DNHDDPDCL
Q1 2024-25

ANNEXURE —II

REPORTING 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	Area	PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	NO. OF COMPLAINTS REDRESSED IN THE QUARTER (NO.)			PENDING COMPLAINTS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	591	591	591	0	591	0
		Rural/Remote Area	0	1843	1843	1843	0	1843	0
2	Service Line or Snapped from Pole	Urban Area	0	86	86	86	0	86	0
		Rural/Remote Area	0	936	936	936	0	936	0
3	Fault in Distribution System		0	1144	1144	1144	0	1144	0
4	HT Main Failure		0	166	166	166	0	166	0
5	Breakdown of underground Cables		0	573	573	573	0	573	0
6	Distribution transformer failure/ Burnt	Urban Area	0	1	1	1	0	1	0
		Remote/Rural Area	0	11	11	11	0	11	0
7	Problem in Grid Substation		0	31	31	31	0	31	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	103	103	103	0	103	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	66	66	66	0	66	0
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required		0	0	0	0	0	0	0
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	230	230	230	0	230	0
11.(ii).	Defective /stuck Meter		0	99	99	99	0	99	0
11.(iii).	Burnt Meter		0	229	229	229	0	229	0
12.(i).	Consumer's name change		0	985	985	985	0	985	0
12.(ii).	Transfer of name to legal heir		0	985	985	985	0	985	0
12.(iii).	Load Reduction		38	27	65	31	0	31	34
12.(iv).	Change of Category		0	11	11	11	0	11	0
12.(v).	Shifting of Meter / Service Line etc.		71	62	133	84	0	84	49
12(vi).	Newconnection/additional load where supply can be provided from existing network*	Urban Area	155	194	349	216	0	216	133
		Remote/Rural Area	994	821	1815	1331	0	1331	484
12 (vii).	Extension work or enchancement of transformer capacity is required/extension of distribution mains, or commissioning of new substations*		515	577	1092	791	0	791	301
13	Complaint on Billing		0	239	239	239	0	239	0
14.(i).	Request for Reconnection		0	551	551	551	0	551	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

** Data of previous quarter recasted as per New SoP format in FY 2024-25.*

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The quaterly 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
	No Complaint Received							

DNHDDPDCL
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REPORTING FORMATS-OVERALL STANDARDS **Annexure-III**

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

OVERALL STANDARD 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 fues off Cables	0	2434	2434	2434	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	1717	1717	1717	0
3	Distribution Transformer Failures	0	12	12	12	0
4	Grid Substation problem including Power Transformer Failure	0	31	31	31	0
5	Period of Scheduled Outages	0	103	103	103	0
6	Meter Complaints	0	558	558	558	0
7	Voltage fluctuation Complaints	0	66	66	66	0
8	Transformer of Consumers Connection/Services	109	2070	2179	2096	83
8(a)	Release of new electricity connection	1664	1592	3256	2338	918
9	Consumers Bills Complaints	0	239	239	239	0
10	Disconnection Reconnection of Supply	0	551	551	551	0

DNHDDPDCL
Q1 2024-25

2. The quaterly 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
	0	328	328	328	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL

Q1 2024-25

3. The proforma for submission of Quaterly 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 INTERRUPTIOINS (> 5 min for Period 1 Apr'24 to 27 May'24 & > 3 min for Period 28 May '24 onwards) ON i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(A_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	April	742	219	161462	162524	1.01
2	May	738	353	161723	260539	1.61
3	June	678	825	162061	559282	3.45
SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	B_i= TOTAL DURATION OF SUSTAINED INTERRUPTIOINS (> 5 min for Period 1 Apr'24 to 27 May'24 & > 3 min for Period 28 May '24 onwards) ON i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(B_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	April	742	-	161462	13844986	1.43
2	May	738	-	161723	17872981	1.84
3	June	678	-	162061	15704808	1.62
SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	C_i= TOTAL NUMBER OF MOMENTARY INTERRUPTIOINS (< 5 min for Period 1 Apr'24 to 27 May'24 & < 3 min for Period 28 May '24 onwards) ON i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(C_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	April	728	186	161462	135318	0.84
2	May	668	224	161723	149727	0.93
3	June	1212	7	162061	8481	0.05
SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	A_i= TOTAL NUMBER OF SUSTAINED INTERRUPTIONS(> 5 MIN FOR PERIOD 1 APR'24 TO 27 MAY'24 & > 3 MIN FOR PERIOD 28 MAY '24 ONWARDS) ON i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(A_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	April	742	219	71633	162524	2.27
2	May	738	353	103105	260539	2.53
3	June	678	825	112843	559282	4.96
SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	B_i = TOTAL DURATION OF ALL SUSTAINED INTERRUPTIONS (> 5 MIN FOR PERIOD 1 APR'24 TO 27 MAY'24 & > 3 MIN FOR PERIOD 28 MAY '24 ONWARDS) ON i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(B_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	April	742	-	71633	13844986	3.22
2	May	738	-	103105	17872981	2.89
3	June	678	-	112843	15704808	2.32

