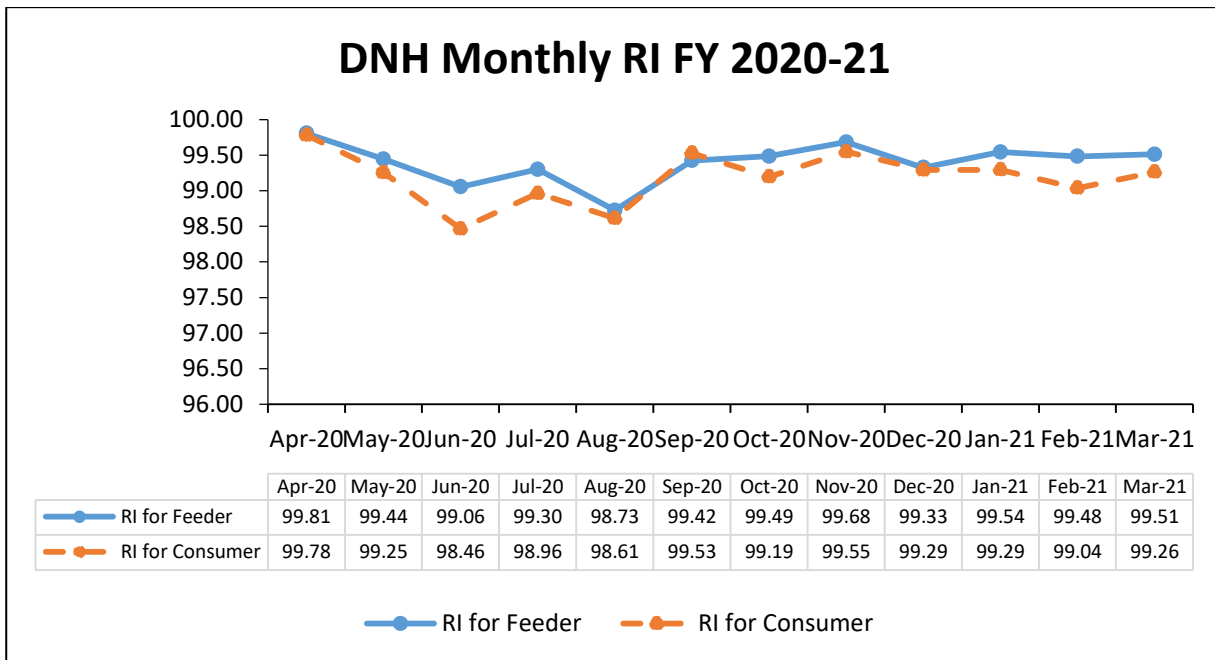


Figure 1: Graphical representation of DNH Monthly RI for FY 2020-21.

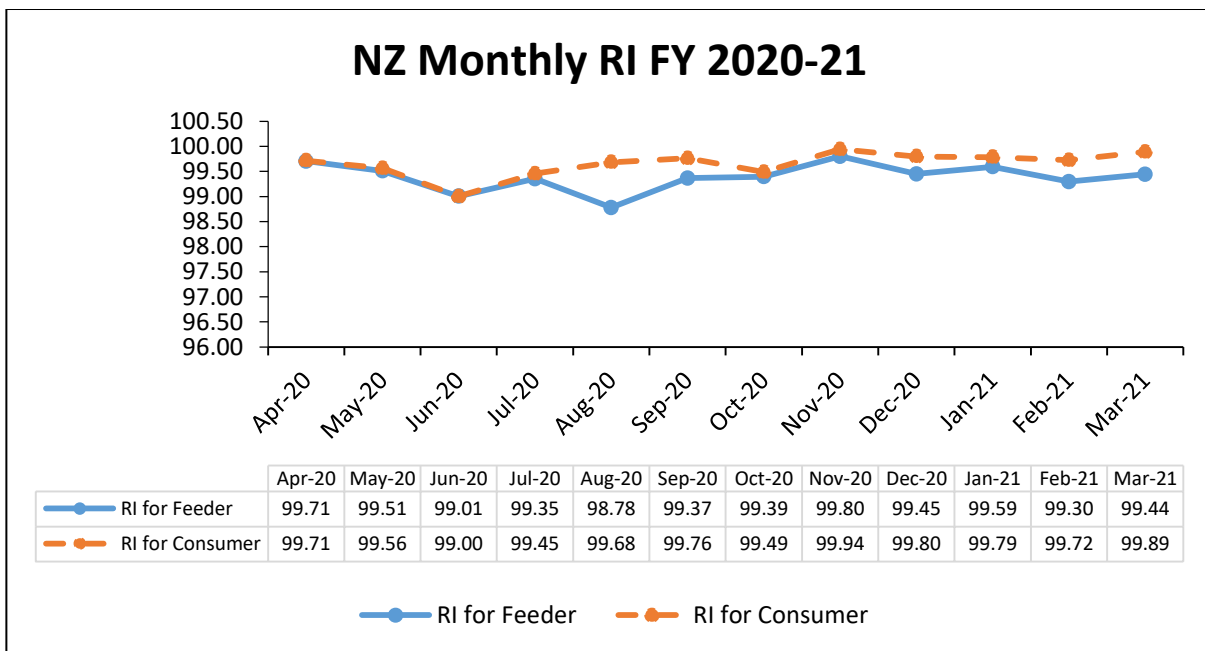


Figure 2: Graphical representation of NZ Monthly RI for FY 2020-21.

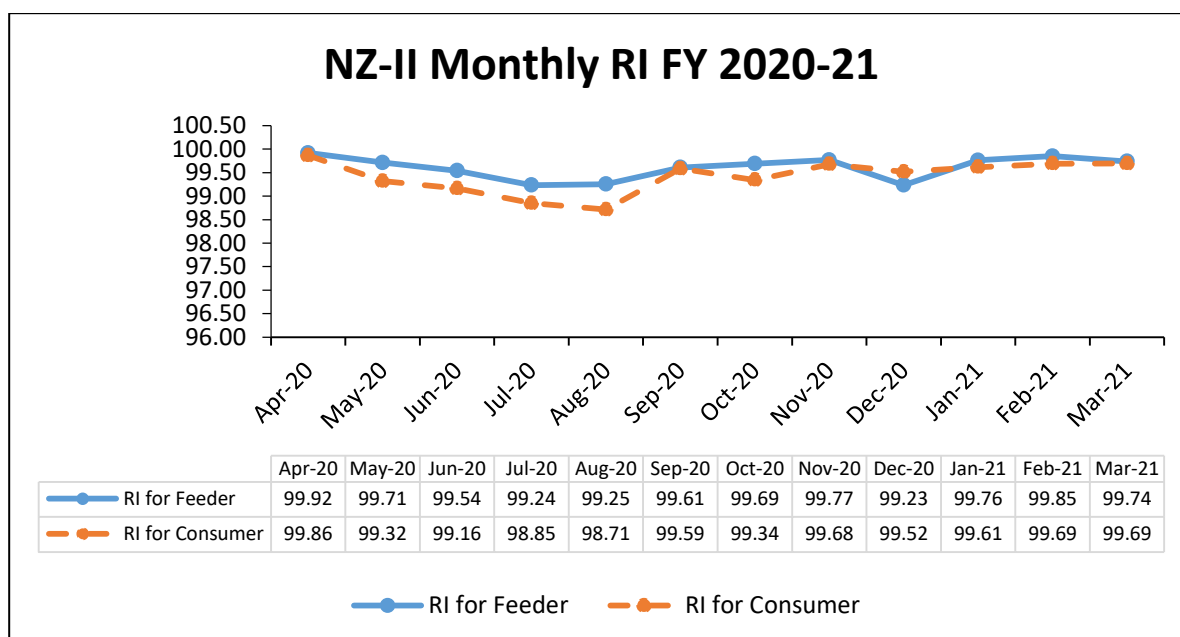


Figure 3: Graphical representation of NZ-II Monthly RI for FY 2020-21.

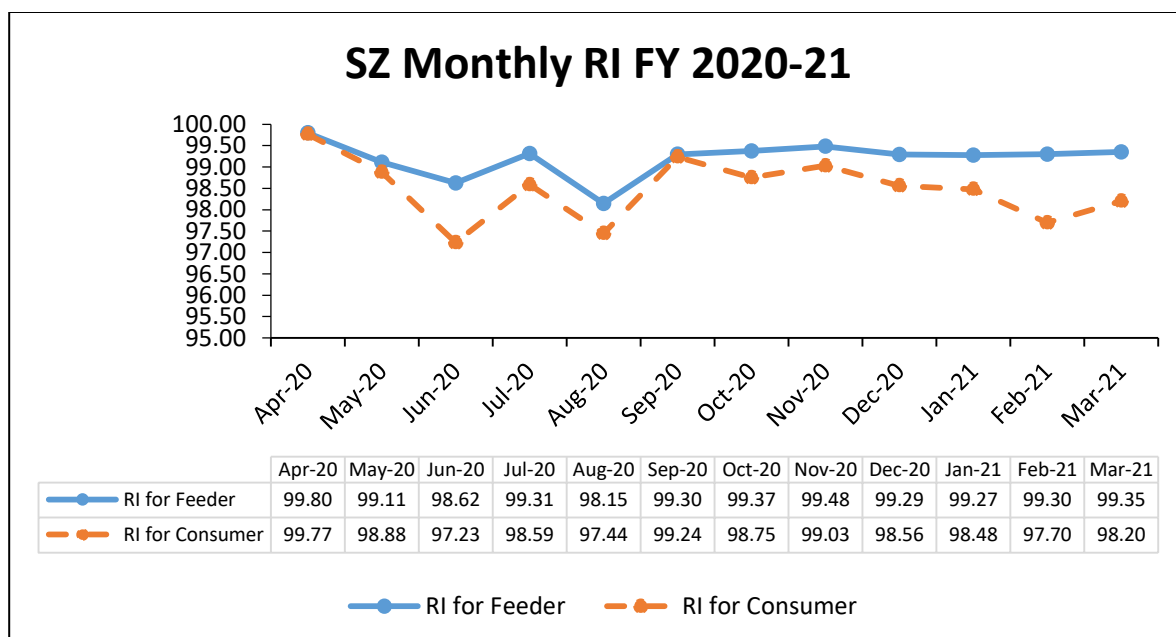


Figure 4: Graphical representation of SZ Monthly RI for FY 2020-21.

3.3 RI Quarterly Report for FY 2020-21

Table 5: Quarterly RI for FY 2020-21

Sr. No.	Quarter	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
DNH						
1	Q-1	10.70	738.94	99.44	1090.89	99.17
2	Q-2	14.99	1130.55	99.14	1285.98	99.02
3	Q-3	9.73	667.86	99.49	871.36	99.34
4	Q-4	7.03	631.25	99.52	1033.10	99.21
Sub Division of DNH						

Sr. No.	Quarter	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
NZ						
1	Q-1	8.44	776.11	99.41	748.73	99.43
2	Q-2	11.71	1108.47	99.16	488.00	99.63
3	Q-3	7.73	603.02	99.54	344.65	99.74
4	Q-4	6.95	714.11	99.45	255.83	99.80
NZ-II						
1	Q-1	7.82	362.11	99.72	726.48	99.45
2	Q-2	12.30	844.16	99.36	1268.09	99.04
3	Q-3	6.08	581.27	99.56	649.65	99.51
4	Q-4	4.99	284.13	99.78	433.98	99.67
SZ						
1	Q-1	15.85	1078.61	99.18	1797.45	98.63
2	Q-2	20.96	1439.03	98.91	2101.85	98.41
3	Q-3	15.39	819.30	99.38	1619.78	98.78
4	Q-4	9.16	895.51	99.31	2409.48	98.14

Graphical representations of quarterly RI of DNH and its subdivisions NZ, NZ-II and SZ for FY 2020-21 are as follows.

