

32247/2026/RA Section

DNHDDPDCL
Q1 2026-27

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	741	741	741	0	741	0
		Remote/Rural Area	0	1601	1601	1601	0	1601	0
2	Service Line or Snapped from Pole	Urban Area	0	69	69	69	0	69	0
		Remote/Rural Area	0	709	709	709	0	709	0
3	Fault in Distribution System		0	1468	1468	1468	0	1468	0
4	HT Main Failure		0	49	49	49	0	49	0
5	Breakdown of underground Cables		0	717	717	717	0	717	0
6	Distribution transformer failure/ Burnt	Urban Area	0	2	2	2	0	2	0
		Remote/Rural Area	0	1	1	1	0	1	0
7	Problem in Grid Substation		0	14	14	14	0	14	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	11	11	11	0	11	0
10.(i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer		0	65	65	65	0	65	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	345	345	345	0	345	0
11.(ii).	Defective /stuck Meter		0	85	85	85	0	85	0
11.(iii).	Burnt Meter		0	258	258	258	0	258	0
12.(i).	Consumer's name change		0	998	998	998	0	998	0
12.(ii).	Transfer of name to legal heir		0	998	998	998	0	998	0
12.(iii).	Load Reduction		31	43	74	39	0	39	35
12.(iv).	Change of Category		0	12	12	12	0	12	0
12.(v).	Shifting of Meter / Service Line etc.		44	63	107	64	0	64	43
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	24	135	159	93	0	93	66
		Remote/Rural Area	548	831	1379	806	0	806	573
12 (vii).	Extension work or enhancement of transformer capacity is required/extension of distribution mains, or commissioning of new substations for new connection/additional load		606	1534	2140	1200	0	1200	940
13	Complaint on Billing		0	186	186	186	0	186	0
14.(i).	Request for Reconnection		0	1777	1777	1777	0	1777	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

32247/2026/RA Section

DNHDDPDCL
Q1 2026-27
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							

32247/2026/RA Section

DNHDDPDCL
Q1 2026-27

REPORTING FORMATS-OVERALL STANDARDSAnnexure-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	2342	2342	2342	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	2185	2185	2185	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	11	11	11	0
6	Meter Complaints	0	688	688	688	0
7	Voltage fluctuation Complaints	0	65	65	65	0
8	Transfer of Consumers Connection/Services	75	2114	2189	2111	78
8(a)	Release of new electricity connection	1178	2500	3678	2099	1579
9	Consumers Bills Complaints	0	186	186	186	0
10	Disconnection Reconnection of Supply	0	1777	1777	1777	0

32247/2026/RA Section

DNHDDPDCL
Q1 2026-27

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	343	343	343	0

Note: Data pertains to consumer meter complaints

32247/2026/RA Section

DNHDDPDCL

Q1 2026-27

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_t = TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\sum(A_i * N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	April	1055	274	170381	289096	1.70
2	May	1037	217	170750	224953	1.32
3	Jun	909	219	171125	199073	1.16
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_t = TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\sum(B_i * N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	April	1055	-	170381	9621481	0.94
2	May	1037	-	170750	7303108	0.71
3	Jun	909	-	171125	5502213	0.54
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_t = TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\sum(C_i * N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	April	470	100	170381	46970	0.28
2	May	415	90	170750	37390	0.22
3	Jun	272	110	171125	29953	0.18
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)	$=\sum(A_i \times N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	April	1055	274	116081	289096	2.49
2	May	1037	217	106232	224953	2.12
3	Jun	909	219	109267	199073	1.82
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)	$=\sum(B_i \times N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	April	1055	-	116081	9621481	1.38
2	May	1037	-	106232	7303108	1.15
3	Jun	909	-	109267	5502213	0.84

