DNHDDPDCL
Q1 2025-26

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	572	572	572	0	572	0
		Remote/Rural Area	0	1688	1688	1688	0	1688	0
2	Service Line or Snapped from Pole	Urban Area	0	105	105	105	0	105	0
		Remote/Rural Area	0	1047	1047	1047	0	1047	0
3	Fault in Distribution System		0	1437	1437	1437	0	1437	0
4	HT Main Failure		0	129	129	129	0	129	0
5	Breakdown of underground Cables		0	752	752	752	0	752	0
6	Distribution transformer failure/ Burnt	Urban Area	0	0	0	0	0	0	0
		Remote/Rural Area	0	6	6	6	0	6	0
7	Problem in Grid Substation		0	32	32	32	0	32	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	14	14	14	0	14	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	61	61	61	0	61	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	326	326	326	0	326	0
11.(ii).	Defective /stuck Meter		0	96	96	96	0	96	0
11.(iii).	Burnt Meter		0	248	248	248	0	248	0
12.(i).	Consumer's name change		0	1022	1022	1022	0	1022	0
12.(ii).	Transfer of name to legal heir		0	1022	1022	1022	0	1022	0
12.(iii).	Load Reduction		36	45	81	35	0	35	46
12.(iv).	Change of Category		0	12	12	12	0	12	0
12.(v).	Shifting of Meter / Service Line etc.		30	84	114	67	0	67	47
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	84	117	201	154	0	154	47
		Remote/Rural Area	218	675	893	655	0	655	238
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		547	1438	1985	1410	0	1410	575
13	Complaint on Billing		0	137	137	137	0	137	0
14.(i).	Request for Reconnection		0	1506	1506	1506	0	1506	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

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Q1 2025-26

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
Q1 2025-26

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	2260	2260	2260	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	2189	2189	2189	0
3	Distribution Transformer Failures	0	6	6	6	0
4	Grid Substation problem including Power Transformer Failure	0	32	32	32	0
5	Period of Scheduled Outages	0	14	14	14	0
6	Meter Complaints	0	670	670	670	0
7	Voltage fluctuation Complaints	0	61	61	61	0
8	Transfer of Consumers Connection/Services	66	2185	2251	2158	93
8(a)	Release of new electricity connection	849	2230	3079	2219	860
9	Consumers Bills Complaints	0	137	137	137	0
10	Disconnection Reconnection of Supply	0	1506	1506	1506	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	344	344	344	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL

Q1 2025-26

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	April	858	243	166705	208519	1.25
2	May	852	466	166912	397092	2.38
3	June	958	512	167218	490723	2.93

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	April	858	-	166705	8309904	0.83
2	May	852	-	166912	21877315	2.18
3	June	958	-	167218	17725064	1.77

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	April	190	175	166705	33299	0.20
2	May	412	240	166912	98815	0.59
3	June	385	287	167218	110445	0.66

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	April	858	243	98026	208519	2.13
2	May	852	466	129010	397092	3.08
3	June	958	512	117013	490723	4.19

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	April	858	-	98026	8309904	1.41
2	May	852	-	129010	21877315	2.83
3	June	958	-	117013	17725064	2.52

DNHDDPDCL
Q2 2025-26

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	549	549	549		549	0
		Remote/Rural Area	0	1699	1699	1699		1699	0
2	Service Line or Snapped from Pole	Urban Area	0	149	149	149		149	0
		Remote/Rural Area	0	1407	1407	1407		1407	0
3	Fault in Distribution System		0	1463	1463	1463		1463	0
4	HT Main Failure		0	156	156	156		156	0
5	Breakdown of underground Cables		0	675	675	675		675	0
6	Distribution transformer failure/ Burnt	Urban Area	0	2	2	2		2	0
		Remote/Rural Area	0	5	5	5		5	0
7	Problem in Grid Substation		0	30	30	30		30	0
8	Failure of Power Transformer		0	0	0	0		0	0
9	Period of Scheduled outages		0	19	19	19		19	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	41	41	41		41	0
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required		0	0	0	0		0	0
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required		0	0	0	0		0	0
11.(i).	Accuracy testing of Meter		0	261	261	261		261	0
11.(ii).	Defective /stuck Meter		0	94	94	94		94	0
11.(iii).	Burnt Meter		0	274	274	274		274	0
12.(i).	Consumer's name change		0	1130	1130	1130		1130	0
12.(ii).	Transfer of name to legal heir		0	1130	1130	1130		1130	0
12.(iii).	Load Reduction		46	29	75	44		44	31
12.(iv).	Change of Category		0	18	18	18		18	0
12.(v).	Shifting of Meter / Service Line etc.		47	25	72	57		57	15
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	47	222	269	236		236	33
		Remote/Rural Area	238	511	749	522		522	227
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		575	1751	2326	1436		1436	890
13	Complaint on Billing		0	173	173	173		173	0
14.(i).	Request for Reconnection		0	1903	1903	1903		1903	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0		0	0