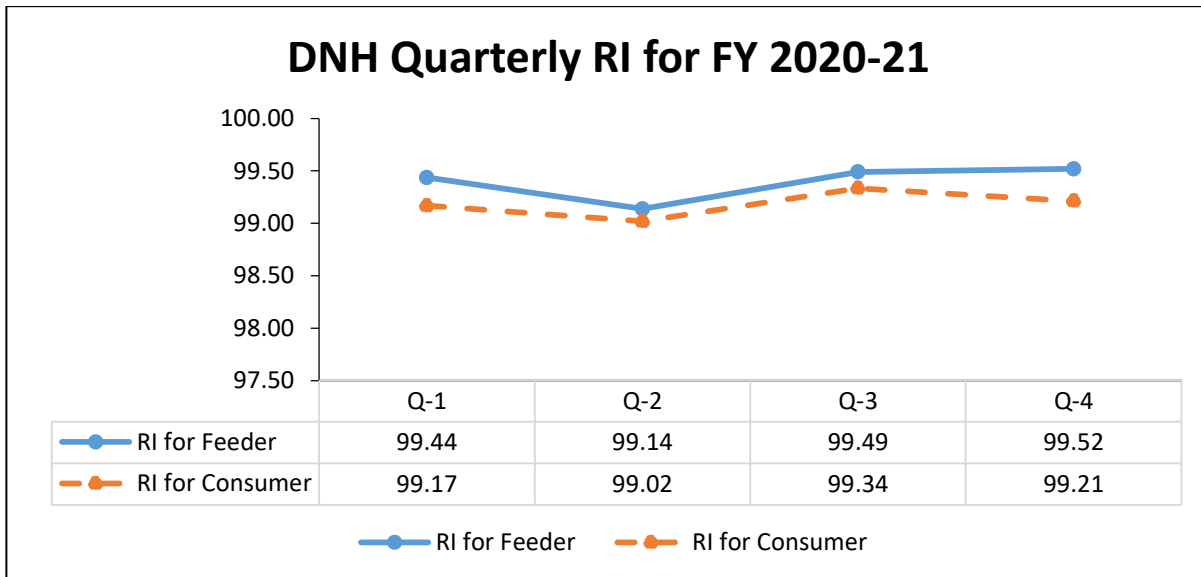


Figure 5: Graphical representation of DNH Quarterly RI for FY 2020-21

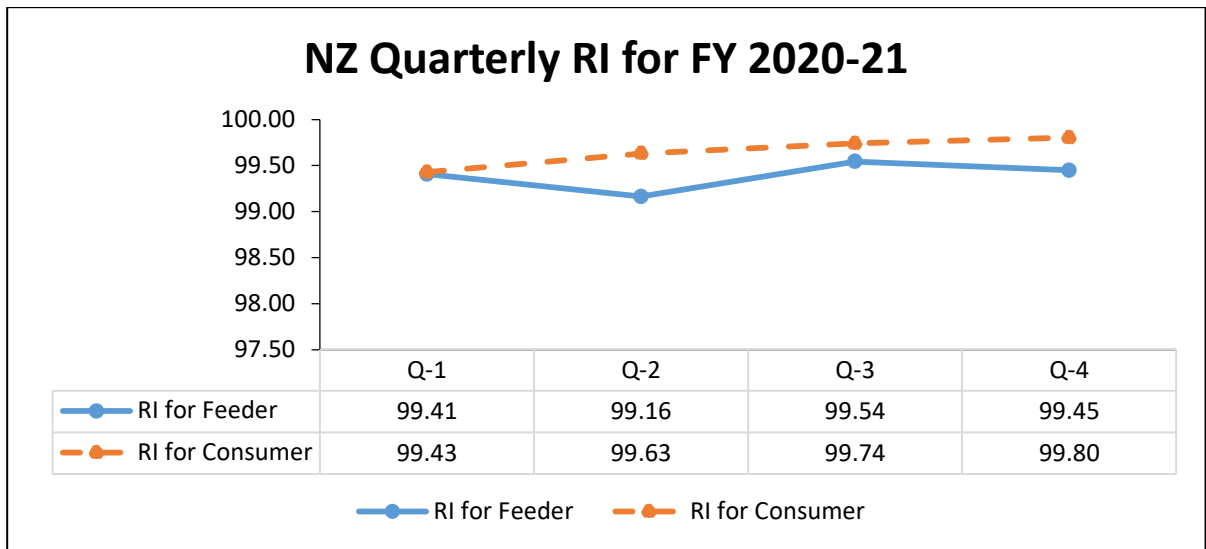


Figure 6: Graphical representation of NZ Quarterly RI for FY 2020-21

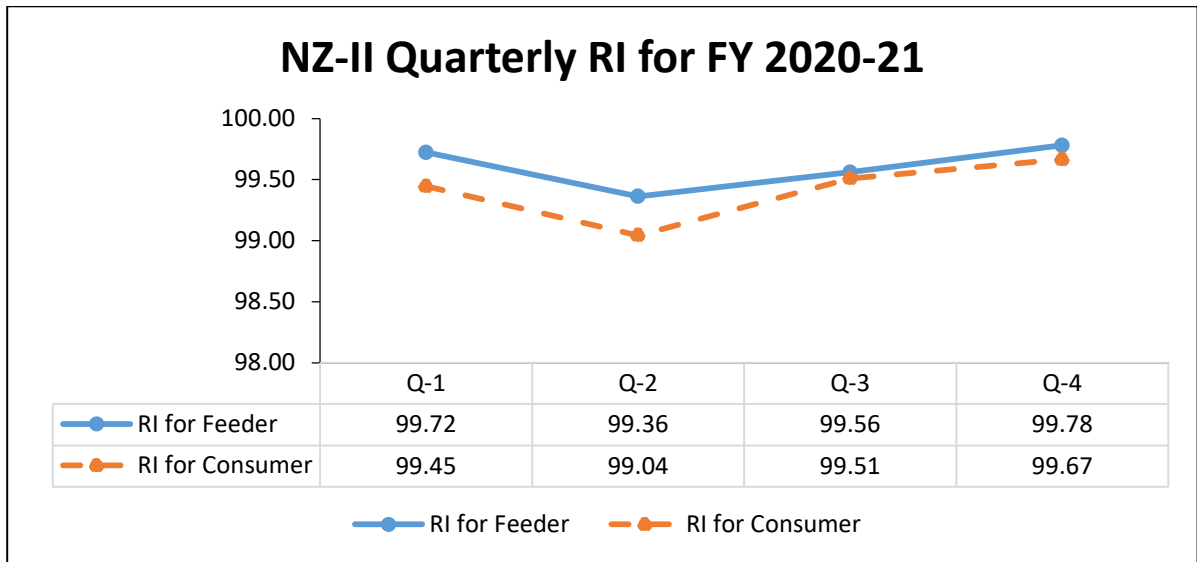


Figure 7: Graphical representation of NZ-II Quarterly RI for FY 2020-21

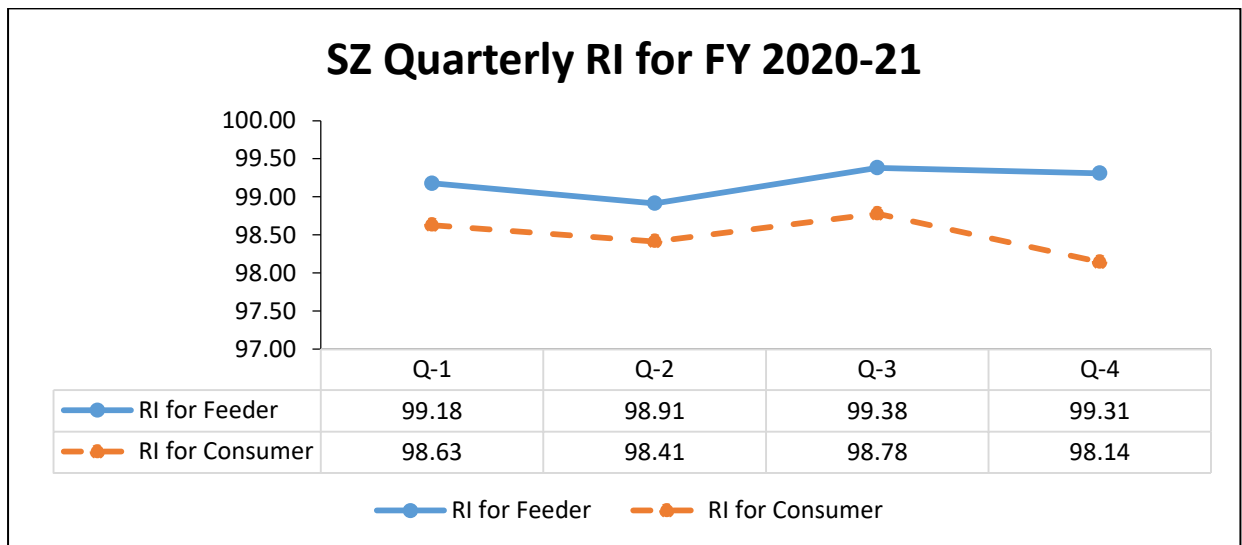


Figure 8: Graphical representation of SZ Quarterly RI for FY 2020-21

3.4 RI Yearly Report for FY 2020-21

RI Financial Year-wise Report from 01-04-2020 to 31-03-2021,

Table 6: Financial Year wise RI from FY 2020-21

Financial Year	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
DNH					
FY 2020-21	42.46	3168.61	99.40	4281.33	99.19
Sub Divisions of DNH					
NZ					
FY 2020-21	34.82	3201.71	99.39	1837.21	99.65
NZ-II					
FY 2020-21	31.19	2071.66	99.61	3078.21	99.41
SZ					
FY 2020-21	61.36	4232.45	99.19	7928.56	98.49

Graphical representations of RI financial year wise for DNH and its subdivisions NZ, NZ-II and SZ for FY 2020-21 as follows.

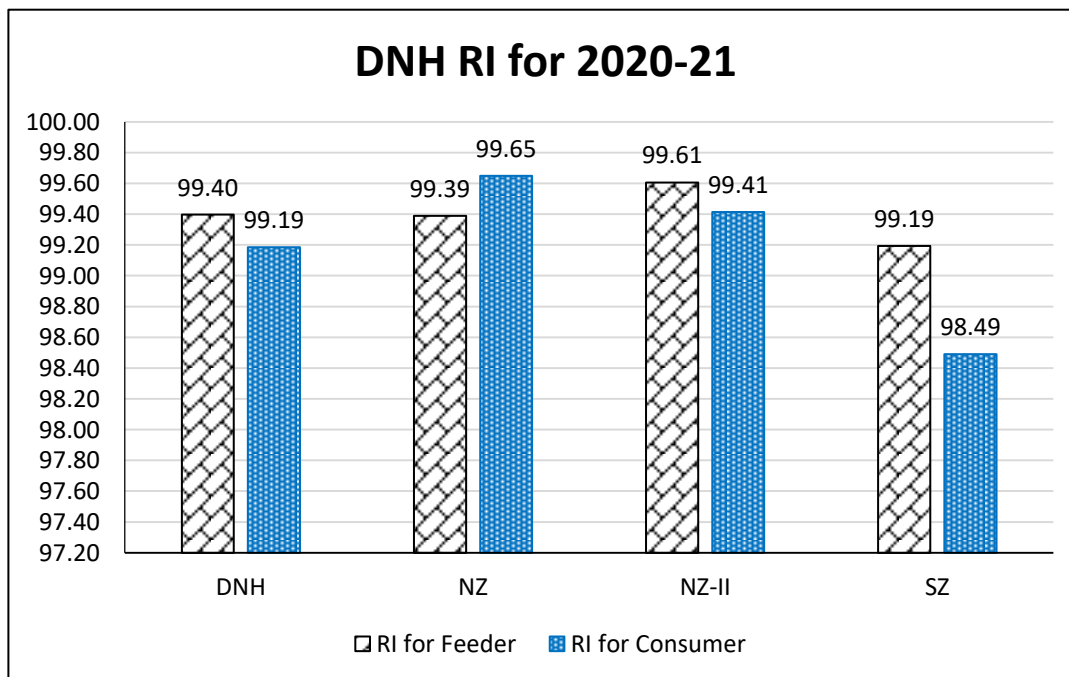


Figure 9: Graphical representation of DNH RI for FY 2020-21.

Chapter 4. Summary

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4.1 Summary

4.1.1 Reliability Indices (RI)

Quarterly RI for DNH in zone wise is given below,

Sr. No.	Quarter	SAIFI	SAIDI	RI for Feeder	CAIDI	RI for Consumer
DNH						
1	Q-1	10.70	738.94	99.44	1090.89	99.17
2	Q-2	14.99	1130.55	99.14	1285.98	99.02
3	Q-3	9.73	667.86	99.49	871.36	99.34
4	Q-4	7.03	631.25	99.52	1033.10	99.21
Sub Division of DNH						
NZ						
1	Q-1	8.44	776.11	99.41	748.73	99.43
2	Q-2	11.71	1108.47	99.16	488.00	99.63
3	Q-3	7.73	603.02	99.54	344.65	99.74
4	Q-4	6.95	714.11	99.45	255.83	99.80
NZ-II						
1	Q-1	7.82	362.11	99.72	726.48	99.45
2	Q-2	12.30	844.16	99.36	1268.09	99.04
3	Q-3	6.08	581.27	99.56	649.65	99.51
4	Q-4	4.99	284.13	99.78	433.98	99.67
SZ						
1	Q-1	15.85	1078.61	99.18	1797.45	98.63
2	Q-2	20.96	1439.03	98.91	2101.85	98.41
3	Q-3	15.39	819.30	99.38	1619.78	98.78
4	Q-4	9.16	895.51	99.31	2409.48	98.14

Q4, Q3, Q1 and Q2 of DNHPDCL for FY 2020-21 is the order of better reliability indices sequence. Among three zone of DNHPDCL, North Zone-II has better reliability indices.

A Report On

SATNDARD OF PERFORMANCE (SOP) ON MONTHLY, QUARTERLY AND YEARLY BASIS FOR DNH POWER DISTRIBUTION CORPORATION LIMITED FOR THE FY 2020-21



DNH Power Distribution Corporation Limited
Vidyut Bhavan, 66 KV Road, Near Secretariat, Amli, Silvassa-396230.

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Abbreviation and Acronyms

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D/C	:	Double Circuit
DNH	:	Dadra and Nagar Haveli
DNHPDCL	:	Dadra and Nagar Haveli Power Distribution Corporation Ltd.
JERC	:	Joint Electricity Regulatory Commission
KM	:	Kilo Meter
KV	:	Kilo Volt
MVA	:	Mega Volt Ampere
MW	:	Mega Watt
PGCIL	:	Power Grid Corporation of India Limited
SOP	:	Standard of Performance
UT	:	Union Territory

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Chapter 1. Introduction and Background

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1.1 Introduction to DNH Power Distribution Corporation Ltd.

The Districts of Dadra and Nagar Haveli (DNH) are part of U.T. Administration of Dadra and Nagar Haveli and Daman and Diu and situated on the western region surrounded by states of Gujarat and Maharashtra. The total area of territory is 491 sq. Kms. There are about 72 villages in the districts.

DNH Power Distribution Corporation Ltd. (DNHPDCL) is Govt. undertaking power distribution company. The DNHPDCL is headed by the Managing Director (M.D). DNHPDCL is mainly engaged in the procurement, transmission and distribution of electricity to the various categories of consumers. The DNHPDCL does not own or operate any generating stations. Hence, based on allocation, power is drawn from the central sector power stations. The power in DNH is received from central sector power stations through central sector at 220 KV level. At present, 220 KV Kharadpada and Khadoli substations are fed through 220 KV lines from PGCIL 400/220 KV Vapi (Ambheti) and 400/220 KV Kala substations. Also, power is drawn at 220 kV level from Kala-New Kharadpada D/C line, Ambethi-Bhilosa S/C line, Ambheti-Sayli line and Ambheti-Khadoli S/C line as per requirement. DNHPDCL also, power is drawn at 220 KV level from Ambheti-Vaghchhipa D/C line, Vaghchhipa - Sayli S/C Line, Vaghchhipa- Khadoli S/C Line as per requirement.

Power distribution in U.T. of DNH is carried out by DNHPDCL. The profile of power system of U.T. is as below.