32247/2026/RA Section

DNHDDPCL
Q2 2026-27

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	608	608	608	0	608	0
		Remote/Rural Area	0	1565	1565	1565	0	1565	0
2	Service Line or Snapped from Pole	Urban Area	0	144	144	144	0	144	0
		Remote/Rural Area	0	1103	1103	1103	0	1103	0
3	Fault in Distribution System		0	1644	1644	1644	0	1644	0
4	HT Main Failure		0	107	107	107	0	107	0
5	Breakdown of underground Cables		0	827	827	827	0	827	0
6	Distribution transformer failure/ Burnt	Urban Area	0	5	5	5	0	5	0
		Remote/Rural Area	0	6	6	6	0	6	0
7	Problem in Grid Substation		0	26	26	26	0	26	0
8	Failure of Power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	13	13	13	0	13	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	355	355	355	0	355	0
11.(ii).	Defective /stuck Meter		0	96	96	96	0	96	0
11.(iii).	Burnt Meter		0	278	278	278	0	278	0
12.(i).	Consumer's name change		0	1381	1381	1381	0	1381	0
12.(ii).	Transfer of name to legal heir		0	1381	1381	1381	0	1381	0
12.(iii).	Load Reduction		35	36	71	50	0	50	21
12.(iv).	Change of Category		0	6	6	6	0	6	0
12.(v).	Shifting of Meter / Service Line etc.		43	52	95	59	0	59	36
12(vi).	Newconnection/additional load where supply can be provided from existing network	Urban Area	66	1463	1529	1442	0	1442	87
		Remote/Rural Area	573	10	583	123	0	123	460
12 (vii).	Extension work or enhancement of transformer capacity is required/extension of distribution mains, or commissioning of new substations for new connection/additional load		940	909	1849	803	0	803	1046
13	Complaint on Billing		0	169	169	169	0	169	0
14.(i).	Request for Reconnection		0	2504	2504	2504	0	2504	0
14.(ii).	Consumer wanting special reading of meter and upto date Bill		0	0	0	0	0	0	0

DNHDDPDCL
Q2 2026-27
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							

32247/2026/RA Section

DNHDDPDCL
Q2 2026-27

REPORTING FORMATS-OVERALL STANDARDSAnnexure-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	2173	2173	2173	0
2	Overhead line Cable Breakdown including underground Cable Breakdown	0	2471	2471	2471	0
3	Distribution Transformer Failures	0	11	11	11	0
4	Grid Substation problem including Power Transformer Failure	0	26	26	26	0
5	Period of Scheduled Outages	0	13	13	13	0
6	Meter Complaints	0	729	729	729	0
7	Voltage fluctuation Complaints	0	51	51	51	0
8	Transfer of Consumers Connection/Services	78	2856	2934	2877	57
8(a)	Release of new electricity connection	1579	2382	3961	2368	1593
9	Consumers Bills Complaints	0	169	169	169	0
10	Disconnection Reconnection of Supply	0	2504	2504	2504	0

32247/2026/RA Section

DNHDDPDCL
Q2 2026-27

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	374	374	374	0

Note: Data pertains to consumer meter complaints

32247/2026/RA Section

DNHDDPDCL

Q2 2026-27

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_t = TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\sum(A_i \times N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
1	July	655	316	171830	207058	1.21
2	Aug	658	166	172322	109177	0.63
3	Sept	817	162	172679	132324	0.77
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_t = TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\sum(B_i \times N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
1	July	655	-	171830	6807681	0.66
2	Aug	658	-	172322	4181039	0.40
3	Sept	817	-	172679	4152974	0.40
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_t = TOTAL NUMBER OF CONSUMERS AT 11 kV FEEDERS IN LICENSEES AREA OF SUPPLY (1)	$=\sum(C_i \times N_i)$ FOR ALL 11 kV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
1	July	238	156	171830	37160	0.22
2	Aug	275	103	172322	28345	0.16
3	Sept	140	116	172679	16278	0.09
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)	$=\sum(A_i \times N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIFI=(2)/(1)
1	July	655	316	115591	207058	1.79
2	Aug	658	166	68575	109177	1.59
3	Sept	817	162	80149	132324	1.65
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)	$=\sum(B_i \times N_i)$ FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	CAIDI=(2)/(1)
1	July	655		115591	6807681	0.98
2	Aug	658		68575	4181039	1.02
3	Sept	817		80149	4152974	0.86