The following format shall be used by Licensee for reporting the performance levels for guaranteed standards on 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			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	3902	3902	3792	110	3902	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	2901	2901	2843	58	2901	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	6937	6937	6791	146	6937	0
4	HT Main Failure		0	1293	1293	1215	78	1293	0
5	Breakdown of underground Cables		0	7770	7770	7628	142	7770	0
6	Distribution Transformer failure/burnt	Urban Area	0	453	453	381	72	453	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	153	153	153	0	153	0
8	Failure of power Transformer		0	108	108	106	2	108	0
9	Period of Scheduled outages		0	200	200	199	1	200	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		0	3643	3643	3639	4	3643	0
11 (i)	Accuracy testing of Meter		0	17	17	17	0	17	0
11 (ii)	Defective/stuck Meter		0	157	157	145	12	157	0
11 (iii)	Burnt Meter.		0	310	310	260	50	310	0
12 (i)	Consumer's name change		0	865	865	865	0	865	0
12 (ii)	Transfer of name to legal heir		0	0	0	0	0	0	0
12 (iii)	Load Reduction/ enhancement		0	34	34	34	0	34	0
12 (iv)	Change of Category		0	18	18	18	0	18	0
12 (v)	Shifting of Meter/ Service Line etc.		0	57	57	57	0	57	0
13	Complaint on Billing.		0	835	835	835	0	835	0
14 (i)	Request for reconnection		0	607	607	695	0	695	0
14 (ii)	Consumer wanting special reading of meter and update bill		0	1340	1340	1340	0	1340	0

Annexure II - 2 - Compensation paid

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Note:

The present data has been collated from the Division Offices of Chandigarh Power Distribution Limited (CPDL), where it is currently being maintained manually in accordance with the legacy practices of the Electricity Wing of the Engineering Department, Chandigarh (EWEDC). For the purpose of regulatory compliance, CPDL is submitting this data before the Hon'ble Commission.

Due to the manual nature of record-keeping and the ongoing transition following the recent assumption of the distribution business by CPDL, the data may be subject to limitations inherent in such processes. The manual record-keeping, coupled with multiple human interventions, introduces the possibility of inaccuracies or errors in the data.

CPDL is actively in the process of developing complete automated complaint management system, which shall facilitate the categorization and logging of consumer complaints in a structured and reliable manner. Upon implementation of the said system, CPDL shall be in a position to submit more accurate and verifiable data, free from manual intervention.

This submission is being made without prejudice to CPDL's rights and contentions

ANNEXURE-II (Reporting Formats-Overall Standards) **Period: April 2025 to June 2025**

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 at 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 calls	0	3902	3902	3792	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	18901	18901	18477	0
3	Distribution Transformer Failures	0	453	453	381	0
4	Grid Sub-Station problem including Power Transformer Failure	0	261	261	259	0
5	Period of Scheduled Outages	0	200	200	199	0
6	Meter Complaints	0	484	484	422	0
7	Voltage Fluctation Complaints	0	3643	3643	3639	0
8	Transfer of Consumers Connection/ Services	0	974	974	974	0
9	Consumers Bill Complaints	0	835	835	835	0
10	Reconnection of Supply	0	1947	1947	2035	0

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/Defective Meters Added during the Quarter	Total No. of Faulty/Defective Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
11	290	3346	3636	3586	50

The Performa for submission of quarterly report on reliability indices shall be as follows:

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ai=Total number of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	$=\Sigma(A_i \times N_i)$ For all 11kV feeders excluding agriculture feeders (2)	SAIFI=(2)/(1)
1	Apr-25	154016	505	241012	700887	2.91
2	May-25	228118	761	262574	1045802	3.98
3	Jun-25	224025	762	262755	1022276	3.89

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Bi=Total Duration of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(Bi*Ni) for all 11 feeders excluding agricultural feeders (2)	SAIDI=(2)/(1)
1	Apr-25	154016	889250	241012	313623	1.301274
2	May-25	228118	1916528	262574	728945	2.776151
3	Jun-25	224025	1617000	262755	597357	2.273436

