

32246/2026/RA Section

Period: April 2026 to June 2026

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			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	-	1,041	1,041	1,033	8	1,041	-
		Rural Area	-	-	-	-	-	-	-
		Remote Area	-	-	-	-	-	-	-
2	Service Line or Snapped from Pole	Urban Area	-	7,362	7,362	7,356	6	7,362	-
		Rural Area	-	-	-	-	-	-	-
		Remote Area	-	-	-	-	-	-	-
3	Fault in Distribution System		-	16,909	16,909	16,771	138	16,909	-
4	HT Main Failure		-	8,531	8,531	8,523	8	8,531	-
5	Breakdown of underground Cables		-	917	917	917	-	917	-
6	Distribution Transformer failure/burnt	Urban Area	-	639	639	639	-	639	-
		Rural Area	-	-	-	-	-	-	-
		Remote Area	-	-	-	-	-	-	-
7	Problem in Grid substation		-	1,637	1,637	1,637	-	1,637	-
8	Failure of power Transformer		-	268	268	267	-	267	1
9	Period of Scheduled outages		-	1,570	1,570	1,570	-	1,570	-
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		-	218	218	218	-	218	-
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		-	5,171	5,171	5,171	-	5,171	-
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		-	113	113	113	-	113	-
11 (i)	Accuracy testing of Meter		-	183	183	183	-	183	-
11 (ii)	Defective/stuck Meter		27	165	192	134	30	164	28
11 (iii)	Burnt Meter.		-	380	380	74	306	380	-
12 (i)	Consumer's name change		-	560	560	560	-	560	-
12 (ii)	Transfer of name to legal heir		-	6	6	6	-	6	-
12 (iii)	Load Reduction/ enhancement		-	156	156	156	-	156	-
12 (iv)	Change of Category		-	12	12	12	-	12	-
12 (v)	Shifting of Meter/ Service Line etc.		-	62	62	62	-	62	-
13	Complaint on Billing.		375	6,814	7,189	4,226	2,368	6,594	595
14 (i)	Request for reconnection		-	343	343	343	-	343	-
14 (ii)	Consumer wanting special reading of meter and update bill		-	-	-	-	-	-	-

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 above data has been provided based on automated complaint management system implemented by CPDL. However, data at S.No. 11 (i) 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.

There is an increase in the billing related complaints, primarily attributable to the transition from bimonthly to monthly billing, pursuant to the directive of 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.

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

32246/2026/RA Section

Period: April 2026 to June 2026

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	1041	1041	1033	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	33719	33719	33567	0
3	Distribution Transformer Failures	0	639	639	639	0
4	Grid Sub-Station problem including Power Transformer Failure	0	1905	1905	1904	1
5	Period of Scheduled Outages	0	1570	1570	1570	0
6	Meter Complaints	27	728	755	391	28
7	Voltage Fluctuation Complaints	0	5502	5502	5502	0
8	Transfer of Consumers Connection/ Services	0	796	796	796	0
9	Consumers Bill Complaints	375	6814	7189	4226	595
10	Reconnection of Supply	0	343	343	343	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	865	3592	4457	2656	1801

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	A_i =Total number of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	N_t = 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-26	234129	944	261325	976953	3.74
2	May-26	240450	1030	261325	1211457	4.64
3	Jun-26	251386	1261	261325	1404596	5.37

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	B_i =Total Duration of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	N_t = Total number of Consumers at 11kV feeders in licensee's supply (1)	$=\Sigma(B_i \times N_i)$ for all 11 feeders excluding agricultural feeders (2)	SAIDI=(2)/(1)
1	Apr-26	234129	375	261325	385700	1.48
2	May-26	240450	465	261325	533227	2.04
3	Jun-26	251386	517	261325	576620	2.21

S. No.	Month	N_i = Number of Consumers of ith feeder affected due to each interruption	C_i =Total number of momentary interruptions (each less than or equal to 3 minutes) on ith feeder for the month	N_t = Total number of Consumers at 11kV feeders in licensee's supply (1)	$=\Sigma(C_i \times N_i)$ for all 11 feeders excluding agricultural feeders (2)	MAIFI=(2)/(1)
1	Apr-26	234129	1260	261325	1389365	5.32
2	May-26	240450	1491	261325	1670947	6.39
3	Jun-26	251386	1201	261325	1457489	5.58

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_{ti} = Total number of Consumers at 11kV feeders in licensee's supply area who experience interruptions during the reported period (1)	$=\Sigma(A_i \times N_{ti})$ For all 11kV feeders excluding agriculture feeders (2)	CAIFI=(2)/(1)
1	Apr-26	234129	944	234129	976953	4.17
2	May-26	240450	1030	240450	1211457	5.04
3	Jun-26	251386	1261	251386	1404596	5.59

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_{ti} = Total number of Consumers at 11kV feeders in licensee's supply area who experience interruptions during the reported period (1)	$=\Sigma(B_i \times N_{ti})$ For all 11kV feeders excluding agriculture feeders (2)	CAIDI=(2)/(1)
1	Apr-26	234129	375	234129	385700	1.65
2	May-26	240450	465	240450	533227	2.22
3	Jun-26	251386	517	251386	576620	2.29

