

Report for the month of July 2020 to September 2020 (i.e. 2nd Quarter) of FY 2020-21 in respect of UHBVN		
Sr. No.	Nature of service	Total no. of Services Total no. of distribution T/Fs
1	Normal fuse off	Cities & Towns Rural Area
2	Line Breakdowns	Cities & Towns Rural Area
3	Distribution T/F Failure	Cities & Towns Rural Area
4	Major Power failure involving Power Transformer/ Equipment etc.	Cities & Towns Rural Area
5	Period of load shedding	Not to exceed 4 hrs.per day continuously for 4 days
6	Period of Scheduled outage	Maximum duration at a stretch Resoration of supply
7	Voltage Variations where	no expansion of network is involved up-gradation of LT distribution system is required up-gradation of HT/EHT distribution system is required Opening of neutral and neutral voltage exceeding 2% of supply voltage.
8	Meter Complaints	Inspect and check correctness Replace slow/fast meters Replace creeping or stuck meters. Replace burnt meters if cause not attributable to consumer Replace burnt meters in all other cases
9	Application for release of new conn/ Additional load/ Temporary conn.	service is feasible for existing network distribution Network expansion/Commissioning of new S/Stn. is Agriculture Pump Sets
10	Transfer of Ownership ,Change of	
11	Conversion of-LT 1 ph to 3 ph, LT to HT	
12	Redressal of consumer's complaint regarding billing	if no additional information is required if additional information is required
13	Reconnection of supply following	Cities & Towns i) On 1st and 2nd default ii) On 3rd and subsequent constitution default Rural Area i) On 1st and 2nd default ii) On 3rd and subsequent constitution default
14	Refund of ACD/Consumption Security,	
15	Issue of No due certificates application	
16	Shifting of	meter/Service Connection LT/HT Lines equipment Transformer Structure
17	DT Failure-	Urban Areas Rural area
18	Faulty Meters (MNR, Burnt, Sticky, etc.	Shall not exceed 1% of metered installations
19	Billing Mistakes	Shall not exceed 0.1% of consumers billed
20	Voltage variations at supply point-The voltage variation shall be within the limits stipulated hereunder	A) LT system, between +6% to -6% B) HT system between +6% to -9% C) EHT system between + 10% to -12.5%

UHBVN as a whole			Standards of performance (Target)
3239420			
299451			
Nos. of complaints/ service	%age attended		
	received	attended	
21563	21563	100.00	99%
13048	12948	99.23	
4284	4284	100.00	95%
8862	8862	100.00	
512	512	100.00	95%
8100	8100	100.00	
4	4	100.00	95%
4	4	100.00	
78	78	100.00	95%
0	0	0.00	
0	0	0.00	99%
485	485	100.00	
111	111	100.00	95%
9	9	100.00	
0	0	0.00	90%
9712	9712	100.00	
1092	1092	100.00	85%
1070	1070	100.00	
2712	2712	100.00	99%
8911	8911	100.00	
34852	33419	95.89	95%
61	60	98.36	
812	812	100.00	95%
200	200	100.00	
136	136	100.00	80%
11422	11422	100.00	
589	589	100.00	99%
211	211	100.00	
33	33	100.00	99%
259	259	100.00	
110	110	100.00	99%
353	353	100.00	
84	84	100.00	95%
12238	12238	100.00	
109	109	100.00	99%
38	38	100.00	
28335	526	1.86	Shall not more than 5% P.A.
271116	8253	3.04	
2949903	10795	0.37	Shall not more than 10% P.A.
3239420	16497	0.51	
within limit			