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ci=Total number of momentary interruptions (each less than or equal to 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=ΣCi*Ni) for all 11 feeders excluding agricultural feeders (2)	MAIFI=(2)/(1)
1	Apr-25	154016	303	241012	479694	1.99033
2	May-25	228118	397	262574	611402	2.32849
3	Jun-25	224025	478	262755	648918	2.46967

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	A_i= Total number of sustained interruptions (each longer than 3 minutes) on ith 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	Apr-25	154016	505	154016	37860	0.25
2	May-25	228118	761	228118	54369.0000000	0.24
3	Jun-25	224025	762	224025	58980.0000000	0.26

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	B_i = Total duration of all sustained interruptions(each longer than 3 minutes) on ith 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	Apr-25	154016	889250	154016	700887.0000000	4.55
2	May-25	228118	1916528	228118	1045802.0000000	4.58
3	Jun-25	224025	1617000	224025	1022276.0000000	4.56

Note:

The present data has been collated from the Division Offices of Chandigarh Power Distribution Limited (CPDL), where it is currently being maintained manually in accordance with the legacy practices of the Electricity Wing of the Engineering Department, Chandigarh (EWEDC). For the purpose of regulatory compliance, CPDL is submitting this data before the Hon'ble Commission.

Due to the manual nature of record-keeping and the ongoing transition following the recent assumption of the distribution business by CPDL, the data may be subject to limitations inherent in such processes. The manual record-keeping, coupled with multiple human interventions, introduces the possibility of inaccuracies or errors in the data.

CPDL is actively in the process of developing complete automated complaint management system, which shall facilitate the categorization and logging of consumer complaints in a structured and reliable manner. Upon implementation of the said system, CPDL shall be in a position to submit more accurate and verifiable data, free from manual intervention.

This submission is being made without prejudice to CPDL's rights and contentions

Period: July 2025 to September 2025

ANNEXURE-I (REPORTING FORMATS-GUARANTEED STANDARDS)

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	0	2579	2579	2562	17	2579	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	5562	5562	5550	12	5562	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	16799	16799	16756	43	16799	0
4	HT Main Failure		0	3701	3701	3688	13	3701	0
5	Breakdown of underground Cables		0	1885	1885	1872	13	1885	0
6	Distribution Transformer failure/burnt	Urban Area	0	726	726	720	6	726	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	1097	1097	1083	14	1097	0
8	Failure of power Transformer		0	410	410	409	1	410	0
9	Period of Scheduled outages		0	1060	1060	1060	0	1060	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		0	5943	5943	5943	0	5943	0
11 (i)	Accuracy testing of Meter		0	41	41	41	0	41	0
11 (ii)	Defective/stuck Meter		0	368	368	368	0	368	0
11 (iii)	Burnt Meter		0	333	333	333	0	333	0
12 (i)	Consumer's name change		0	1317	1317	1310	0	1310	7
12 (ii)	Transfer of name to legal heir		0	0	0	0	0	0	0
12 (iii)	Load Reduction/ enhancement		0	52	52	52	0	52	0
12 (iv)	Change of Category		0	31	31	31	0	31	0
12 (v)	Shifting of Meter/ Service Line etc.		0	91	91	91	0	91	0
13	Complaint on Billing		0	1038	1038	973	45	1018	20
14 (i)	Request for reconnection		0	613	613	602	0	602	11
14 (ii)	Consumer wanting special reading of meter and update bill		0	1270	1270	1270	0	1270	0

2 - Compensation paid

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2							

Note:

The above data (S.No. 1 - 11 and 13) has been provided based on automated complaint management system implemented by CPDL. However, the service related data (S.No. 12 and 14) has been collated from the Division Offices of CPDL, where it is currently being maintained manually in accordance with the legacy practices of the EWEDC.