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			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	-	888	888	888	-	888	-
		Rural Area	-	-	-	-	-	-	-
		Remote Area	-	-	-	-	-	-	-
2	Service Line or Snapped from Pole	Urban Area	-	9,063	9,063	9,062	1	9,063	-
		Rural Area	-	-	-	-	-	-	-
		Remote Area	-	-	-	-	-	-	-
3	Fault in Distribution System		-	16,783	16,783	16,747	36	16,783	-
4	HT Main Failure		-	10,265	10,265	10,265	-	10,265	-
5	Breakdown of underground Cables		-	433	433	433	-	433	-
6	Distribution Transformer failure/burnt	Urban Area	-	635	635	635	-	635	-
		Rural Area	-	-	-	-	-	-	-
		Remote Area	-	-	-	-	-	-	-
7	Problem in Grid substation		-	2,939	2,939	2,939	-	2,939	-
8	Failure of power Transformer		-	395	395	395	-	395	-
9	Period of Scheduled outages		-	3,710	3,710	3,710	-	3,710	-
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		-	167	167	167	-	167	-
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		-	4,620	4,620	4,620	-	4,620	-
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		-	108	108	108	-	108	-
11 (i)	Accuracy testing of Meter		-	183	183	183	-	183	-
11 (ii)	Defective/stuck Meter		28	519	547	539	8	547	-
11 (iii)	Burnt Meter.		-	474	474	235	239	474	-
12 (i)	Consumer's name change		-	1,016	1,016	1,016	-	1,016	-
12 (ii)	Transfer of name to legal heir		-	-	-	-	-	-	-
12 (iii)	Load Reduction/ enhancement		-	455	455	455	-	455	-
12 (iv)	Change of Category		-	43	43	43	-	43	-
12 (v)	Shifting of Meter/ Service Line etc.		-	3	3	3	-	3	-
13	Complaint on Billing.		595	7,280	7,875	7,061	814	7,875	-
14 (i)	Request for reconnection		-	-	-	-	-	-	-
14 (ii)	Consumer wanting special reading of meter and update bill		-	1,062	1,062	1,030	32	1,062	-

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 above data has been provided based on automated complaint management system implemented by CPDL.

There is an increase in the billing related complaints, primarily attributable to the transition from bimonthly to monthly billing, pursuant to the directive of 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.

32246/2026/RA Section

Period: July 2026 to Sep 2026						
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	-	888	888	888	-
2	Overhead Line Cable Breakdown including underground Cable Breakdown	-	36,544	36,544	36,507	-
3	Distribution Transformer Failures	-	635	635	635	-
4	Grid Sub-Station problem including Power Transformer Failure	-	3,334	3,334	3,334	-
5	Period of Scheduled Outages	-	3,710	3,710	3,710	-
6	Meter Complaints	28	1,176	1,204	957	-
7	Voltage Fluctuation Complaints	-	4,895	4,895	4,895	-
8	Transfer of Consumers Connection/ Services	-	2,579	2,579	2,547	-
9	Consumers Bill Complaints	595	7,280	7,875	7,061	-
10	Reconnection of Supply	-	-	-	-	-

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	28	993	1,021	1,021	-

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	A _i =Total number of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	N _t = 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-26	204776	463	261325	593312	2.27
2	Aug-26	183907	351	261325	468164	1.79
3	Sep-26	165437	298	261325	336702	1.29

S. No.	Month	N _i = Number of Consumers of ith feeder affected due to each interruption	B _i =Total Duration of sustained interruptions (each longer than 3 minutes) on ith feeder for the month	N _t = Total number of Consumers at 11kV feeders in licensee's supply (1)	=Σ(B _i ×N _i) for all 11 feeders excluding agricultural feeders (2)	SAIDI=(2)/(1)
1	Jul-26	204776	302	261325	377968	1.45
2	Aug-26	183907	230	261325	284313	1.09
3	Sep-26	165437	164	261325	165979	0.64

S. No.	Month	N _i = Number of Consumers of ith feeder affected due to each interruption	C _i =Total number of momentary interruptions (each less than or equal to 3 minutes) on ith feeder for the month	N _t = Total number of Consumers at 11kV feeders in licensee's supply (1)	=ΣC _i ×N _i for all 11 feeders excluding agricultural feeders (2)	MAIFI=(2)/(1)
1	Jul-26	204776	349	261325	480253	1.84
2	Aug-26	183907	324	261325	434992	1.66
3	Sep-26	165437	300	261325	337542	1.29

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-26	204776	463	204776	593312	2.90
2	Aug-26	183907	351	183907	468164	2.55
3	Sep-26	165437	298	165437	336702	2.04

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-26	204776	302	204776	377968	1.85
2	Aug-26	183907	230	183907	284313	1.55
3	Sep-26	165437	164	165437	165979	1.00