Table 1: DNHPDCL network details

Max Demand	835 MW
220 KV Substations	6 Nos (Three substations Kharadpada, Khadoli, Vaghchhipa & three switching stations at New Kharadpada, Bhilosa and Sayli)
220/66 KV transformer	1320 MVA (520 MVA at Kharadpada and 480 MVA at Khadoli and 320 MVA at Vaghchhipa)
66 KV substations	14 Nos
66/11 KV Transformer	797 MVA
Distribution transformers	1102 No's
Length of 220 KV Line D/C	36.38 km
Length of 66 KV Line D/C	279.9 km
Length of 11 KV Line	834 km
Length of LT line	1778 km
No. of consumers	81856 No's

Note: Ref. "DNHPDCL Tariff Order FY 2020-21."

In this report, Monthly, Quarterly and Yearly Standard of Performance (SOP) of Dadra and Nagar Haveli for the FY 2020-21 as per the standards of JERC are prepared and presented.

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Chapter 2. Approach and Methodology

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2.1 Summary of the Chapter

This chapter presents methodology adopted for data preparation for calculating Standard of Performance (SOP). Necessary data preparation is highly important as the analysis will be solely based on the data being used for the analysis. The major observations in this chapter are data collection and its methodology followed by thorough verification. The methodology presented here is developed based on best practices implementing in the utilities and based on our experience it is customized with practical limitations on data availability.

2.2 Definitions

2.2.1 “**Act**” means the Electricity Act, 2003;

2.2.2 “**Billing cycle**” means the period for which the bill is raised;

2.2.3 “**Breakdown**” means an occurrence relating to the equipment of the distribution system of the licensee including electrical line up to the consumer meter that prevents its normal functioning;

2.2.4 “**Low Tension (LT)**” means a voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation permissible under the Electricity Rules;

2.2.5 “**Meter**” means a device suitable for recording consumption of electrical energy supplied or any other parameter during any specified period and shall include, wherever applicable, other associated equipment such as CT, PT etc. Necessary for such recording;

It shall also include any seal or sealing arrangement provided by the Licensee for preventing un-authorized use of electricity;

2.2.6 “**Service Line**” means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single consumer or group of consumers from the same point of the distributing main.

2.2.7 “**Complainant**” means and includes the following who has a grievance as defined in the regulations,

- i. A consumer as defined under clause (15) of section 2 of Act.
- ii. An applicant for new electricity connection.
- iii. Any registered consumer society or association.
- iv. Any unregistered association or group of consumers where they have common or similar interests.
- v. In case death of a consumer, his/her legal heir(s) or representative(s).

2.2.8 “**Consumer**” means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;

- 2.2.9 “**Consumer Dispute**” means a dispute where the licensee or its representative against whom a complaint has been made, denies or disputes the allegations contained in the complaint.
- 2.2.10 “**Consumer count**” means the number of consumers is the preferred item to count if the counting system.
- 2.2.11 “**Grievance**” means any fault, imperfection, short coming or inadequacy in the quality, nature and manner of performance which has been under taken to be performed by a distribution licensee in pursuance of license, contract agreement or under the electricity supply code as notified by Commission or relation to the Standard of Performance (SOP) of licensee as specified by the Commission and includes billing disputes of any nature , and matters related to safety of the distribution system having potential of endangering of life or property or a dissatisfaction of a Consumer arising out of failure of the Licensee to register or redress a Complaint and shall include any dispute between the consumer and Licensee with regard to any action taken by the Licensee in relation to or pursuant to a Complaint filed by the affected person.
- 2.2.12 “**Stipulated Time**” means the 'Stipulated time' is the time within which the complaint to be resolved or completed. It can be an exact point of time.
- 2.2.13 “**Total number of consumers served**” means the total number of consumers served on the last day of the reporting period. If a different consumer total is used, it must be clearly defined within the report.
- 2.2.14 “**Reporting period**” means a period assumed to be one month unless otherwise stated.

2.3 Assumptions

In the following table the “*Nature of Complaints*” are assumed as alphabets from *A, B.....V* for graphical representations.

Table 2: Assumptions for Nature of complaints

Sr. No.	Nature of Complaints	Assumption for Graphs
1	Fuse blown off/MCB tripped	A
2	Service broken/service snapped	B
3	Fault in Distribution System	C
4	Distribution Transformer Failure	D
5	HT Mains Failure	E
6	Problem in grid(33KV to 66KV)	F
7	Failure of Power Transformer	G
8	Voltage Variation where augmentation is not required	H
9	Voltage Variation where augmentation is required	I
10	For accuracy test of meters	J
11	For Defective/Stuck Meter	K
12	For Burnt Meter	L
13	Change of name due to change in ownership/occupancy	M
14	Transfer of consumer name to legal heir	N
15	Load reduction	O

Sr. No.	Nature of Complaints	Assumption for Graphs
16	Change of category	P
17	Shifting of meter/service line etc.	Q
18	For current bills where no additional information is required	R
19	For current bills where additional information is required	S
20	Disconnection or reconnection of supply	T
21	Request for reconnection	U
22	Up to date bill	V

2.4 Standard of Performance (SOP)

The standards specified in below table shall be the guaranteed standards of performance, which are the minimum standards of service that a distribution and transmission licensees shall achieve. The guaranteed standards of performance shall be differentiated across the licensee area based on the concentration of population. The categorisation shall be applicable for Class I cities, Urban areas, Rural areas and Remote areas.

The failure of licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per JERC Standard of Performance regulations.

Table 3: The list of complaints

Sr. No.	Nature of Complaints
1	Fuse blown off/MCB tripped
2	Service broken/service snapped
3	Fault in Distribution System
4	Distribution Transformer Failure
5	HT Mains Failure
6	Problem in grid(33KV to 66KV)
7	Failure of Power Transformer
8	Voltage Variation where augmentation is not required
9	Voltage Variation where augmentation is required
10	For accuracy test of meters
11	For Defective/Stuck Meter
12	For Burnt Meter
13	Change of name due to change in ownership/occupancy
14	Transfer of consumer name to legal heir
15	Load reduction
16	Change of category
17	Shifting of meter/service line etc.
18	For current bills where no additional information is required
19	For current bills where additional information is required
20	Disconnection or reconnection of supply
21	Request for reconnection
22	Up to date bill

2.5 List of Team Members

List of Team members for Data Collection, Data Entry in software and report preparation are mentioned in below table.

Table 4: List of Team Members

Sr. No	Name	Role
1	Mr. Ashok	Data Collection
2	Mr. Mayur	Data Collection & Entry
3	Mr. Nagarjuna M	Data Validation & Report preparation
4	Mr. Chandresh V. Dobariya	Team Leader

Chapter 3. Standard of Performance (SOP) for FY 2020-21

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This chapter summarizes the Standard of Performance (SOP) in Monthly, Quarterly and Yearly for Financial Year 2020-21 for DNHPDCL. In the graphical representations of SOP shown in this chapter are designed with some assumptions for Nature of complaints. The Assumptions are shown in Table 2.

3.1 SOP Monthly for FY 2020-21

3.1.1 April-2020

Table 5: SOP report for April-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	0	211	211	0	189	0	0	0	189	22	0	0
2	Service Broken/Service Snapped	0	450	450	0	450	0	0	0	450	0	0	0
3	Fault in Distribution Line/System	0	3	3	0	3	0	0	0	3	0	0	0
4	Distribution Transformer Failed/Burnt	0	0	0	0	0	0	0	0	0	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
9	Voltage variation where augmentation is required	0	2	2	0	2	0	0	0	2	0	0	0
10	Accuracy testing of meter	0	1	1	0	1	0	0	0	1	0	0	0
11	For Defective/struck meters	0	2	2	0	2	0	0	0	2	0	0	0
12	For Burnt Meters	0	2	2	0	2	0	0	0	2	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	0	0	0	0	0	0	0	0	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	1	1	0	1	0	0	0	1	0	0	0
21	Request for Re-connection	0	1	1	0	1	0	0	0	1	0	0	0
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	0

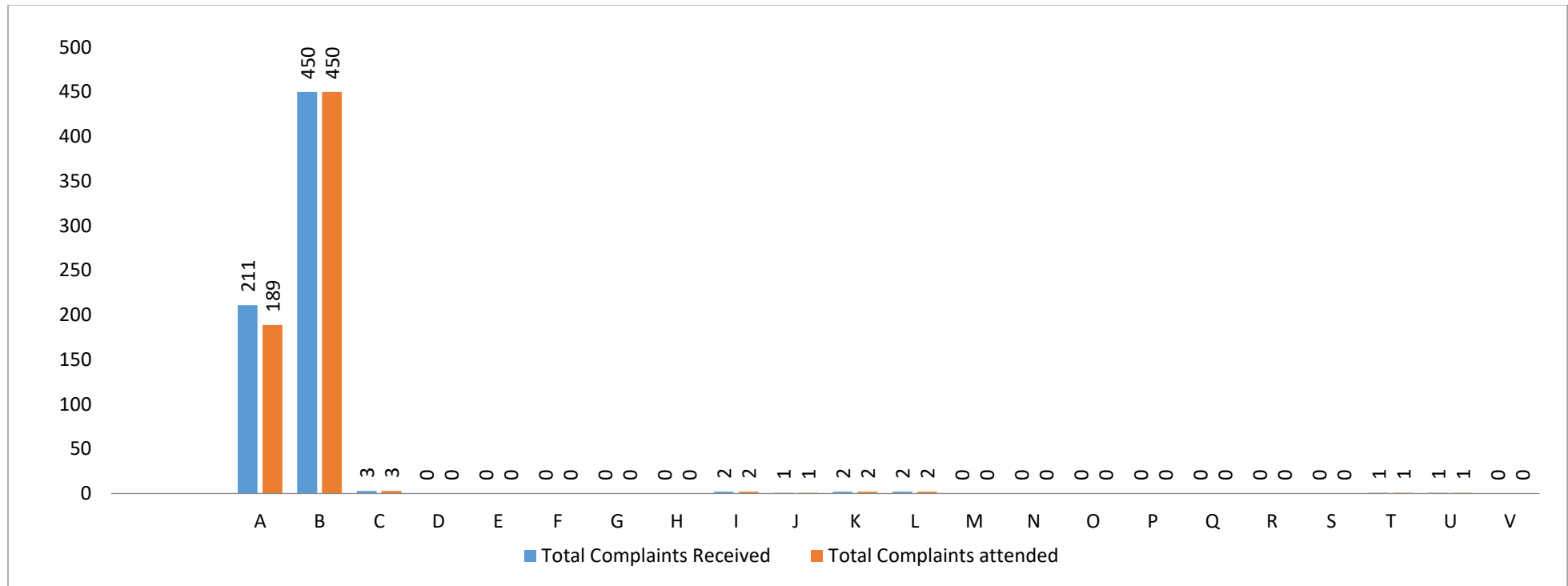


Figure 1: SOP Graph for April-2020

All the complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 450 during the month.

3.1.2 May-2020

Table 6: SOP report for May-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	22	120	142	0	140	0	0	0	140	2	0	0
2	Service Broken/Service Snapped	0	280	280	0	280	0	0	0	280	0	0	0
3	Fault in Distribution Line/System	0	2	2	0	2	0	0	0	2	0	0	0
4	Distribution Transformer Failed/Burnt	0	1	1	0	1	0	0	0	1	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
10	Accuracy testing of meter	0	0	0	0	0	0	0	0	0	0	0	0
11	For Defective/struck meters	0	0	0	0	0	0	0	0	0	0	0	0
12	For Burnt Meters	0	5	5	0	5	0	0	0	5	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	0	0	0	0	0	0	0	0	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	4	4	0	4	0	0	0	4	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
21	Request for Re-connection	0	0	0	0	0	0	0	0	0	0	0	
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	

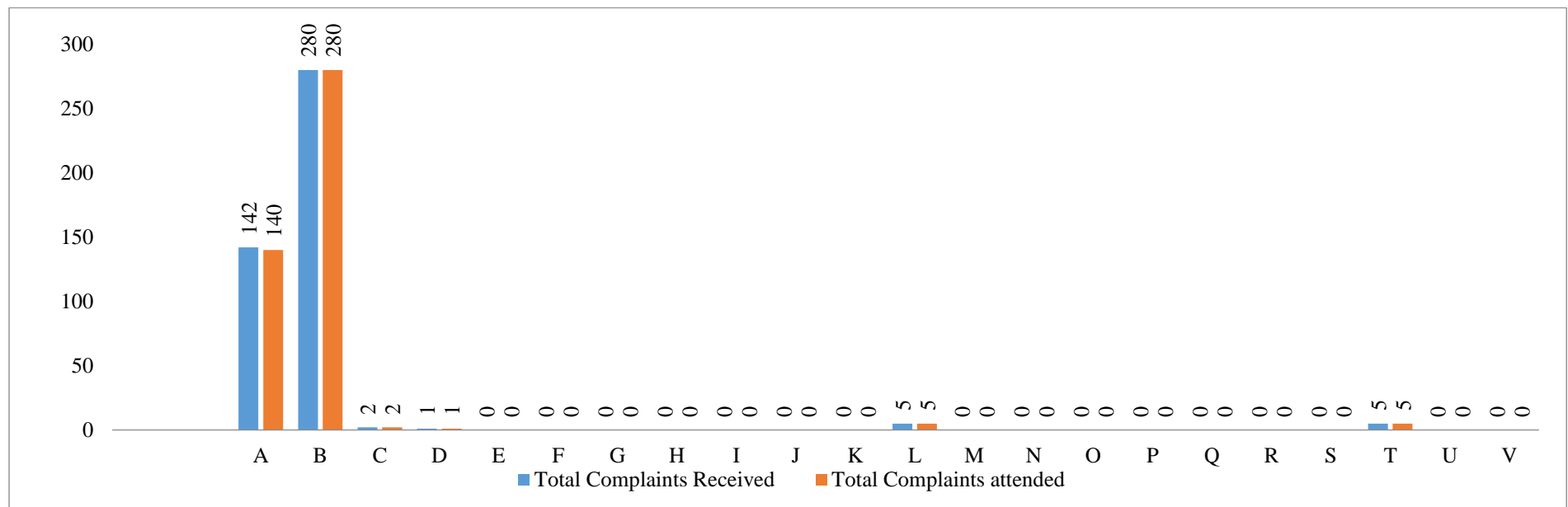


Figure 2: SOP Graph for May-2020

Majority of complaints received during the month are resolved within the stipulated time except type (A) services and “Service broken/service snapped (B)” are observed as highest number 280 during the month.