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ANNEXURE —II

REPORTING 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	Area	PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	NO. OF COMPLAINTS REDRESSED IN THE QUARTER (NO.)			PENDING COMPLAINTS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	566	566	566	0	566	0
		Remote/Rural Area	0	2121	2121	2121	0	2121	0
2	Service Line or Snapped from Pole	Urban Area	0	148	148	148	0	148	0
		Remote/Rural Area	0	2108	2108	2108	0	2108	0
3	Fault in Distribution System		0	1643	1643	1643	0	1643	0
4	HT Main Failure		0	288	288	288	0	288	0
5	Breakdown of underground Cables		0	790	790	790	0	790	0
6	Distribution transformer failure/ Burnt	Urban Area	0	6	6	6	0	6	0
		Remote/Rural Area	0	15	15	15	0	15	0
7	Problem in Grid Substation		0	47	47	47	0	47	0
8	Failure of Power Transformer		0	2	2	2	0	2	0
9	Period of Scheduled outages		0	57	57	57	0	57	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	60	60	60	0	60	0
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required		0	0	0	0	0	0	0
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	323	323	323	0	323	0
11.(ii).	Defective /stuck Meter		0	169	169	169	0	169	0
11.(iii).	Burnt Meter		0	272	272	272	0	272	0
12.(i).	Consumer's name change		0	789	789	789	0	789	0
12.(ii).	Transfer of name to legal heir		0	789	789	789	0	789	0
12.(iii).	Load Reduction		34	33	67	41	0	41	26
12.(iv).	Change of Category		0	14	14	14	0	14	0
12.(v).	Shifting of Meter / Service Line etc.		49	36	85	40	0	40	45
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	133	296	429	339	0	339	90
		Remote/Rural Area	484	637	1121	882	0	882	239
12 (vii).	Extension work or enchancement of transformer capacity is required/extension of distribution mains, or commissioning of new substations for new connection/additional load		301	1332	1633	827	0	827	806
13	Complaint on Billing		0	233	233	233	0	233	0
14.(i).	Request for Reconnection		0	691	691	691	0	691	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

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The quaterly 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
	No Complaint Received							

DNHDDPDCL
Q2 2024-25

REPORTING FORMATS-OVERALL STANDARDS **Annexure-III**

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

OVERALL STANDARD 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 fues off Cables	0	2687	2687	2687	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	2433	2433	2433	0
3	Distribution Transformer Failures	0	21	21	21	0
4	Grid Substation problem including Power Transformer Failure	0	49	49	49	0
5	Period of Scheduled Outages	0	57	57	57	0
6	Meter Complaints	0	764	764	764	0
7	Voltage fluctuation Complaints	0	60	60	60	0
8	Transfer of Consumers Connection/Services	83	1661	1744	1673	71
8(a)	Release of new electricity connection	918	2265	3183	2048	1135
9	Consumers Bills Complaints	0	233	233	233	0
10	Disconnection Reconnection of Supply	0	691	691	691	0

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Q2 2024-25

2. The quaterly 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
	0	441	441	441	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL
Q2 2024-25
3. The proforma for submission of Quaterly 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 INTERRUPTIOINS (each longer than 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(A_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	July	697	666	162387	463948	2.86
2	Aug	729	444	162941	323789	1.99
3	Sept	809	351	163368	283992	1.74

SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	B_i= TOTAL DURATION OF SUSTAINED INTERRUPTIOINS (each longer than 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(B_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	July	697	-	162387	17361488	1.78
2	Aug	729	-	162941	14451227	1.48
3	Sept	809	-	163368	11959961	1.22

SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	C_i= TOTAL NUMBER OF MOMENTARY INTERRUPTIOINS (each less than or equal to 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(C_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	July	639	228	162387	145639	0.90
2	Aug	732	395	162941	289303	1.78
3	Sept	436	295	163368	128598	0.79

SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	A_i= TOTAL NUMBER OF SUSTAINED INTERRUPTIONS (each longer than 3 MIN) on i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(A_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	July	697	666	116222	463948	3.99
2	Aug	729	444	98833	323789	3.28
3	Sept	809	351	112283	283992	2.53

SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	B_i = TOTAL DURATION OF ALL SUSTAINED INTERRUPTIONS (each longer than 3 MIN) on i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(B_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	July	697	-	116222	17361488	2.49
2	Aug	729	-	98833	14451227	2.44
3	Sept	809	-	112283	11959961	1.78