This submission is being made without prejudice to CPDL's rights and contentions

Period: July 2025 to September 2025

ANNEXURE-II (Reporting Formats-Overall Standards)

Overall Standards Reference No.	Overall Standard Parameter	No. of Complaints pending at 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 calls	0	2579	2579	2562	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	27947	27947	27866	0
3	Distribution Transformer Failures	0	726	726	720	0
4	Grid Sub-Station problem including Power Transformer Failure	0	1507	1507	1492	0
5	Period of Scheduled Outages	0	1060	1060	1060	0
6	Meter Complaints	0	742	742	742	0
7	Voltage Fluctation Complaints	0	5943	5943	5943	0
8	Transfer of Consumers Connection/ Services	0	1491	1491	1484	7
9	Consumers Bill Complaints	0	1038	1038	973	20
10	Reconnection of Supply	0	1883	1883	1872	11

Quarterly information regarding faulty meters

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty/Defective Meters Added during the Quarter	Total No. of Faulty/Defective Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
11	50	2961	3011	2413	598

Performa for submission of quarterly report on reliability indices

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ai=Total number of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(A_i ×N_i) For all 11kV feeders excluding agriculture feeders (2)	SAIFI=(2)/(1)
1	Jul-25	230689	999	261325	1302127	4.98
2	Aug-25	235478	1078	261325	1382517	5.29
3	Sep-25	253398	1154	261325	1275705	4.88

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Bi=Total Duration of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(Bi*Ni) for all 11 feeders excluding agricultural feeders (2)	SAIDI=(2)/(1)
1	Jul-25	230689	85043	261325	731920	2.80
2	Aug-25	235478	105918	261325	873997	3.34
3	Sep-25	253398	99653	261325	730988	2.80

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ci=Total number of momentary interruptions (each less than or equal to 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=ΣCi*Ni) for all 11 feeders excluding agricultural feeders (2)	MAIFI=(2)/(1)
1	Jul-25	230689	654	261325	29518	0.11
2	Aug-25	235478	680	261325	31626	0.12
3	Sep-25	253398	1141	261325	42290	0.16

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	A_i= Total number of sustained interruptions (each longer than 3 minutes) on ith 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	Jul-25	230689	999	230689	1302127	5.64
2	Aug-25	235478	1078	235478	1382517	5.87
3	Sep-25	253398	1154	253398	1275705	5.03

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	B_i = Total duration of all sustained interruptions(each longer than 3 minutes) on ith 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	Jul-25	230689	85043	230689	731920	3.17
2	Aug-25	235478	105918	235478	873997	3.71
3	Sep-25	253398	99653	253398	730988	2.88

Period: October 2025 to December 2025

ANNEXURE-I (REPORTING FORMATS-GUARANTEED STANDARDS)

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	0	704	704	703	1	704	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	2989	2989	2989	0	2989	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	4977	4977	4977	0	4977	0
4	HT Main Failure		0	1908	1908	1908	0	1908	0
5	Breakdown of underground Cables		0	183	183	183	0	183	0
6	Distribution Transformer failure/burnt	Urban Area	0	172	172	172	0	172	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	872	872	872	0	872	0
8	Failure of power Transformer		0	93	93	93	0	93	0
9	Period of Scheduled outages		0	837	837	837	0	837	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		0	2177	2177	2177	0	2177	0
11 (i)	Accuracy testing of Meter		0	93	93	93	0	93	0
11 (ii)	Defective/stuck Meter		0	399	399	399	0	399	0
11 (iii)	Burnt Meter		0	411	411	411	0	411	0
12 (i)	Consumer's name change		7	930	937	937	0	937	0
12 (ii)	Transfer of name to legal heir		0	0	0	0	0	0	0
12 (iii)	Load Reduction/ enhancement		0	186	186	186	0	186	0
12 (iv)	Change of Category		0	15	15	15	0	15	0
12 (v)	Shifting of Meter/ Service Line etc.		0	52	52	52	0	52	0
13	Complaint on Billing		20	1184	1204	1197	1	1198	6
14 (i)	Request for reconnection		11	312	323	323	0	323	0
14 (ii)	Consumer wanting special reading of meter and update bill		0	1116	1116	1116	0	1116	0

2 - Compensation paid

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2							

Note:

The above data (S.No. 1 - 11 and 13) has been provided based on automated complaint management system implemented by CPDL. However, the service related data (S.No. 12 and 14) has been collated from the Division Offices of CPDL, where it is currently being maintained manually in accordance with the legacy practices of the EWEDC.