3.1.3 June-2020

Table 7: SOP report for June-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	2	350	352	0	339	0	0	0	339	13	0	0
2	Service Broken/Service Snapped	0	1337	1337	0	1330	0	0	0	1330	7	0	0
3	Fault in Distribution Line/System	0	15	15	0	15	0	0	0	15	0	0	0
4	Distribution Transformer Failed/Burnt	0	5	5	0	5	0	0	0	5	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	2	2	0	2	0	0	0	2	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
10	Accuracy testing of meter	0	0	0	0	0	0	0	0	0	0	0	0
11	For Defective/struck meters	0	6	6	0	6	0	0	0	6	0	0	0
12	For Burnt Meters	0	4	4	0	4	0	0	0	4	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	5	5	0	5	0	0	0	5	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	5	5	0	5	0	0	0	5	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
21	Request for Re-connection	0	2	2	0	2	0	0	0	2	0	0	0
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	0

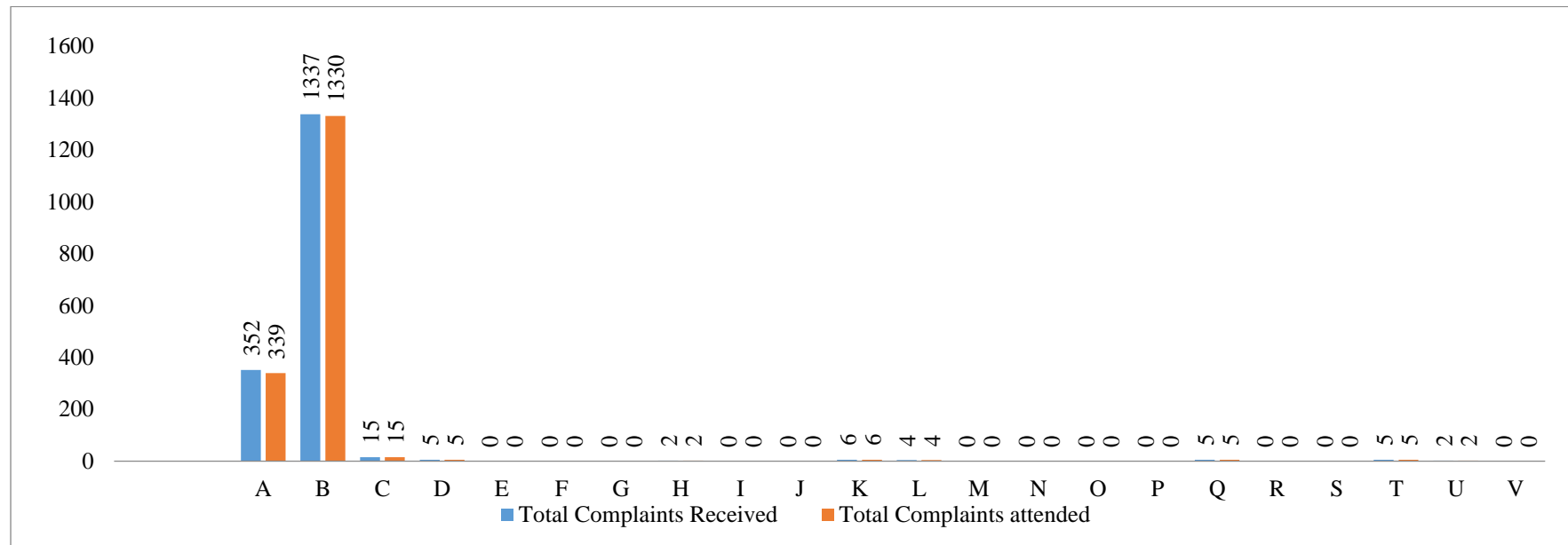


Figure 3: SOP Graph for Jun-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 1337 during the month. Total number of complaints has increased when compared to previous months.

3.1.4 July-2020

Table 8: SOP report for July-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	13	614	627	0	600	0	0	0	600	27	0	0
2	Service Broken/Service Snapped	7	2050	2057	0	2040	0	0	0	2040	17	0	0
3	Fault in Distribution Line/System	0	25	25	0	18	0	0	0	18	7	0	0
4	Distribution Transformer Failed/Burnt	0	5	5	0	5	0	0	0	5	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	2	2	0	2	0	0	0	2	0	0	0
9	Voltage variation where augmentation is required	0	2	2	0	2	0	0	0	2	0	0	0
10	Accuracy testing of meter	0	1	1	0	1	0	0	0	1	0	0	0
11	For Defective/struck meters	0	5	5	0	5	0	0	0	5	0	0	0
12	For Burnt Meters	0	15	15	0	12	0	0	0	12	3	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
17	Shifting of Meter/Service line	0	3	3	0	3	0	0	0	3	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	2	2	0	2	0	0	0	2	0	0	0
21	Request for Re-connection	0	1	1	0	1	0	0	0	1	0	0	0
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	0

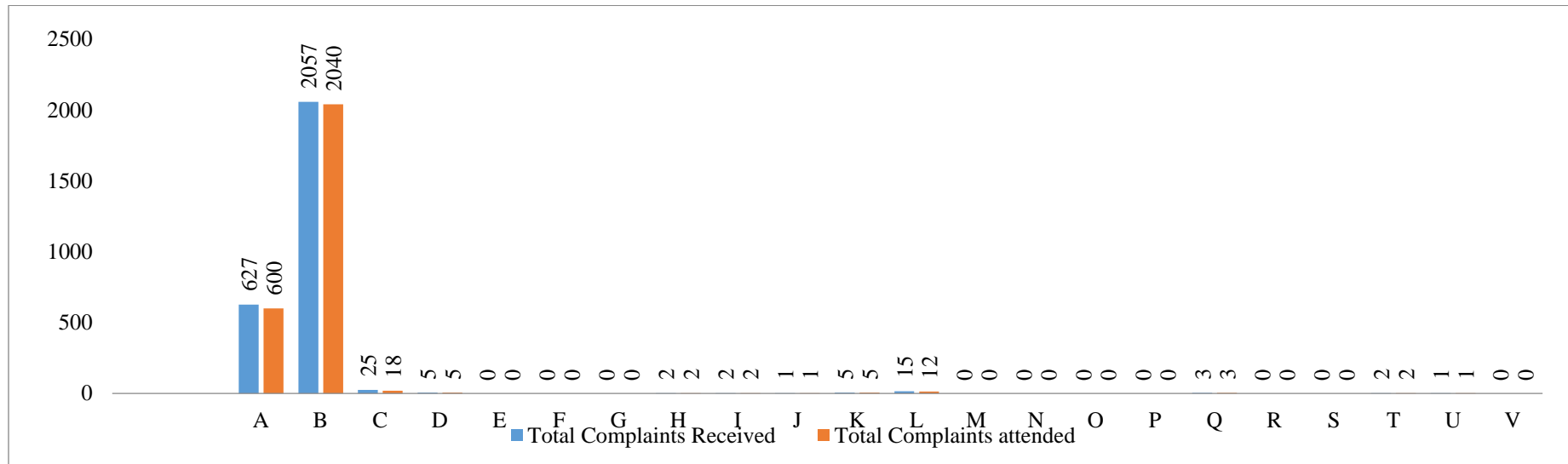


Figure 4: SOP Graph for Jul-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 2057 during the month. Total number of complaints has increased when compared to previous months.

3.1.5 August-2020

Table 9: SOP report for August-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	27	602	629	0	596	0	0	0	596	33	0	0
2	Service Broken/Service Snapped	17	2384	2401	0	2105	0	0	0	2105	296	0	0
3	Fault in Distribution Line/System	7	23	30	0	24	0	0	0	24	6	0	0
4	Distribution Transformer Failed/Burnt	0	0	0	0	0	0	0	0	0	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	4	4	0	4	0	0	0	4	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	2	2	0	2	0	0	0	2	0	0	0
11	For Defective/struck meters	0	6	6	0	5	0	0	0	5	1	0	0
12	For Burnt Meters	3	15	18	0	15	0	0	0	15	3	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	2	2	0	2	0	0	0	2	0	0	0
17	Shifting of Meter/Service line	0	2	2	0	2	0	0	0	2	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	3	3	0	3	0	0	0	3	0	0	0
21	Request for Re-connection	0	1	1	0	1	0	0	0	1	0	0	0
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	0

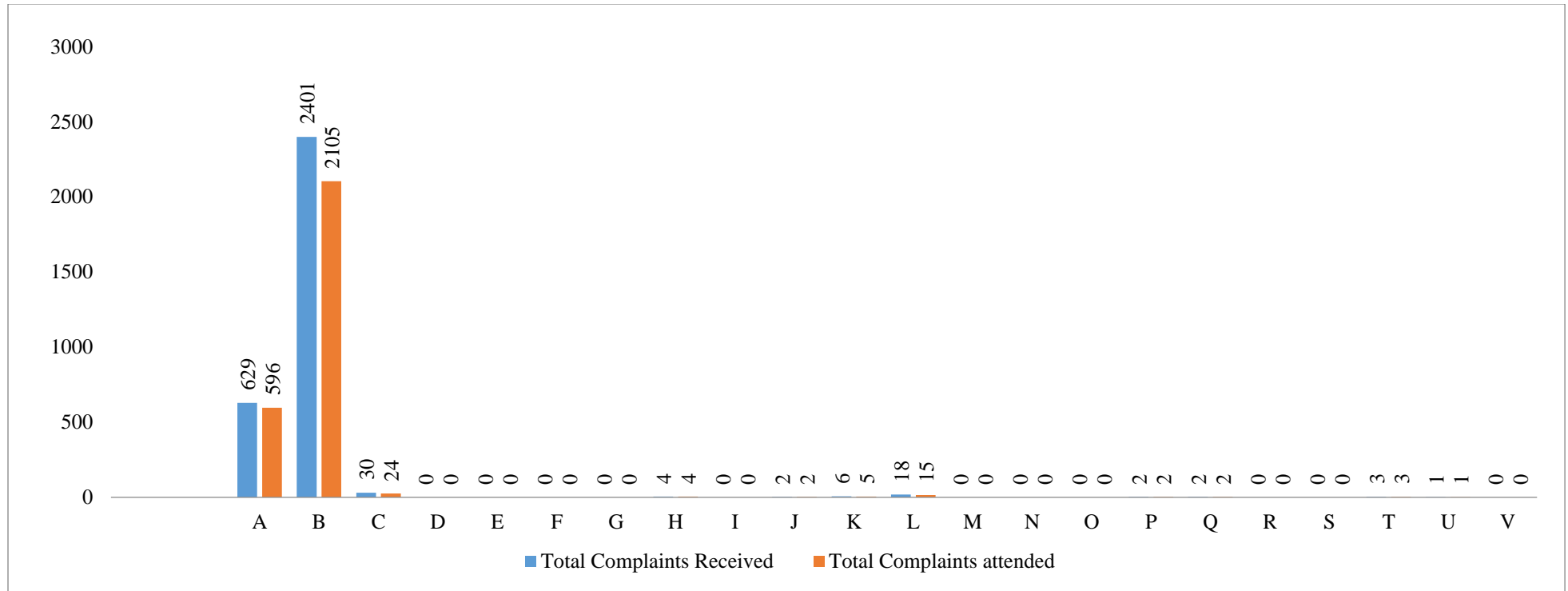


Figure 5: SOP Graph for Aug-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 2401 during the month. Total number of complaints has increased when compared to previous months.

3.1.6 September-2020

Table 10: SOP report for Sep-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	33	411	444	0	415	0	0	0	415	29	0	0
2	Service Broken/Service Snapped	296	1219	1515	0	1421	0	0	0	1421	94	0	0
3	Fault in Distribution Line/System	6	32	38	0	28	0	0	0	28	10	0	0
4	Distribution Transformer Failed/Burnt	0	1	1	0	1	0	0	0	1	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	1	1	0	1	0	0	0	1	0	0	0
10	Accuracy testing of meter	0	5	5	0	5	0	0	0	5	0	0	0
11	For Defective/struck meters	1	3	4	0	4	0	0	0	4	0	0	0
12	For Burnt Meters	3	10	13	0	13	0	0	0	13	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	3	3	0	3	0	0	0	3	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	2	2	0	2	0	0	0	2	0	0	0
21	Request for Re-connection	0	2	2	0	2	0	0	0	2	0	0	0
22	Upto Date Bill	0	10	10	0	10	0	0	0	10	0	0	0

