

Report for the month of October 2019 to December 2019 (i.e. 3rd Quarter) of FY 2019-20 in respect of UHBVN		
Total no. of Services : Total no. of distribution T/Fs :		
Sr. No.	Nature of service	
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 required
		Agriculture Pump Sets
10	Transfer of Ownership ,Change of Category	
11	Conversion of-LT 1 ph to 3 ph, LT to HT and	
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, Stickey, 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)
3146020			
291301			
Nos. of complaints		%age attended	
received	attended		
18918	18918	100.00	99%
12718	12718	100.00	
2511	2511	100.00	95%
6320	6320	100.00	
212	212	100.00	95%
3424	3424	100.00	
0	0	0.00	95%
2	2	100.00	
101	101	100.00	95%
107	107	100.00	
0	0	0.00	95%
140	140	100.00	
161	161	100.00	
11	11	100.00	
0	0	0.00	99%
10031	10031	100.00	95%
1253	1253	100.00	
367	367	100.00	
4142	4142	100.00	
11897	11897	100.00	
30225	30147	99.74	95%
31	30	96.77	95%
44	44	100.00	80%
154	154	100.00	99%
95	95	100.00	99%
7567	7567	100.00	99%
799	799	100.00	99%
163	163	100.00	99%
10	10	100.00	
130	130	100.00	99%
7	7	100.00	
272	272	100.00	99%
106	106	100.00	99%
13884	13884	100.00	95%
114	114	100.00	
47	47	100.00	
27172	215	0.79	Shall not more than 5% P.A.
264129	3527	1.34	Shall not more than 10% P.A.
2885232	13057	0.45	
3146020	16261	0.52	