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Q2 2025-26

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 2025-26

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	2248	2248	2248	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	2138	2138	2138	0
3	Distribution Transformer Failures	0	7	7	7	0
4	Grid Substation problem including Power Transformer Failure	0	30	30	30	0
5	Period of Scheduled Outages	0	19	19	19	0
6	Meter Complaints	0	629	629	629	0
7	Voltage fluctuation Complaints	0	41	41	41	0
8	Transfer of Consumers Connection/Services	93	2332	2425	2379	46
8(a)	Release of new electricity connection	860	2484	3344	2194	1150
9	Consumers Bills Complaints	0	173	173	173	0
10	Disconnection Reconnection of Supply	0	1903	1903	1903	0

DNHDDPDCL
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	368	368	368	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL

Q2 2025-26

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	Jul	848	252	167156	213647	1.28
2	Aug	836	249	166900	208279	1.25
3	Sept	829	286	167144	237144	1.42

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	Jul	848	-	167156	10058711	1.00
2	Aug	836	-	166900	6198129	0.62
3	Sept	829	-	167144	7974539	0.80

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	Jul	302	176	167156	53100	0.32
2	Aug	519	194	166900	100714	0.60
3	Sept	646	173	167144	111703	0.67

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	Jul	848	252	93113	213647	2.29
2	Aug	836	249	91202	208279	2.28
3	Sept	829	286	90560	237144	2.62

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	Jul	848	-	93113	10058711	1.80
2	Aug	836	-	91202	6198129	1.13
3	Sept	829	-	90560	7974539	1.47

DNHDDPDCL
Q3 2025-26

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	443	443	443	0	443	0
		Remote/Rural Area	0	1283	1283	1283	0	1283	0
2	Service Line or Snapped from Pole	Urban Area	0	82	82	82	0	82	0
		Remote/Rural Area	0	687	687	687	0	687	0
3	Fault in Distribution System		0	1074	1074	1074	0	1074	0
4	HT Main Failure		0	119	119	119	0	119	0
5	Breakdown of underground Cables		0	485	485	485	0	485	0
6	Distribution transformer failure/ Burnt	Urban Area	0	1	1	1	0	1	0
		Remote/Rural Area	0	2	2	2	0	2	0
7	Problem in Grid Substation		0	13	13	13	0	13	0
8	Failure of Power Transformer		0	1	1	1	0	1	0
9	Period of Scheduled outages		0	7	7	7	0	7	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	54	54	54	0	54	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	177	177	177	0	177	0
11.(ii).	Defective /stuck Meter		0	99	99	99	0	99	0
11.(iii).	Burnt Meter		0	217	217	217	0	217	0
12.(i).	Consumer's name change		0	1014	1014	1014	0	1014	0
12.(ii).	Transfer of name to legal heir		0	1014	1014	1014	0	1014	0
12.(iii).	Load Reduction		31	32	63	29	0	29	34
12.(iv).	Change of Category		0	8	8	8	0	8	0
12.(v).	Shifting of Meter / Service Line etc.		15	43	58	21	0	21	37
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	33	72	105	67	0	67	38
		Remote/Rural Area	227	798	1025	556	0	556	469
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		890	1212	2102	1513	0	1513	589
13	Complaint on Billing		0	217	217	217	0	217	0
14.(i).	Request for Reconnection		0	2461	2461	2461	0	2461	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

DNHDDPDCL

Q3 2025-26

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 2025-26

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	1726	1726	1726	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	1559	1559	1559	0
3	Distribution Transformer Failures	0	3	3	3	0
4	Grid Substation problem including Power Transformer Failure	0	14	14	14	0
5	Period of Scheduled Outages	0	7	7	7	0
6	Meter Complaints	0	493	493	493	0
7	Voltage fluctuation Complaints	0	54	54	54	0
8	Transfer of Consumers Connection/Services	46	2111	2157	2086	71
8(a)	Release of new electricity connection	1150	2082	3232	2136	1096
9	Consumers Bills Complaints	0	217	217	217	0
10	Disconnection Reconnection of Supply	0	2461	2461	2461	0

