

Overall performance level of UHBVNL

Report for the FY 2014-15

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	78282	78282	100.0	99%
		Rural Area	80250	80250	100.0	
2	Line Breakdowns calls complaint	Cities & Towns	10212	10212	100.0	95%
		Rural Area	42842	42842	100.0	
3	Distribution T/F Failure complaint	Cities & Towns	1686	1686	100.0	95%
		Rural Area	20190	19856	98.3	
4	Major Power failure involving power transformer/equipment etc. compt.	Cities & Towns	1	1	100.0	95%
		Rural Area	1	1	100.0	
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	8.5	8.5	100.0	99%
		Resoration of supply	72	72	100.0	
7	Voltage variation complaint	Where no expansion of network is involved	1326	1318	99.4	95%
		Where upgradation of LT distribution system is required	1395	1387	99.4	90%
		Where up gradation of HT/EHT Distribution system is required	222	218	98.2	85%
		Opening of neutral and neutral voltage exceeding 2% of supply vol.	0	0	-	99%
8	Meter Complaints	Inspect & check correctness	18977	18965	99.9	95%
		Replace slow/fast meters	9250	9250	100.0	
		Replace creeping or stuck meters	8635	8635	100.0	
		Replace burnt meters if cause is not attributable to consumer	17956	17942	99.9	
		Replace burnt meters in all other cases	53797	53782	100.0	
9	Application for new connection/additional load connection/temporary	Release of supply where supply is feasible from existing network	67200	66045	98.3	95%
		Release of supply where distribution network expansion/commissioning of New S/Stn. Required for providing connection	5316	4957	93.2	95%
		Agriculture Pump sets	6434	4406	68.5	80%
10	Transfer of Ownership, Change of Category	160	160	100.0	99%	
11	Conversion of LT Single Phase to LT Three phase, Conversion from LT to HT and Vice Versa Application	158	158	100.0	99%	
12	Redressal of consumers Complaint regarding billing	If no additional information is required	11581	11581	100.0	99%
		If additional information is required	434	434	100.0	99%
13	Reconnection of supply following disconnection	Cities & Towns i) On 1st and 2nd default ii) On 3rd and subsequent constitution default	1416	1416	100.0	99%
		Rural Area i) On 1st and 2nd default ii) On 3rd and subsequent constitution default	1789	1789	100.0	99%
14	Refund of advance consumption deposits/Consumption Security, meter Security	87	87	100.0	99%	
15	Issue of No due certificates application	50	50	100.0	99%	
16	Shifting of Meter/Service Connection/Lines/Equipments	Shifting of Meter/Service connection	6870	6869	100.0	95%
		Shifting of LT/HT lines	93	93	100.0	
		Shifting of T/F structure	30	30	100.0	
17	Distribution transformer Failure Rate		Installed	Damaged		
		Urban areas	38736	1742	4.5	Shall not exceed 5% p.a.
		Rural areas	425131	19176	4.5	Shall not exceed 10% p.a.
18	Faulty meters (MNR, Burnt, sticky, etc.)		Installed	Faulty		Shall not exceed 1% p.a.
			5886654	284451	4.8	
19	Billing Mistakes		Billing			Shall not exceed 0.1% p.a.
			5265603	260942	5.0	
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