This submission is being made without prejudice to CPDL's rights and contentions

Period: October 2025 to December 2025

ANNEXURE-II (Reporting Formats-Overall Standards)

Overall Standards Reference No.	Overall Standard Parameter	No. of Complaints pending at 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 calls	0	704	704	703	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	10057	10057	10057	0
3	Distribution Transformer Failures	0	172	172	172	0
4	Grid Sub-Station problem including Power Transformer Failure	0	965	965	965	0
5	Period of Scheduled Outages	0	837	837	837	0
6	Meter Complaints	0	903	903	903	0
7	Voltage Fluctation Complaints	0	2177	2177	2177	0
8	Transfer of Consumers Connection/ Services	7	1183	1190	1190	0
9	Consumers Bill Complaints	20	1184	1204	1197	6
10	Reconnection of Supply	11	1428	1439	1439	0

Quarterly information regarding faulty meters

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty/Defective Meters Added during the Quarter	Total No. of Faulty/Defective Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
11	598	2644	3242	2477	765

Performa for submission of quarterly report on reliability indices

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ai=Total number of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(A_i ×N_i) For all 11kV feeders excluding agriculture feeders (2)	SAIFI=(2)/(1)
1	Oct-25	216615	744	261325	845046	3.23
2	Nov-25	198348	618	261325	624077	2.39
3	Dec-25	201415	641	261325	661283	2.53

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Bi=Total Duration of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(Bi*Ni) for all 11 feeders excluding agricultural feeders (2)	SAIDI=(2)/(1)
1	Oct-25	216615	342	261325	387762	1.48
2	Nov-25	198348	274	261325	279099	1.07
3	Dec-25	201415	279	261325	246745	0.94

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ci=Total number of momentary interruptions (each less than or equal to 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=ΣCi*Ni) for all 11 feeders excluding agricultural feeders (2)	MAIFI=(2)/(1)
1	Oct-25	216615	848	261325	899449	3.44
2	Nov-25	198348	871	261325	922852	3.53
3	Dec-25	201415	1138	261325	1148020	4.39

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	A_i= Total number of sustained interruptions (each longer than 3 minutes) on ith 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-25	216615	744	216615	845046	3.90
2	Nov-25	198348	618	198348	624077	3.15
3	Dec-25	201415	641	201415	661283	3.28

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	B_i = Total duration of all sustained interruptions(each longer than 3 minutes) on ith 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-25	216615	342	216615	387762	1.79
2	Nov-25	198348	274	198348	279099	1.41
3	Dec-25	201415	279	201415	246745	1.23

ANNEXURE-I (CPDL REPORTING FORMATS-GUARANTEED STANDARDS) **Period: January 2026 to March 2026**

