



HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED

(A STATE GOVERNMENT UNDERTAKING)

REGISTERED OFFICE :- VIDYUT BHAWAN, HPSEBL, SHIMLA-171004 (H.P.)

CIN: U40109HP2009SGC031255GST NO:02AACCH4894EHZB

PHONE NO. : 0177-2656624 Email: cecommhpsebl@gmail.com

No. HPSEBL/CE(Comm.)/SERC-31/2026-27- 2067-68 Dated: 07/07/2026.

To

The Electricity Ombudsman,
Sharma Sadan,
Behind Keonthal Commercial Complex,
Khalini Shimla -2

Sub: Standards of Performance (SOP) reporting under HPERC (Distribution Performance Standard) Regulations, 2010 - Submission of reliability indices i.e. SAIDI, SAIFI, CAIDI, CAIFI return of 3rd Qtr., 4th Qtr. and annual return of FY 2025-26 along with A to R formats for FY- 2025-26.

Sir,

Enclosed herewith the Circle wise reliability indices i.e. SAIDI, SAIFI, CAIDI, CAIFI return of 3rd Qtr., 4th Qtr. and annual return of FY 2025-26 along with A to R formats for FY- 2025-26 of the HPSEBL.

DA.: As Above

Yours Faithfully,

(Er. Tushar Gupta),
Chief Engineer (Comm.),
HPSEBL, Vidyut Bhawan,
Shimla- 171004.

Copy to

✓ The Superintending Engineer (IT) for uploading the Reliability Indices on the website of HPSEBL.

DA.: Sent through e-mail.

Chief Engineer (Comm.),
HPSEBL, Vidyut Bhawan,
Shimla- 171004



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Shimla- 171004

Reliability Indices (SAIDI, SAIFI, CAIDI, CAIFI), HPSEBL, FY25-26 3rd Quarter											
Sr.No.	Name of Circle	Total Consumer Served (NT)	Interrupted Consumer ($\sum Ni$)	Duration of sustained Interruptions (in Minutes) ($\sum Ri$)	Total Number of Interruptions ($\sum No$)	$\sum (Ri * Ni)$	No * Ni	SAIDI	SAIFI	CAIDI	CAIFI
1	3	4	5	6	7	8	9	10	11	12	13
1	Nahan	190033	181873	13301.6667	887.67	85890645	5170468	452	27.208	16.612	28.429
2	Solan	292395	292395.333	36362.4222	1197.67	127843626.7	4764820	437	16.296	26.831	16.2958
3	Shimla	250176	179579	8486.66667	475.00	46351964	3612706	185	14.441	12.83	20.1176
4	Rohru	89709	45438	6853.33333	225.33	24609866	856610	274	9.5487	28.729	18.8523
5	Rampur	182836	136812	4590.08	462.33	27779029	2926613	152	16.007	9.4919	21.3915
6	Dalhousie	315410	229983	19223.3333	883.33	119324182	6463151	378	20.491	18.462	28.1027
7	Kangra	349464	192265	6483.66667	450.33	33966582	2727209	97	7.804	12.455	14.1846
8	Una	234036	126104	5476.66667	566.67	22408840.2	2390425	96	10.214	9.3744	18.956
9	Dehra	99803	93939	4600	1492.33	30286881	8254666	303	82.71	3.6691	87.8729
10	Hamirpur	219399	212642	13787	592.33	106179017	4529584	484	20.645	23.441	21.3015
11	Mandi	376662	375107	51001	5733.33	128812205	24531132	342	65.128	5.251	65.3977
12	Bilaspur	163578	142014	7239	576.67	64417408	4363934	394	26.678	14.761	30.729
13	Kullu	190214	98318	6469	162.67	48419364	1325942	255	6.9708	36.517	13.4862
		2953714	2306469	183874	13706	866289610	71917260	293	24.348	12.046	31.1807
Average SAIDI		293									
Average SAIFI		24.35									
Average CAIDI		12							Minutes		
Average CAIFI		31.18									


 Dy. Chief Engineer (SERC/T)
 Dy. Chief Engineer (Commercial)
 HPSEB Ltd. Vidyut Bhawan.