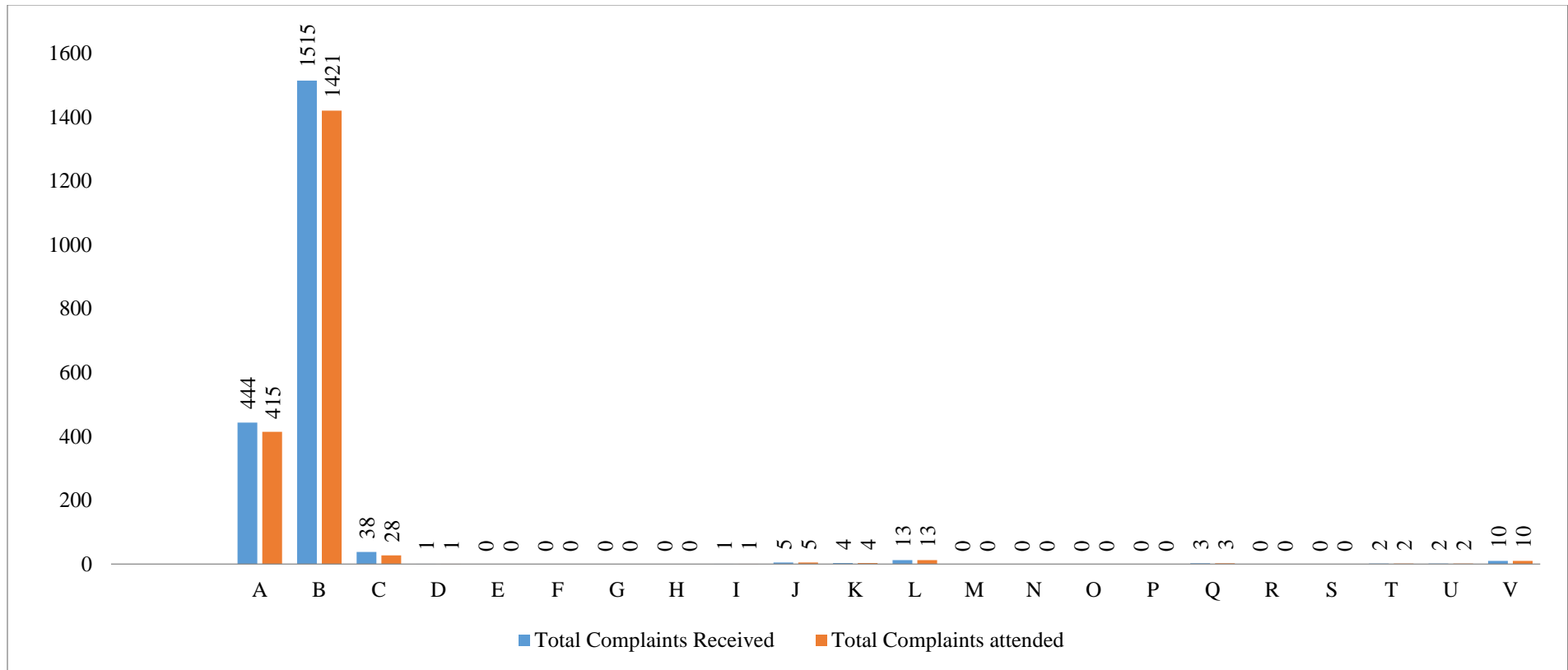


Figure 6: SOP Graph for Sep-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 1515 during the month. “Fuse blown off/MCB tripped” (A) type and type (B) complaints has decreased when compared to previous months.

3.1.7 October-2020

Table 11: SOP report for Oct-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	29	357	386	0	377	0	0	0	377	9	0	0
2	Service Broken/Service Snapped	94	980	1074	0	1050	0	0	0	1050	24	0	0
3	Fault in Distribution Line/System	10	12	22	0	20	0	0	0	20	2	0	0
4	Distribution Transformer Failed/Burnt	0	3	3	0	3	0	0	0	3	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	0	0	0	0	0	0	0	0	0	0	0
11	For Defective/struck meters	0	5	5	0	5	0	0	0	5	0	0	0
12	For Burnt Meters	0	7	7	0	7	0	0	0	7	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	2	2	0	2	0	0	0	2	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	1	1	0	1	0	0	0	1	0	0	0
21	Request for Re-connection	0	2	2	0	2	0	0	0	2	0	0	0
22	Upto Date Bill	0	15	15	0	15	0	0	0	15	0	0	0

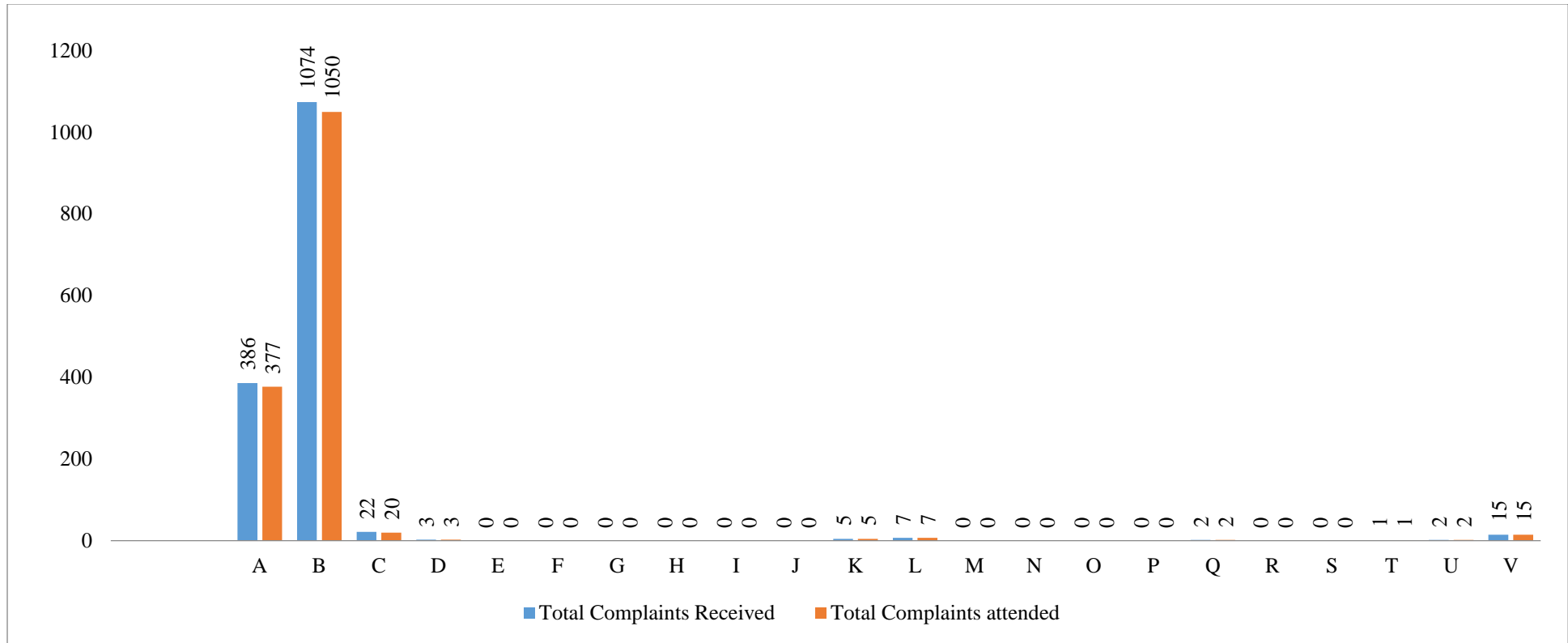


Figure 7: SOP Graph for Oct-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 1074 during the month.

3.1.8 November-2020

Table 12: SOP report for Nov-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	9	408	417	0	409	0	0	0	409	8	0	0
2	Service Broken/Service Snapped	24	905	929	0	920	0	0	0	920	9	0	0
3	Fault in Distribution Line/System	2	13	15	0	12	0	0	0	12	3	0	0
4	Distribution Transformer Failed/Burnt	0	3	3	0	3	0	0	0	3	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	2	2	0	2	0	0	0	2	0	0	0
11	For Defective/struck meters	0	3	3	0	3	0	0	0	3	0	0	0
12	For Burnt Meters	0	6	6	0	6	0	0	0	6	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	5	5	0	5	0	0	0	5	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	0	0	0	0	0	0	0	0	0	0	0
21	Request for Re-connection	0	3	3	0	3	0	0	0	3	0	0	0
22	Upto Date Bill	0	7	7	0	7	0	0	0	7	0	0	0

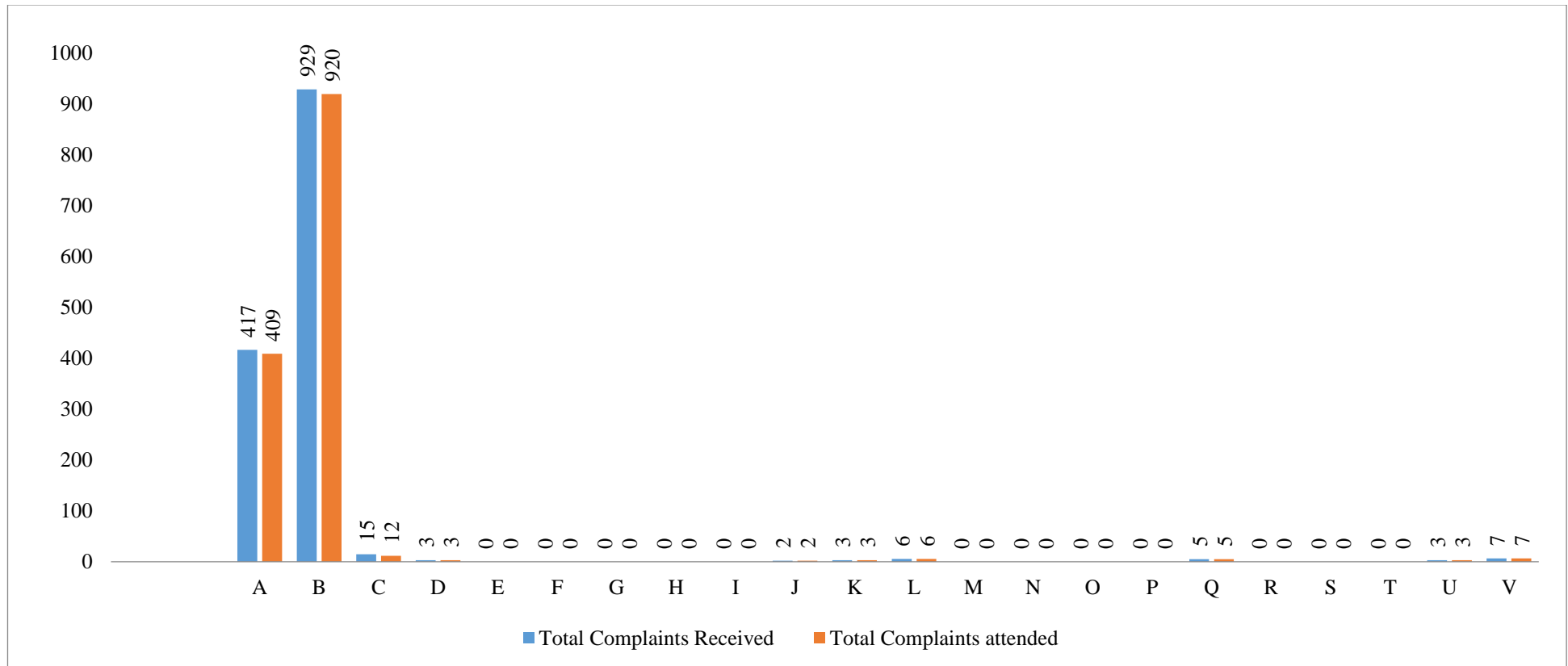


Figure 8: SOP Graph for Nov-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 929 during the month. Total number of complaints has decreased when compared to previous months.

3.1.9 December-2020

Table 13: SOP report for Dec-2020

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	8	189	197	0	190	0	0	0	190	7	0	0
2	Service Broken/Service Snapped	9	520	529	0	524	0	0	0	524	5	0	0
3	Fault in Distribution Line/System	3	5	8	0	8	0	0	0	8	0	0	0
4	Distribution Transformer Failed/Burnt	0	2	2	0	2	0	0	0	2	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	0	0	0	0	0	0	0	0	0	0	0
11	For Defective/struck meters	0	0	0	0	0	0	0	0	0	0	0	0
12	For Burnt Meters	0	4	4	0	4	0	0	0	4	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	2	2	0	2	0	0	0	2	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	0	0	0	0	0	0	0	0	0	0	0
21	Request for Re-connection	0	2	2	0	2	0	0	0	2	0	0	0
22	Upto Date Bill	0	1	1	0	1	0	0	0	1	0	0	0

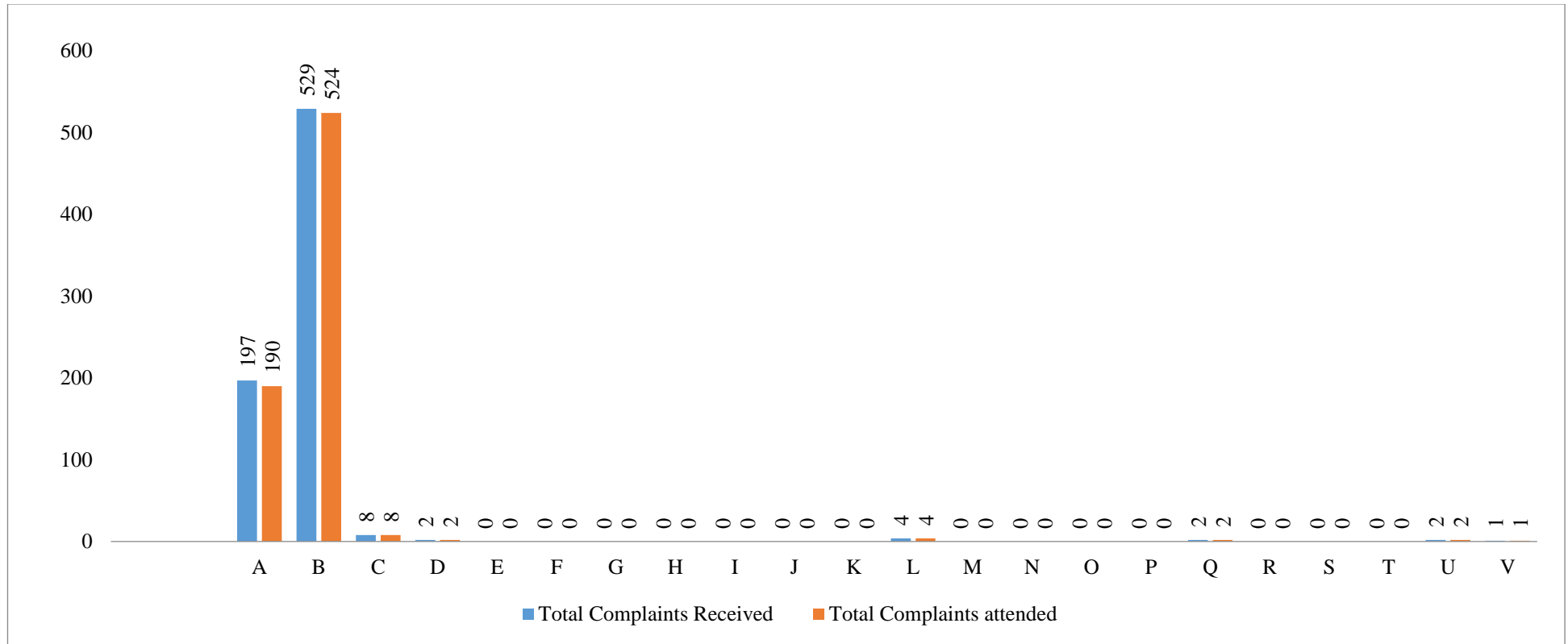


Figure 9: SOP Graph for Dec-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 529 during the month.

