

FORMAT FOR REGISTERING THE COMPLAINTS AT COMPLAIN CENTRE

Annexure-1

Sr. No.	Nature OF Complaints	Pending Complaints of Previous months	Complaints Received During The Quarter	Total Complaints	No.Of Complaints Redressed During The Quarter October-16 to December-16				Total (5 to 8)	Balance Complaints To Be Redressed (4-9)
					In Stipulated Time		Beyond Stipulated Time			
					Within 50% of Stipulated Time	Within Stipulated Time	Upto Double The Stipulated Time	More Than Double The Stipulated Time		
1	1(A)	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off/MCB tripped	0	801	801	0	801	0	0	801	0
A(ii)	Service broken/service snapped	0	1475	1475	0	1475	0	0	1475	0
A(iii)	Fault in Distribution System	0	5	5	0	5	0	0	5	0
A(iv)	Distribution Transformer Failure	0	13	5	0	5	0	0	5	0
A(v)	HT Mains Failure	0	70	70	0	70	0	0	70	0
A(vi)	Problem in grid (33KV to 66 KV)	0	0	0	0	0	0	0	0	0
A(vii)	Failure of Power Transformer	0	0	0	0	0	0	0	0	0
B(i)	Voltage Variation where augmentation is not required	0	0	0	0	0	0	0	0	0
B(ii)	Voltage Variation where augmentation is required	0	0	0	0	0	0	0	0	0
C(i)	For accuracy test of meters	0	95	95	0	95	0	0	95	0
C(ii)	For Defective/Stuck Meter	8	499	507	0	495	0	0	495	12
C(iii)	For Burnt Meter	0	11	11	0	11	0	0	11	0
D(i)	Change of name due to change in ownership/occupancy	6	208	214	0	205	0	0	205	9
D(ii)	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0
D(iii)	Load reduction	0	0	0	0	0	0	0	0	0
D(iv)	Change of category	0	1	1	0	1	0	0	1	0
D(v)	Shifting of meter/service line etc	0	23	23	0	23	0	0	23	0
E(i)	For current bills where no additional information is required	0	634	634	0	634	0	0	634	0
E(ii)	Where additional information relating to correction of reading etc. is required	15	392	407	0	389	0	0	389	18
F(i)	Disconnection or reconnection of supply	0	12	12	0	12	0	0	12	0
F(ii)	Request for reconnection	0	0	0	0	0	0	0	0	0
F(iii)	Upto date bill	0	0	0	0	0	0	0	0	0

SCHEDULE – II

8. Overall Standard of Performance

Reliability Indices of Daman and Diu :

Month	SAIFI	SAIDI for 11 KV Feeder	RI of 11 KV feeder	CAIDI for Consumers	RI for Consumers
October-16	5.19	245.06	99.45	196.15	99.56
November-16	2.48	101.23	99.77	68.43	99.84
December-16	2.81	120.81	99.73	72.03	99.84

3rd Quarter Reliability Indices for the year 2016-17:

Month	SAIFI	SAIDI for 11 KV Feeder	RI of 11 KV feeder	CAIDI for Consumers	RI for Consumers
October-16 to December-16	10.48	467.11	99.65	336.60	99.75


Executive Engineer (Elect.)
Daman