

Overall performance level of UHBVNL

Report for the FY 2011-12

Sr. No.	Nature of service	No. of Complaints received	No. of Complaint attended	% age attended	Overall Standard of Performance (as per Regulations)	
1	Normal fuse off calls complaint	Cities & Towns	103534	103534	100.0	99%
		Rural Area	71455	71455	100.0	
2	Line Breakdowns calls complaint	Cities & Towns	8379	8377	100.0	95%
		Rural Area	41848	41846	100.0	
3	Distribution T/F Failure complaint	Cities & Towns	2414	2412	99.9	95%
		Rural Area	16231	16228	100.0	
4	Major Power failure involving power transformer/equipment etc. compt.	Cities & Towns	0	0	-	95%
		Rural Area	0	0	-	
5	Period of load shedding	Not to exceed 4 hrs. per day continuously for 4 days	0	0	-	95%
6	Period of Scheduled Outage	Maximum duration at a stretch	78.5	78.5	100.0	99%
		Resoration of supply	0	0	-	
7	Voltage variation complaint	Where no expansion of network is involved	1647	1643	99.8	95%
		Where upgradation of LT distribution system is required	1655	1647	99.5	90%
		Where up gradation of HT/EHT Distribution system is required	263	257	97.7	85%
		Opening of neutral and neutral voltage exceeding 2% of supply vol.	0	0	-	99%
8	Meter Complaints	Inspect & check correctness	29691	29668	99.9	95%
		Replace slow/fast meters	3621	3611	99.7	
		Replace creeping or stuck meters	1605	1604	99.9	
		Replace burnt meters if cause is not attributable to consumer	21497	21492	100.0	
		Replace burnt meters in all other cases	44793	43898	98.0	
9	Application for new connection/additional load connection/temporary	Release of supply where supply is feasible from existing network	88346	87700	99.3	95%
		Release of supply where distribution network expansion/commissioning of New S/Str. Required for providing connection	3554	3554	100.0	95%
		Agriculture Pump sets	5835	5456	93.5	80%
10	Transfer of Ownership, Change of Category	222	211	95.0	99%	
11	Conversion of LT Single Phase to LT Three phase, Conversion from LT to HT and Vice Versa Application	178	178	100.0	99%	
12	Redressal of consumers Complaint regarding billing	If no additional information is required	11286	11276	99.9	99%
		If additional information is required	438	438	100.0	99%
13	Reconnection of supply following disconnection	Cities & Towns i) On 1st and 2nd default ii) On 3rd and subsequent constitution default	208	208	100.0	99%
		Rural Area i) On 1st and 2nd default ii) On 3rd and subsequent constitution default	604	604	100.0	99%
14	Refund of advance consumption deposits/Consumption Security, meter Security	204	204	100.0	99%	
15	Issue of No due certificates application	154	154	100.0	99%	
16	Shifting of Meter/Service Connection/Lines/ Equipments	Shifting of Meter/Service connection	11194	11189	100.0	95%
		Shifting of LT/HT lines	70	70	100.0	
		Shifting of T/F structure	32	32	100.0	
17	Distribution transformer Failure Rate	Urban areas	Installed 38401	Damaged 1424	3.7	Shall not exceed 5% p.a.
		Rural areas	367116	16157	4.4	Shall not exceed 10% p.a.
18	Faulty meters (MNR, Burnt, sticky,etc.)	Installed	3579288	Faulty 54257	1.5	Shall not exceed 1% p.a.
		Billing	4843730	12571	0.3	Shall not exceed 0.1% p.a.
20	Voltage variation at supply point	LT=+ 6% to -6%	Within Limits			LT=+ 6% to -6%
		HT=+ 6% to -9%				HT=+ 6% to -9%
		EHT = + 10% to -12.5%				EHT = + 10% to -12.5%

Note: Data has been compiled as per the information provided by the Licensee