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ANNEXURE —II

REPORTING 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	Area	PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	NO. OF COMPLAINTS REDRESSED IN THE QUARTER (NO.)			PENDING COMPLAINTS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	413	413	413	0	413	0
		Remote/Rural Area	0	1246	1246	1246	0	1246	0
2	Service Line or Snapped from Pole	Urban Area	0	85	85	85	0	85	0
		Remote/Rural Area	0	697	697	697	0	697	0
3	Fault in Distribution System		0	985	985	984	0	984	1
4	HT Main Failure		0	153	153	153	0	153	0
5	Breakdown of underground Cables		0	564	564	564	0	564	0
6	Distribution transformer failure/ Burnt	Urban Area	0	1	1	1	0	1	0
		Remote/Rural Area	0	10	10	10	0	10	0
7	Problem in Grid Substation		0	34	34	34	0	34	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	55	55	55	0	55	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	71	71	71	0	71	0
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required		0	0	0	0	0	0	0
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	245	245	245	0	245	0
11.(ii).	Defective /stuck Meter		0	188	188	188	0	188	0
11.(iii).	Burnt Meter		0	234	234	234	0	234	0
12.(i).	Consumer's name change		0	758	758	758	0	758	0
12.(ii).	Transfer of name to legal heir		0	758	758	758	0	758	0
12.(iii).	Load Reduction		26	26	52	24	0	24	28
12.(iv).	Change of Category		0	17	17	17	0	17	0
12.(v).	Shifting of Meter / Service Line etc.		45	31	76	31	0	31	45
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	90	124	214	133	0	133	81
		Remote/Rural Area	239	559	798	551	0	551	247
12 (vii).	Extension work or enchancement of transformer capacity is required/extension of distribution mains, or commissioning of new substations for new connection/additional load		806	1724	2530	1617	0	1617	913
13	Complaint on Billing		0	205	205	205	0	205	0
14.(i).	Request for Reconnection		0	1357	1357	1357	0	1357	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

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Q3 2024-25

The quaterly 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
	No Complaint Received							

DNHDDPDCL
Q3 2024-25

REPORTING FORMATS-OVERALL STANDARDS **Annexure-III**

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

OVERALL STANDARD 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 fues off Cables	0	1659	1659	1659	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	1549	1549	1548	1
3	Distribution Transformer Failures	0	11	11	11	0
4	Grid Substation problem including Power Transformer Failure	0	34	34	34	0
5	Period of Scheduled Outages	0	55	55	55	0
6	Meter Complaints	0	667	667	667	0
7	Voltage fluctuation Complaints	0	71	71	71	0
8	Transfer of Consumers Connection/Services	71	1590	1661	1588	73
8(a)	Release of new electricity connection	1135	2407	3542	2301	1241
9	Consumers Bills Complaints	0	205	205	205	0
10	Disconnection Reconnection of Supply	0	1357	1357	1357	0

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2. The quaterly 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
	0	422	422	422	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL
Q3 2024-25
3. The proforma for submission of Quaterly 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 INTERRUPTIOINS (each longer than 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(A_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	Oct	1087	353	164228	383564	2.34
2	Nov	696	213	164486	148232	0.90
3	Dec	935	287	164881	268244	1.63

SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	B_i= TOTAL DURATION OF SUSTAINED INTERRUPTIOINS (each longer than 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(B_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	Oct	1087	-	164228	12144675	1.23
2	Nov	696	-	164486	6795295	0.69
3	Dec	935	-	164881	14205673	1.44

SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	C_i= TOTAL NUMBER OF MOMENTARY INTERRUPTIOINS (each less than or equal to 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(C_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	Oct	406	330	164228	133914	0.82
2	Nov	343	230	164486	78816	0.48
3	Dec	387	183	164881	70874	0.43

SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	A_i= TOTAL NUMBER OF SUSTAINED INTERRUPTIONS (each longer than 3 MIN) on i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(A_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	Oct	1087	353	103074	383564	3.72
2	Nov	696	213	81956	148232	1.81
3	Dec	935	287	103678	268244	2.59

SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	B_i = TOTAL DURATION OF ALL SUSTAINED INTERRUPTIONS (each longer than 3 MIN) on i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(B_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	Oct	1087	0	103074	12144675	1.96
2	Nov	696	0	81956	6795295	1.38
3	Dec	935	0	103678	14205673	2.28