3.1.10 January-2021

Table 14: SOP report for Jan-2021

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	7	189	196	0	195	0	0	0	195	1	0	0
2	Service Broken/Service Snapped	5	405	410	0	410	0	0	0	410	0	0	0
3	Fault in Distribution Line/System	0	4	4	0	4	0	0	0	4	0	0	0
4	Distribution Transformer Failed/Burnt	0	0	0	0	0	0	0	0	0	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	2	2	0	2	0	0	0	2	0	0	0
11	For Defective/struck meters	0	0	0	0	0	0	0	0	0	0	0	0
12	For Burnt Meters	0	3	3	0	3	0	0	0	3	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	5	5	0	5	0	0	0	5	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	0	0	0	0	0	0	0	0	0	0	0
21	Request for Re-connection	0	1	1	0	1	0	0	0	1	0	0	0
22	Upto Date Bill	0	5	5	0	5	0	0	0	5	0	0	0

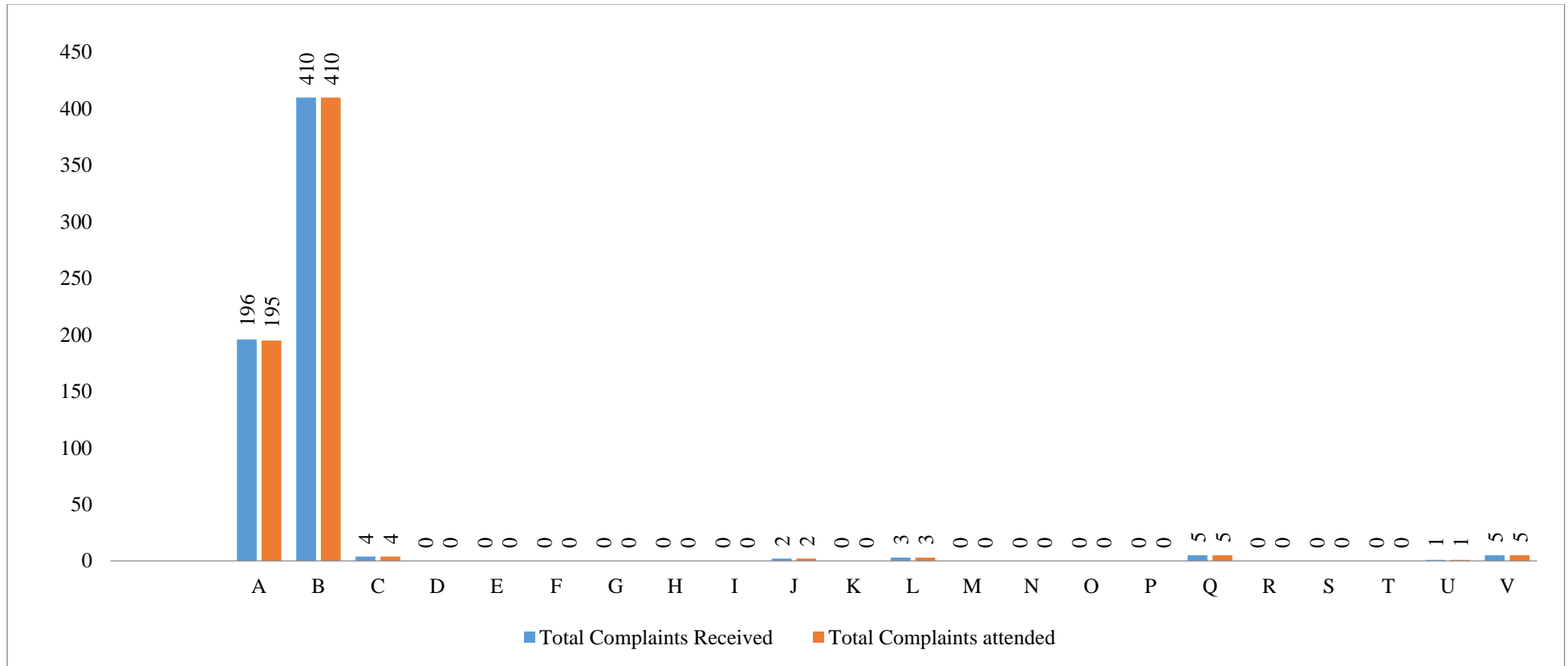


Figure 10: SOP Graph for Jan-2020

Majority of complaints received during the month are resolved within the stipulated time and “Service broken/service snapped (B)” are observed as highest number 410 during the month.

3.1.11 February-2021

Table 15: SOP report for Feb-2021

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	1	210	211	0	211	0	0	0	211	0	0	0
2	Service Broken/Service Snapped	0	431	431	0	431	0	0	0	431	0	0	0
3	Fault in Distribution Line/System	0	3	3	0	3	0	0	0	3	0	0	0
4	Distribution Transformer Failed/Burnt	0	1	1	0	1	0	0	0	1	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	1	1	0	1	0	0	0	1	0	0	0
11	For Defective/struck meters	0	1	1	0	1	0	0	0	1	0	0	0
12	For Burnt Meters	0	5	5	0	5	0	0	0	5	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	
17	Shifting of Meter/Service line	0	6	6	0	6	0	0	0	6	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	0	0	0	0	0	0	0	0	0	0	0
21	Request for Re-connection	0	2	2	0	2	0	0	0	2	0	0	0
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	0

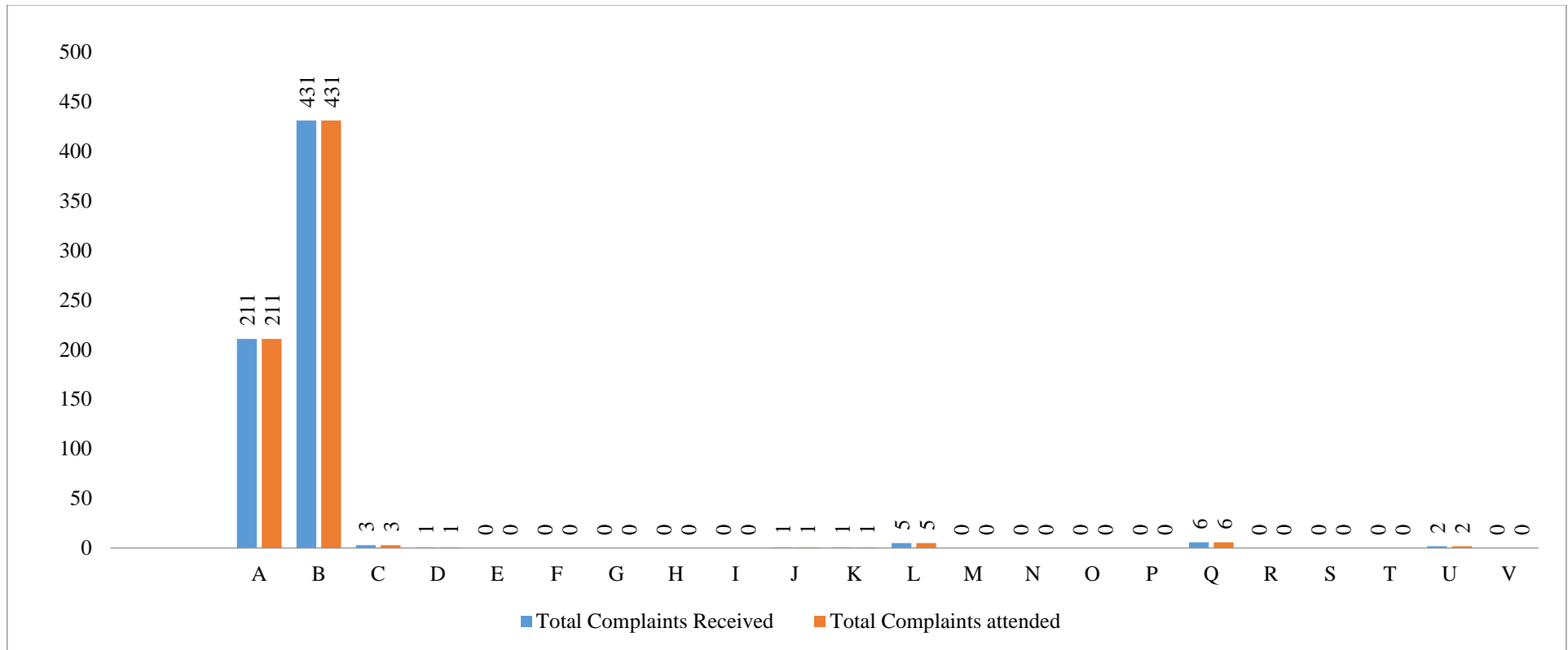


Figure 11: SOP Graph for Feb-2020

Majority of complaints received during the month are resolved within the stipulated time. The “Service broken/service snapped (B)” are observed as highest number 431 during the month.

3.1.12 March-2021

Table 16: SOP report for Mar-2021

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	0	152	152	0	152	0	0	0	152	0	0	0
2	Service Broken/Service Snapped	0	405	405	0	405	0	0	0	405	0	0	0
3	Fault in Distribution Line/System	0	8	8	0	8	0	0	0	8	0	0	0
4	Distribution Transformer Failed/Burnt	0	0	0	0	0	0	0	0	0	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	0	0	0	0	0	0	0	0	0	0	0
11	For Defective/struck meters	0	2	2	0	2	0	0	0	2	0	0	0
12	For Burnt Meters	0	3	3	0	3	0	0	0	3	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Month	Total Complaints Received During the Month	Total Complaints	No. of Complaints Redressed During the Month					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	6	6	0	6	0	0	0	6	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	2	2	0	2	0	0	0	2	0	0	0
21	Request for Re-connection	0	1	1	0	1	0	0	0	1	0	0	0
22	Upto Date Bill	0	2	2	0	2	0	0	0	2	0	0	0

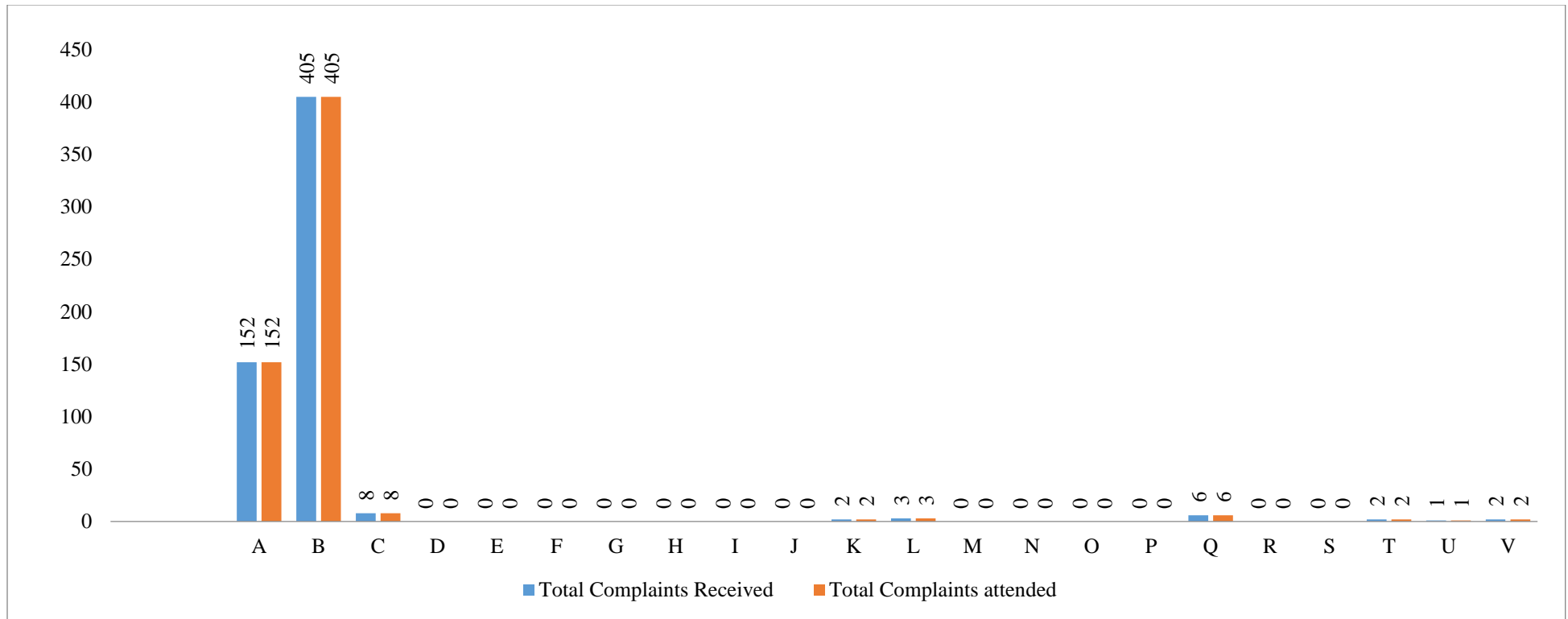


Figure 12: SOP Graph for Mar-2020

Majority of complaints received during the month are resolved within the stipulated time. The “Service broken/service snapped (B)” are observed as highest number 405 during the month.