DNHDDPDCL
Q3 2025-26

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	316	316	316	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL

Q3 2025-26

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	876	184	165761	161261	0.97
2	Nov	657	201	167580	132084	0.79
3	Dec	857	217	168512	186011	1.10

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	876	-	165761	5845661	0.59
2	Nov	657	-	167580	4714052	0.47
3	Dec	857	-	168512	6408216	0.63

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	636	161	165761	102363	0.62
2	Nov	397	135	167580	53584	0.32
3	Dec	291	127	168512	36940	0.22

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	876	184	88325	161261	1.83
2	Nov	657	201	74165	132084	1.78
3	Dec	857	217	84222	186011	2.21

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	876	-	88325	5845661	1.10
2	Nov	657	-	74165	4714052	1.06
3	Dec	857	-	84222	6408216	1.27

DNHDDPDCL
Q4 2025-26

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	464	464	464	0	464	0
		Remote/Rural Area	0	1169	1169	1169	0	1169	0
2	Service Line or Snapped from Pole	Urban Area	0	69	69	69	0	69	0
		Remote/Rural Area	0	464	464	464	0	464	0
3	Fault in Distribution System		0	972	972	972	0	972	0
4	HT Main Failure		0	70	70	70	0	70	0
5	Breakdown of underground Cables		0	456	456	456	0	456	0
6	Distribution transformer failure/ Burnt	Urban Area	0	1	1	1	0	1	0
		Remote/Rural Area	0	5	5	5	0	5	0
7	Problem in Grid Substation		0	11	11	11	0	11	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	49	49	49	0	49	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	53	53	53	0	53	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	71	71	71	0	71	0
11.(ii).	Defective /stuck Meter		0	65	65	65	0	65	0
11.(iii).	Burnt Meter		0	157	157	157	0	157	0
12.(i).	Consumer's name change		0	1329	1329	1329	0	1329	0
12.(ii).	Transfer of name to legal heir		0	1329	1329	1329	0	1329	0
12.(iii).	Load Reduction		34	31	65	34	0	34	31
12.(iv).	Change of Category		0	5	5	5	0	5	0
12.(v).	Shifting of Meter / Service Line etc.		37	67	104	60	0	60	44
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	38	60	98	74	0	74	24
		Remote/Rural Area	469	748	1217	669	0	669	548
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		589	1401	1990	1384	0	1384	606
13	Complaint on Billing		0	135	135	135	0	135	0
14.(i).	Request for Reconnection		0	2046	2046	2046	0	2046	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

DNHDDPDCL

Q4 2025-26

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
Q4 2025-26

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	1633	1633	1633	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	1428	1428	1428	0
3	Distribution Transformer Failures	0	6	6	6	0
4	Grid Substation problem including Power Transformer Failure	0	11	11	11	0
5	Period of Scheduled Outages	0	49	49	49	0
6	Meter Complaints	0	293	293	293	0
7	Voltage fluctuation Complaints	0	53	53	53	0
8	Transfer of Consumers Connection/Services	71	2761	2832	2757	75
8(a)	Release of new electricity connection	1096	2209	3305	2127	1178
9	Consumers Bills Complaints	0	135	135	135	0
10	Disconnection Reconnection of Supply	0	2046	2046	2046	0

DNHDDPDCL
Q4 2025-26

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	222	222	222	0

Note: Data pertains to consumer meter complaints

DNHDDPDCL
Q4 2025-26
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	Nt=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\Sigma(A_i*N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	Jan	690	321	168864	221631	1.31
2	Feb	912	222	169256	202547	1.20
3	Mar	830	222	170044	184231	1.08

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	Nt=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\Sigma(B_i*N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	Jan	690	-	168864	8742950	0.86
2	Feb	912	-	169256	7332631	0.72
3	Mar	830	-	170044	4814212	0.47

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	Nt=TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\Sigma(C_i*N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	Jan	252	100	168864	25207	0.15
2	Feb	157	82	169256	12903	0.08
3	Mar	427	80	170044	34194	0.20

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)	$=\Sigma(A_i \times N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	Jan	690	321	93094	221631	2.38
2	Feb	912	222	92717	202547	2.18
3	Mar	830	222	76177	184231	2.42

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)	$=\Sigma(B_i \times N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	Jan	690	-	93094	8742950	1.57
2	Feb	912	-	92717	7332631	1.32
3	Mar	830	-	76177	4814212	1.05