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ANNEXURE —II

REPORTING 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	Area	PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	NO. OF COMPLAINTS REDRESSED IN THE QUARTER (NO.)			PENDING COMPLAINTS (NO.)
						WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1	Fuse Blown out or MCB Tripped	Urban Area	0	384	384	384	0	384	0
		Remote/Rural Area	0	1030	1030	1030	0	1030	0
2	Service Line or Snapped from Pole	Urban Area	0	51	51	51	0	51	0
		Remote/Rural Area	0	463	463	463	0	463	0
3	Fault in Distribution System		1	769	770	770	0	770	0
4	HT Main Failure		0	100	100	100	0	100	0
5	Breakdown of underground Cables		0	416	416	416	0	416	0
6	Distribution transformer failure/ Burnt	Urban Area	0	0	0	0	0	0	0
		Remote/Rural Area	0	1	1	1	0	1	0
7	Problem in Grid Substation		0	26	26	26	0	26	0
8	Failure of Power Transformer		0	1	1	1	0	1	0
9	Period of Scheduled outages		0	37	37	37	0	37	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	51	51	51	0	51	0
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required		0	0	0	0	0	0	0
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0	0	0	0
11.(i).	Accuracy testing of Meter		0	129	129	129	0	129	0
11.(ii).	Defective /stuck Meter		0	88	88	88	0	88	0
11.(iii).	Burnt Meter		0	187	187	187	0	187	0
12.(i).	Consumer's name change		0	836	836	836	0	836	0
12.(ii).	Transfer of name to legal heir		0	836	836	836	0	836	0
12.(iii).	Load Reduction		28	35	63	27	0	27	36
12.(iv).	Change of Category		0	29	29	29	0	29	0
12.(v).	Shifting of Meter / Service Line etc.		45	58	103	73	0	73	30
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	81	148	229	145	0	145	84
		Remote/Rural Area	247	434	681	463	0	463	218
12 (vii).	Extension work or enchancement of transformer capacity is required/extension of distribution mains, or commissioning of new substations for new connection/additional load		913	1699	2612	2065	0	2065	547
13	Complaint on Billing		0	122	122	122	0	122	0
14.(i).	Request for Reconnection		0	1711	1711	1711	0	1711	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

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The quaterly 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
	No Complaint Received							

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REPORTING FORMATS-OVERALL STANDARDS **Annexure-III**

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

OVERALL STANDARD 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 fues off Cables	0	1414	1414	1414	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	1	1185	1186	1186	0
3	Distribution Transformer Failures	0	1	1	1	0
4	Grid Substation problem including Power Transformer Failure	0	27	27	27	0
5	Period of Scheduled Outages	0	37	37	37	0
6	Meter Complaints	0	404	404	404	0
7	Voltage fluctuation Complaints	0	51	51	51	0
8	Transfer of Consumers Connection/Services	73	1794	1867	1801	66
8(a)	Release of new electricity connection	1241	2281	3522	2673	849
9	Consumers Bills Complaints	0	122	122	122	0
10	Disconnection Reconnection of Supply	0	1711	1711	1711	0

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2. The quaterly 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
	0	275	275	275	0

Note: Data pertains to consumer meter complaints

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3. The proforma for submission of Quaterly 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 INTERRUPTIOINS (each longer than 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(A_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	Jan	885	240	165249	212434	1.29
2	Feb	879	210	165693	184492	1.11
3	March	685	210	166259	143923	0.87

SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	B_i= TOTAL DURATION OF SUSTAINED INTERRUPTIOINS (each longer than 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(B_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	Jan	885	-	165249	9659669	0.97
2	Feb	879	-	165693	7948283	0.80
3	March	685	-	166259	5763826	0.58

SL. NO.	MONTH	N_i= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	C_i= TOTAL NUMBER OF MOMENTARY INTERRUPTIOINS (each less than or equal to 3 min) on i^{th} FEEDER FOR THE MONTH	N_i=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	=Σ(C_i*N_i) FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	Jan	363	177	165249	64324	0.39
2	Feb	267	164	165693	43836	0.26
3	March	256	168	166259	43053	0.26

SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	A_i= TOTAL NUMBER OF SUSTAINED INTERRUPTIONS (each longer than 3 MIN) on i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(A_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	Jan	885	240	93364	212434	2.28
2	Feb	879	210	95997	184492	1.92
3	March	685	210	69958	143923	2.06

SL. NO.	MONTH	N_i=NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED DUE TO EACH INTERRUPTION	B_i = TOTAL DURATION OF ALL SUSTAINED INTERRUPTIONS (each longer than 3 MIN) on i^{th} FEEDER FOR THE MONTH	N_a= TOTAL NUMBER OF CONSUMERS AT 11KV FEEDERS IN LICENSEE'S SUPPLY AREA WHO EXPERIENCE INTERRUPTIONS DURING THE REPORTED PERIOD (1)	=Σ(B_i ×N_i) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	Jan	885	-	93364	9659669	1.72
2	Feb	879	-	95997	7948283	1.38
3	March	685	-	69958	5763826	1.37