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	0	683	683	666	17	683	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	4493	4493	4432	61	4493	0
		Rural Area	0	0	0	0	0	0	0
		Remote Area	0	0	`	0	0	0	0
3	Fault in Distribution System		0	6209	6209	5924	285	6209	0
4	HT Main Failure		0	3578	3578	3500	78	3578	0
5	Breakdown of underground Cables		0	1079	1079	1077	2	1079	0
6	Distribution Transformer failure/burnt	Urban Area	0	433	433	334	99	433	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	773	773	764	9	773	0
8	Failure of power Transformer		0	207	207	177	30	207	0
9	Period of Scheduled outages		0	1201	1201	1179	22	1201	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		0	101	101	101	0	101	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	2718	2718	2718	0	2718	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	58	58	58	0	58	0
11 (i)	Accuracy testing of Meter		0	198	198	198	0	198	0
11 (ii)	Defective/stuck Meter		0	207	207	163	17	180	27
11 (iii)	Burnt Meter.		0	260	260	110	150	260	0
12 (i)	Consumer's name change		0	135	135	135	0	135	0
12 (ii)	Transfer of name to legal heir		0	1	1	1	0	1	0
12 (iii)	Load Reduction/ enhancement		0	207	207	207	0	207	0
12 (iv)	Change of Category		0	14	14	14	0	14	0
12 (v)	Shifting of Meter/ Service Line etc.		0	54	54	54	0	54	0
13	Complaint on Billing		6	6660	6666	3880	2411	6291	375
14 (i)	Request for reconnection		0	496	496	496	0	496	0

Annexure II - Compensation paid

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2							

Note: Time taken for redressal of complaints has correspondingly increased due to an increase in billing-related complaints, primarily attributable to the transition from bi-monthly to monthly billing pursuant to the directive of the Hon'ble JERC. However, the rate of resolution of complaints is observed to be more than new complaints received. Further, the concerned teams are addressing the pending billing complaints on priority basis.

ANNEXURE-II (CPDL Reporting Formats-Overall Standards) **Period: January 2026 to March 2026**

Overall Standards Reference No.	Overall Standard Parameter	No. of Complaints pending at 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 calls	0	683	683	666	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	15359	15359	14933	0
3	Distribution Transformer Failures	0	433	433	334	0
4	Grid Sub-Station problem including Power Transformer Failure	0	980	980	941	0
5	Period of Scheduled Outages	0	1201	1201	1179	0
6	Meter Complaints	0	665	665	471	27
7	Voltage Fluctation Complaints	0	2877	2877	2877	0
8	Transfer of Consumers Connection/ Services	0	411	411	411	0
9	Consumers Bill Complaints	6	6660	6666	3880	375
10	Reconnection of Supply	0	496	496	496	0

Quarterly information regarding faulty meters

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty/Defective Meters Added during the Quarter	Total No. of Faulty/Defective Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
11	765	3470	4235	3370	865

Quarterly report on reliability indices

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ai=Total number of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(A_i ×N_i) For all 11kV feeders excluding agriculture feeders (2)	SAIFI=(2)/(1)
1	Jan-26	237191	775	261325	866041	3.31
2	Feb-26	213287	646	261325	586230	2.24
3	Mar-26	236972	786	261325	779149	2.98

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Bi=Total Duration of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(Bi*Ni) for all 11 feeders excluding agricultural feeders (2)	SAIDI=(2)/(1)
1	Jan-26	237191	307	261325	349906	1.34
2	Feb-26	213287	255	261325	244215	0.93
3	Mar-26	236972	352	261325	349200	1.34

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	Ci=Total number of momentary interruptions (each less than or equal to 3 minutes) on ith feeder for the month	Nt= Total number of Consumers at 11kV feeders in licensee's supply (1)	=ΣCi*Ni) for all 11 feeders excluding agricultural feeders (2)	MAIFI=(2)/(1)
1	Jan-26	237191	1277	261325	1442192	5.52
2	Feb-26	213287	804	261325	886287	3.39
3	Mar-26	236972	926	261325	1344272	5.14

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	A_i= Total number of sustained interruptions (each longer than 3 minutes) on ith 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-26	237191	775	237191	866041	3.65
2	Feb-26	213287	646	213287	586230	2.75
3	Mar-26	236972	786	236972	779149	3.29

S. No.	Month	N_i=Number of Consumers of ith feeder affected due to each interruption	B_i = Total duration of all sustained interruptions(each longer than 3 minutes) on ith 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-26	237191	307	237191	349906	1.48
2	Feb-26	213287	255	213287	244215	1.15
3	Mar-26	236972	352	236972	349200	1.47