3.2 SOP Quarterly Report for FY 2020-21

3.2.1 Q1 of FY 2020-21

Table 17: SOP report for Q1 of FY 2020-21

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	0	681	681	0	668	0	0	0	668	13	0	0
2	Service Broken/Service Snapped	0	2067	2067	0	2060	0	0	0	2060	7	0	0
3	Fault in Distribution Line/System	0	20	20	0	20	0	0	0	20	0	0	0
4	Distribution Transformer Failed/Burnt	0	6	6	0	6	0	0	0	6	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	2	2	0	2	0	0	0	2	0	0	0
9	Voltage variation where augmentation is required	0	2	2	0	2	0	0	0	2	0	0	0
10	Accuracy testing of meter	0	1	1	0	1	0	0	0	1	0	0	0
11	For Defective/struck meters	0	8	8	0	8	0	0	0	8	0	0	0
12	For Burnt Meters	0	11	11	0	11	0	0	0	11	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	5	5	0	5	0	0	0	5	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	11	11	0	11	0	0	0	11	0	0	0
21	Request for Re-connection	0	3	3	0	3	0	0	0	3	0	0	0
22	Upto Date Bill	0	0	0	0	0	0	0	0	0	0	0	0

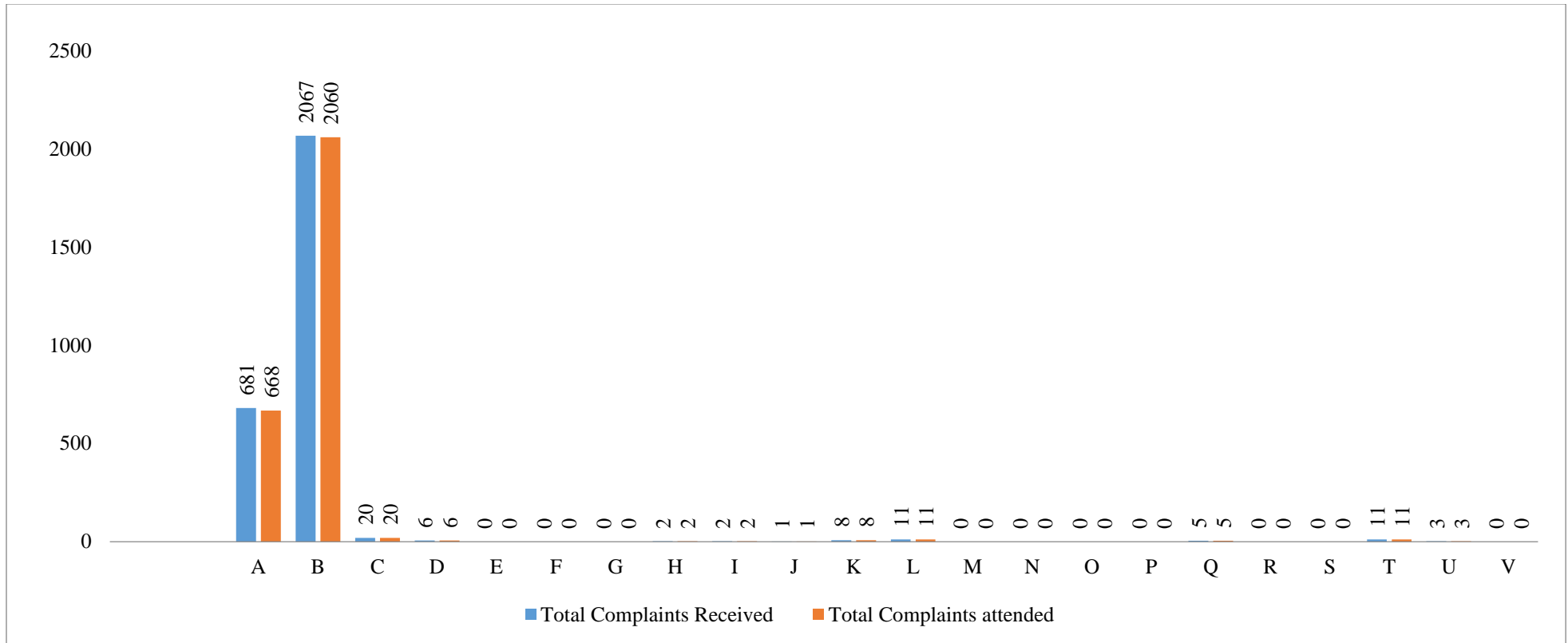


Figure 13: SOP Graph for Q1 of FY 2020-21

Majority of complaints received during the Q1 of FY 2020-21 are resolved within the stipulated time. “Service broken/service snapped (B)” are observed as highest number 2067 during the Quarter-1. “Fuse blown off/MCB tripped (A)” type complaints are observed as second highest number 681 during the Quarter-1.

3.2.2 Q2 of FY 2020-21

Table 18: SOP report for Q2 of FY 2020-21

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	13	1627	1640	0	1611	0	0	0	1611	29	0	0
2	Service Broken/Service Snapped	7	5653	5660	0	5566	0	0	0	5566	94	0	0
3	Fault in Distribution Line/System	0	80	80	0	70	0	0	0	70	10	0	0
4	Distribution Transformer Failed/Burnt	0	6	6	0	6	0	0	0	6	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	6	6	0	6	0	0	0	6	0	0	0
9	Voltage variation where augmentation is required	0	3	3	0	3	0	0	0	3	0	0	0
10	Accuracy testing of meter	0	8	8	0	8	0	0	0	8	0	0	0
11	For Defective/struck meters	0	14	14	0	14	0	0	0	14	0	0	0
12	For Burnt Meters	0	40	40	0	40	0	0	0	40	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
16	Change of Category	0	2	2	0	2	0	0	0	2	0	0	0
17	Shifting of Meter/Service line	0	8	8	0	8	0	0	0	8	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	7	7	0	7	0	0	0	7	0	0	0
21	Request for Re-connection	0	4	4	0	4	0	0	0	4	0	0	0
22	Upto Date Bill	0	10	10	0	10	0	0	0	10	0	0	0

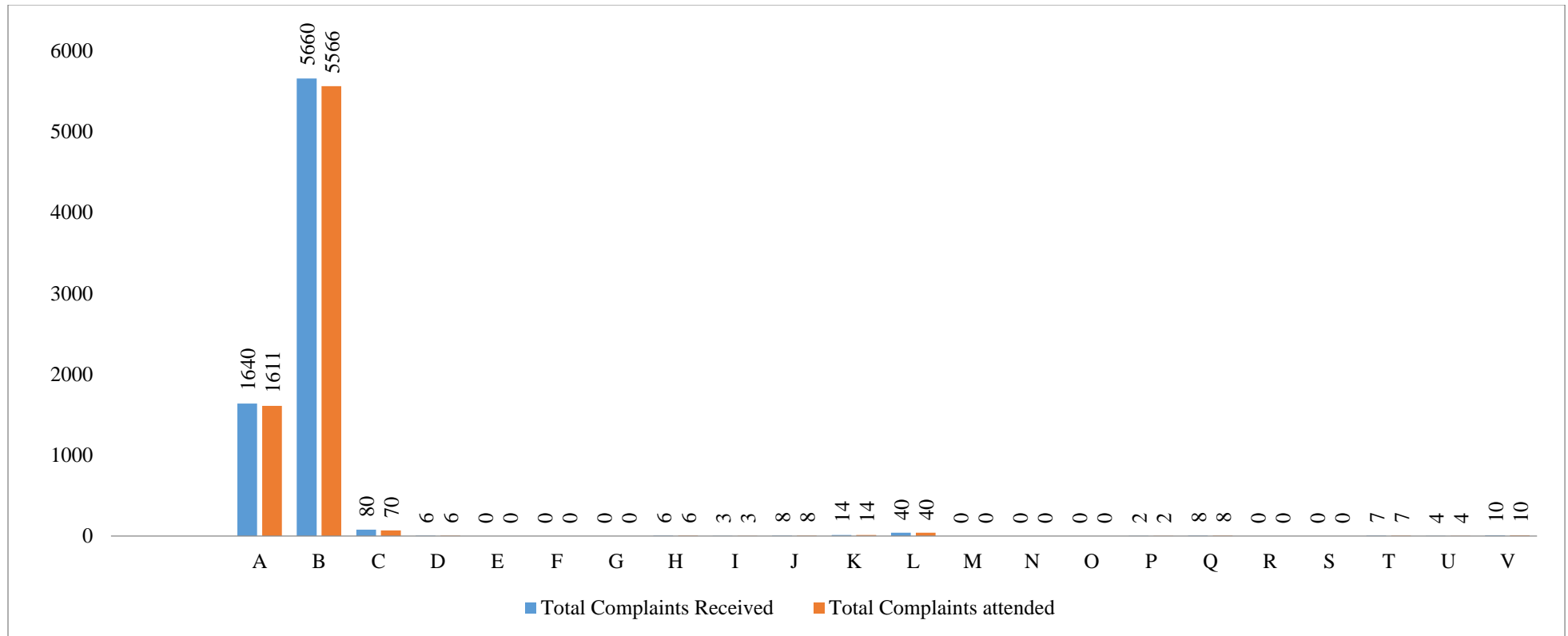


Figure 14: SOP Graph for Q2 of FY 2020-21

Majority of complaints received during the Q2 of FY 2020-21 are resolved within the stipulated time. “Service broken/service snapped (B)” are observed as highest number 5660; while “Fuse blown off/MCB tripped” (A) type complaints are observed as second highest number 1640 during the Quarter-2. Number of complaints are maximum in Quarter-2 for FY 2020-21 due to rainy season.

3.2.3 Q3 of FY 2020-21

Table 19: SOP report for Q3 of FY 2020-21

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	29	954	983	0	976	0	0	0	976	7	0	0
2	Service Broken/Service Snapped	94	2405	2499	0	2494	0	0	0	2494	5	0	0
3	Fault in Distribution Line/System	10	30	40	0	40	0	0	0	40	0	0	0
4	Distribution Transformer Failed/Burnt	0	8	8	0	8	0	0	0	8	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	2	2	0	2	0	0	0	2	0	0	0
11	For Defective/struck meters	0	8	8	0	8	0	0	0	8	0	0	0
12	For Burnt Meters	0	17	17	0	17	0	0	0	17	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	9	9	0	9	0	0	0	9	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	1	1	0	1	0	0	0	1	0	0	0
21	Request for Re-connection	0	7	7	0	7	0	0	0	7	0	0	0
22	Upto Date Bill	0	23	23	0	23	0	0	0	23	0	0	0

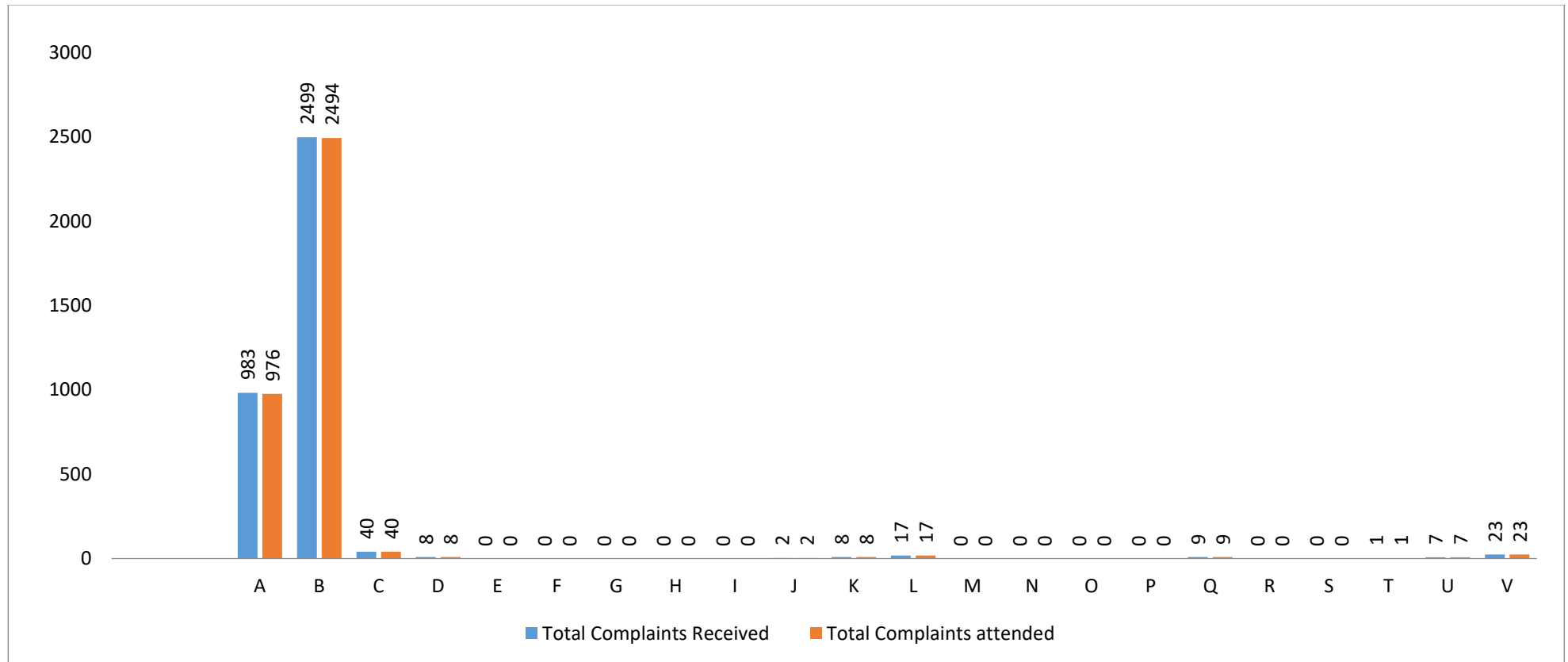


Figure 15: SOP Graph for Q3 of FY 2020-21

Majority of complaints received during the Q3 of FY 2020-21 are resolved within the stipulated time. “Service broken/service snapped (B)” are observed as highest number 2499; while “Fuse blown off/MCB tripped (A)” type complaints are observed as second highest number 983 during the Quarter-3. The Type A and B complaints are rapidly (>50%) decreased when compared to previous Quarter.

