

REPORTING FORMATS - GUARANTEED STANDARDS (1st Quarter FY 2024-25)

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	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	
			2	3	4	5	6	7	8
1	Fuse blown out or MCB tripped	Urban Area	0	8234	8234	8234	0	8234	0
		Rural Area	0	0	0	0	0	0	0
		Remote area	0	0	0	0	0	0	0
2	Service line or snapped from pole	Urban Area	0	7009	7009	7009	0	7009	0
		Rural Area	0	0	0	0	0	0	0
		Remote area	0	0	0	0	0	0	0
3	Fault in distribution system		0	2094	2094	2094	0	2094	0
4	HT mains failure		0	1545	1545	1545	0	1545	0
5	Breakdownof underground Cables		0	202	202	202	0	202	0
6	Distribution Transformer Failure/Burnt	Urban Area	0	46	46	46	0	46	0
		Rural Area	0	0	0	0	0	0	0
		Remote area	0	0	0	0	0	0	0
7	Problem in Grid Substation		0	167	167	167	0	167	0
8	Failure of power transformer		0	9	9	9	0	9	0
9	Period of Scheduled Outages		0	58	58	58	0	58	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the transformer		0	0	0	0	0	0	0
10 (ii)	Voltage Fluctuations in case no expansion augmentation of network required		0	15	15	15	0	15	0
10 (iii)	Voltage Fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		0	110	110	110	0	110	0
11 (ii)	Defective /Stuck Meter		0	790	790	790	0	790	0
11 (iii)	Burnt Meter		0	753	753	753	0	753	0
12 (i)	Consumer's name change		5	813	818	811	0	811	7
12(ii)	Transfer of name to legal heir		0	0	0	0	0	0	0
12(iii)	load Reduction		0	35	35	35	0	35	0
12(iv)	Change of Category		0	13	13	13	0	13	0
12(v)	Shifting of Meter/Service Line etc.		0	22	22	22	0	22	0
13	Complaint on Billing		5	1148	1153	1153	0	1153	0
14(i)	Request for Reconnection		34	598	632	615	0	615	17
14(ii)	Consumer wanting special reading of meter and up date bill		0	1434	1434	1434	0	1434	0

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

1. REPORTING FORMAT - OVERALL STANDARDS (1st Quarter FY 2024-25)

Overall Standards Reference No.	Overall Standards Parameter	No. of complaints pending at the start of the Quarter (A)	No. of Complaints filed by the consumer in this quarter (B)	Total No. of Complaints (C=A+B)	No. of Complaints redressed Within the stipulated time	No. of Complaints pending at the end of quarter
1	Normal fuse off cables	0	8234	8234	8234	0
2	Overhead Line Cable breakdown including underground Cable Breakdown	0	10850	10850	10850	0
3	Distribution Transformer Failures	0	46	46	46	0
4	Grid Substation problem including Power Transformer Failure	0	176	176	176	0
5	Period of Scheduled Outages	0	58	58	58	0
6	Meter Complaints	0	1653	1653	1653	0
7	Voltage Fluctuation Complaints	0	15	15	15	0
8	Transfer of Consumer Connection/ Services	5	883	888	881	7
9	Consumers Bills Complaints	5	1148	1153	1153	0
10	Disconnection/ Reconnection of Supply	34	2032	2066	2049	17

2. DETAILS OF FAULTY METERS

Reference Overall Standards No.	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 quarter
11	0	1543	1543	1543	0