3.2.4 Q4 of FY 2020-21

Table 20: SOP report for Q4 of FY 2020-21

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	7	551	558	0	558	0	0	0	558	0	0	0
2	Service Broken/Service Snapped	5	1241	1246	0	1246	0	0	0	1246	0	0	0
3	Fault in Distribution Line/System	0	15	15	0	15	0	0	0	15	0	0	0
4	Distribution Transformer Failed/Burnt	0	1	1	0	1	0	0	0	1	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	0	0	0	0	0	0	0	0	0	0	0
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0	0	0
10	Accuracy testing of meter	0	3	3	0	3	0	0	0	3	0	0	0
11	For Defective/struck meters	0	3	3	0	3	0	0	0	3	0	0	0
12	For Burnt Meters	0	11	11	0	11	0	0	0	11	0	0	0
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Quarter	Total Complaints Received During the Quarter	Total Complaints	No. of Complaints Redressed During the Quarter					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	0	0	0	0	0	0	0	0	0	0	0
17	Shifting of Meter/Service line	0	17	17	0	17	0	0	0	17	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	2	2	0	2	0	0	0	2	0	0	0
21	Request for Re-connection	0	4	4	0	4	0	0	0	4	0	0	0
22	Upto Date Bill	0	7	7	0	7	0	0	0	7	0	0	0

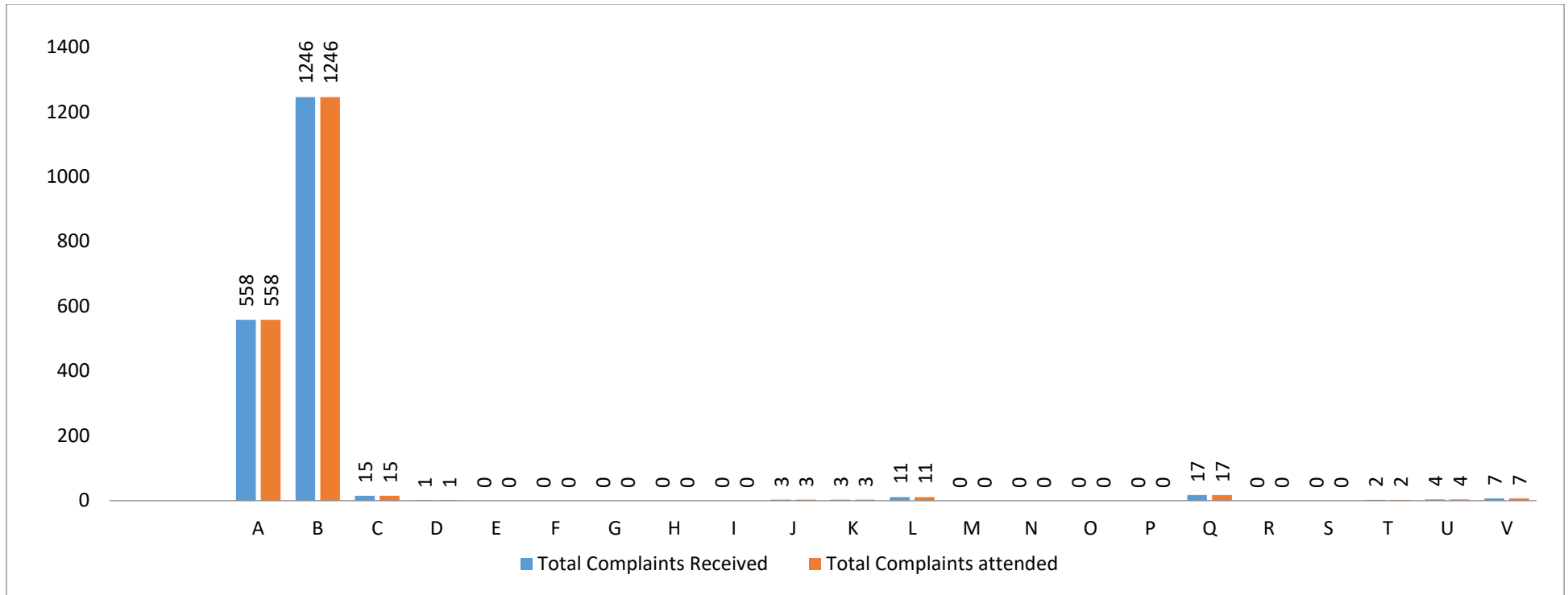


Figure 16: SOP Graph for Q4 of FY 2020-21

Majority of complaints received during the Q4 of FY 2020-21 are resolved within the stipulated time. “Service broken/service snapped (B)” are observed as highest number 1246; while “Fuse blown off/MCB tripped (A)” type complaints are observed as second highest number 558 during the Quarter-4. Number of complaints are minimum in Q-4 for FY 2020-21.

3.3 SOP Yearly Report for FY 2020-21

3.3.1 Annual report of SOP for FY 2020-21

Table 21: Annual report of SOP for FY 2020-21

Sr. No.	Nature of Complaints	Pending Complaints of Previous Period	Total Complaints Received During the Period	Total Complaints	No. of Complaints Redressed During the Period					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]=[8]+[9]	[11]	[12]=[5]-[11]	[13]	[14]
1	Fuse blown down	0	3813	3813	0	3813	0	0	0	3813	0	0	0
2	Service Broken/Service Snapped	0	11366	11366	0	11366	0	0	0	11366	0	0	0
3	Fault in Distribution Line/System	0	145	145	0	145	0	0	0	145	0	0	0
4	Distribution Transformer Failed/Burnt	0	21	21	0	21	0	0	0	21	0	0	0
5	HT Mains Failed	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem In Grid (33 KV or 66 KV) Substation	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage variation where augmentation in not required	0	8	8	0	8	0	0	0	8	0	0	0
9	Voltage variation where augmentation is required	0	5	5	0	5	0	0	0	5	0	0	0
10	Accuracy testing of meter	0	14	14	0	14	0	0	0	14	0	0	0
11	For Defective/struck meters	0	33	33	0	33	0	0	0	33	0	0	0
12	For Burnt Meters	0	79	79	0	79	0	0	0	79	0	0	0

Sr. No.	Nature of Complaints	Pending Complaints of Previous Period	Total Complaints Received During the Period	Total Complaints	No. of Complaints Redressed During the Period					Total Complaints attended [6 to 9]	Balance Complaints to be Redressed	Compensation to Consumers for delay beyond Stipulated Period	
					In Stipulated Time		Beyond Stipulated Time					Compensation Due (in Rs.)	Compensation Paid (in Rs.)
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double the Stipulated Time	More than Double the Stipulated Time	Total Complaints attended beyond Stipulated Time				
13	Change of consumer Name due to change of ownership	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0
15	Load Reduction	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of Category	0	2	2	0	2	0	0	0	2	0	0	0
17	Shifting of Meter/Service line	0	39	39	0	39	0	0	0	39	0	0	0
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
19	For current bills where additional information is required	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or Re-connection of supply	0	21	21	0	21	0	0	0	21	0	0	0
21	Request for Re-connection	0	18	18	0	18	0	0	0	18	0	0	0
22	Upto Date Bill	0	40	40	0	40	0	0	0	40	0	0	0

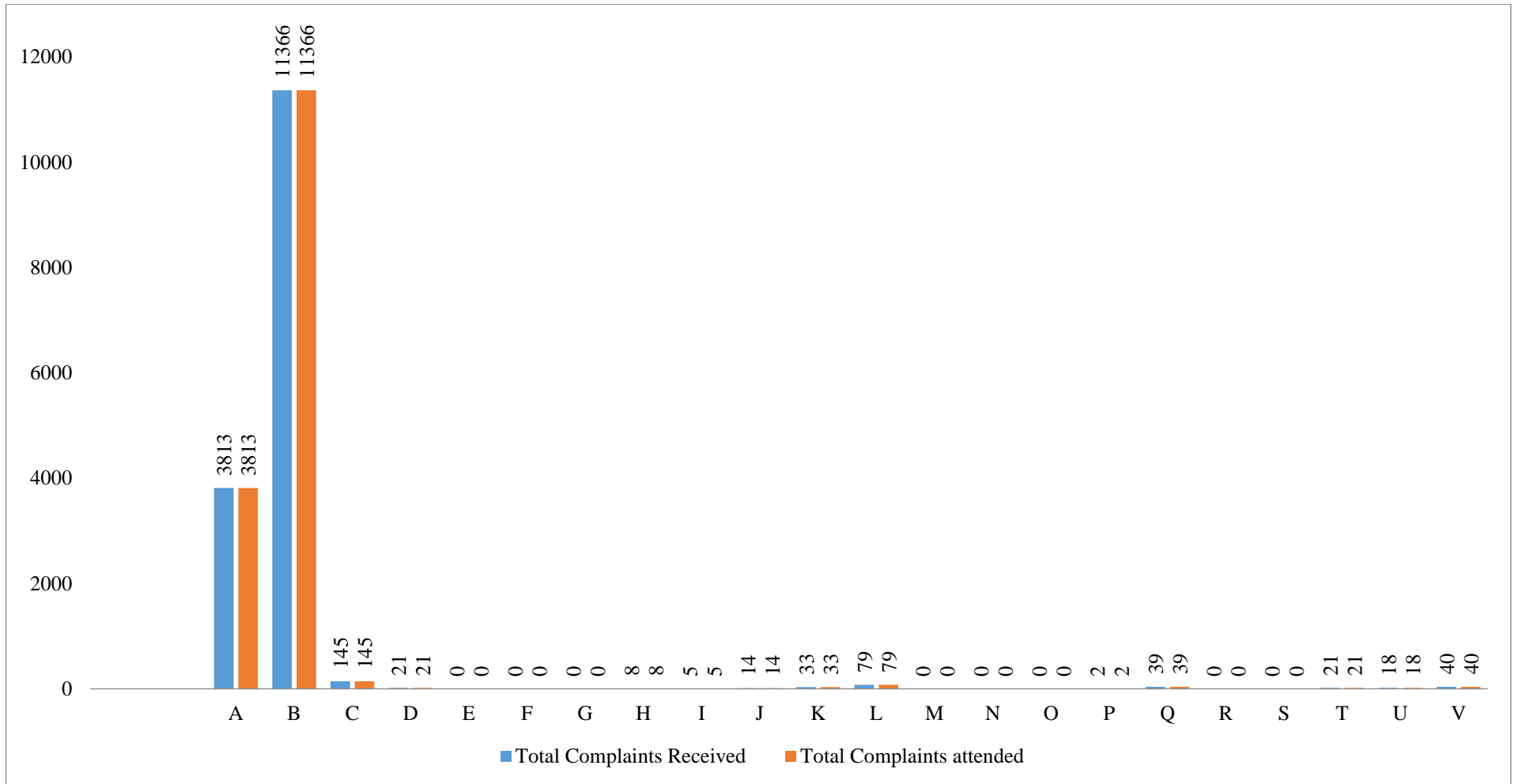


Figure 17: SOP Graph for FY 2020-21

All the complaints received during the FY 2020-21 are not resolved within the stipulated time. “Service broken/service snapped (B)” are observed as highest number 11366 during the fiscal. “Fuse blown off/MCB tripped” (A) type complaints are observed as second highest number 3813 during the fiscal.

Chapter 4. Conclusion

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4.1 Conclusion

4.1.1 Standard of Performance

Total number of complaints received /solved for Q1, Q2, Q3 and Q4 are 2817/2797, 7468/7355, 3464/3585 and 1855/1867 respectively. Q2 has more complaints due to rainy season. Therefore, Q4, Q1, Q3 and Q2 of DNHPDCL for FY 2020-21 are the order of better performance sequence.

Table 22: Summary of SOP for FY 2020-21

S. No.	Nature of Complaints	Q1				Q2				Q3				Q4			
		Complaints Received	Stipulated Time		Complaints Attended	Complaints Received	Stipulated Time		Complaints Attended	Complaints Received	Stipulated Time		Complaints Attended	Complaints Received	Stipulated Time		Complaints Attended
			Within	Beyond			Within	Beyond			Within	Beyond			Within	Beyond	
1	Fuse blown off/MCB tripped	681	668	0	668	1627	1611	0	1611	954	976	0	976	551	558	0	558
2	Service broken/service snapped	2067	2060	0	2060	5653	5566	0	5566	2405	2494	0	2494	1241	1246	0	1246
3	Fault in Distribution System	20	20	0	20	80	70	0	70	30	40	0	40	15	15	0	15
4	Distribution Transformer Failure	6	6	0	6	6	6	0	6	8	8	0	8	1	1	0	1
5	HT Mains Failure	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Problem in grid(33KV to 66KV)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Voltage Variation where augmentation is not required	2	2	0	2	6	6	0	6	0	0	0	0	0	0	0	0
9	Voltage Variation where augmentation is required	2	2	0	2	3	3	0	3	0	0	0	0	0	0	0	0
10	For accuracy test of meters	1	1	0	1	8	8	0	8	2	2	0	2	3	3	0	3
11	For Defective/Stuck Meter	8	8	0	8	14	14	0	14	8	8	0	8	3	3	0	3
12	For Burnt Meter	11	11	0	11	40	40	0	40	17	17	0	17	11	11	0	11
13	Change of name due to change in ownership/occupancy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	Load reduction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Change of category	0	0	0	0	2	2	0	2	0	0	0	0	0	0	0	0

S. No.	Nature of Complaints	Q1			Q2			Q3			Q4						
		Complaints Received	Stipulated Time		Complaints Attended	Complaints Received	Stipulated Time		Complaints Attended	Complaints Received	Stipulated Time		Complaints Attended				
			Within	Beyond			Within	Beyond			Within	Beyond					
17	Shifting of meter/service line etc.	5	5	0	5	8	8	0	8	9	9	0	9	17	17	0	17
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Where additional information relating to correction of reading etc. is required	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Disconnection or reconnection of supply	11	11	0	11	7	7	0	7	1	1	0	1	2	2	0	2
21	Request for reconnection	3	3	0	3	4	4	0	4	7	7	0	7	4	4	0	4
22	Upto date bill	0	0	0	0	10	10	0	10	23	23	0	23	7	7	0	7
Total		2817	2797	0	2797	7468	7355	0	7355	3464	3585	0	3585	1855	1867	0	1867