Reliability Indices (SAIDI, SAIFI, CAIDI, CAIFI), HPSEBL, FY25-26 4th Quarter

Sr.No.	Name of Circle	Total Consumer Served (NT)	Interrupted Consumer ($\sum Ni$)	Duration of sustained Interruptions (in Minutes) ($\sum Ri$)	Total Number of Interruptions ($\sum No$)	$\sum (Ri * Ni)$	No * Ni	SAIDI	SAIFI	CAIDI	CAIFI
1	3	4	5	6	7	8	9	10	11	12	13
1	Nahan	188478	183579	14364.3333	840	76902888	5972504	408	31.688	12.876	32.5337
2	Solan	295230	295230	47830.5944	1135	170689757.7	4359612	578	14.767	39.153	14.7668
3	Shimla	252905	180157	17817.0053	4234	91270684.6	4899565	361	19.373	18.628	27.1961
4	Rohru	90440	49951	12398	392	45268991	1658215	501	18.335	27.3	33.1968
5	Rampur	183824	124671	4767	486	23066434	2241714	125	12.195	10.29	17.981
6	Dalhousie	317607	269498	72456	1116	315654183	7819982	994	24.622	40.365	29.0169
7	Kangra	345326	199582	7895	482	37388602	2823440.12	108	8.1762	13.242	14.1468
8	Una	235737	122130	5693	499	20514706	1957071	87	8.3019	10.482	16.0245
9	Dehra	100462	95207	12803	2709	97932826	19316026	975	192.27	5.07	202.885
10	Hamirpur	220478	213722	13290	548	114350665	4871409	519	22.095	23.474	22.7932
11	Mandi	379059	378068	47960	9732	153026622	53352016	404	140.75	2.8682	141.117
12	Bilaspur	166392	149304	15680	617	133079408	4782977	800	28.745	27.824	32.0351
13	Kullu	191760	131198	18471	334	126676795	2071422	661	10.802	61.155	15.7886
		2967699	2392296	291423	23124	1405822562	116125953	474	39.13	12.106	48.5416
Average SAIDI		474	Minutes								
Average SAIFI		39.13									
Average CAIDI		12	Minutes								
Average CAIFI		48.5416									


 Dy. Chief Engineer (SERC/T)
 O/o Chief Engineer (Commercial)
 HPSEB Ltd. Vidyut Bhawan.

Reliability Indices (SAIDI, SAIFI, CAIDI, CAIFI), HPSEBL, FY 2025-26

Sr.No.	Name of Circle		Total Consumer Served (NT)	Interrupted Consumer ($\sum Ni$)	Duration of sustained Interruptions (in Minutes)	Total Number of Interruptions ($\sum No$)	$\sum (Ri \times Ni)$	$\sum NO \times Ni$	SAIDI	SAIFI	CAIDI	CAIFI
1	2	3	4	5	6	7	8	9	10	11	12	13
1	Nahan	First	185280	184975	22771	1233	124031403	6659538	669	35.94	18.62	36.00
		Second	185112	184268	21175	1213	118022764	6861935	638	37.07	17.20	37.24
		Third	190033	181873	13302	888	85890645	5170468	452	27.21	16.61	28.43
		Fourth	188478	183579	14364	840	76902888	5972504	408	31.69	12.88	32.53
		Annual	748903	734695	71612	4174	404847700	24664445	541	32.93	16.41	33.57
2	Solan	First	326487	326487	62889	2239	401426039	11148297	1230	34.15	36.01	34.15
		Second	291027	291026	54973	1902	312088838	8863947	1072	30.46	35.21	30.46
		Third	292395	292395	36362	1198	127843627	4764820	437	16.30	26.83	16.30
		Fourth	295230	295230	47831	1135	170689758	4359612	578	14.77	39.15	14.77
		Annual	1205139	1205138	202055	6473	1012048261	29136676	840	24.18	34.73	24.18
3	Shimla	First	247766	173297	21879	789	96563074	6919392	390	27.93	13.96	39.93
		Second	249196	171208	19036	869	104189061	7211249	418	28.94	14.45	42.12
		Third	250176	179579	8487	475	46351964	3612706	185	14.44	12.83	20.12
		Fourth	252905	180157	17817	4234	91270685	4899565	361	19.37	18.63	27.20
		Annual	1000043	704241	67218	6367	338374783.6	22642912	338	22.64	14.94	32.15
4	Rohru	First	88619	53525	12154	276	50848187	1130919	574	12.76	44.96	21.13
		Second	89244	51510	18730	530	70220779	2123887	787	23.80	33.06	41.23
		Third	89709	45438	6853	225	24609866	856610	274	9.55	28.73	18.85
		Fourth	90440	49951	12398	392	45268991	1658215	501	18.33	27.30	33.20
		Annual	358013	200424	50135	1424	190947823	5769631	533	16.12	33.10	28.79
5	Rampur	First	166937	107009	6555	615	39444864	3456474	285	20.71	13.76	32.30
		Second	176638	106813	7797	829	40277198	4843258	228	27.42	8.32	45.34
		Third	182836	136812	4590	462	27779029	2926613	152	16.01	9.49	21.39
		Fourth	183824	124671	4767	486	23066434	2241714	125	12.19	10.29	17.98
		Annual	710235	475306	23709	2392	130567525	13468059	184	18.96	9.69	28.34
6	Dalhousie	First	308689	262896	64386	2627	422408397	17787414	834	57.62	14.47	67.66
		Second	313000	277810	70701	2057	446191919	14733087	1426	47.07	30.29	53.03
		Third	315410	229983	19223	883	119324182	6463151	378	20.49	18.46	28.10
		Fourth	317607	269498	72456	1116	315654183	7819982	994	24.62	40.37	29.02
		Annual	1254706	1040187	226766	6683	1303578681	46803634	1039	37.30	27.85	45.00
7	Kangra	First	343041	239637	16259	859	86593348	5512543	252	16.07	15.71	23.00
		Second	348739	226493	12350	775	68327604	4697363	196	13.47	14.55	20.74
		Third	349464	192265	6484	450	33966582	2727209	97	7.80	12.45	14.18
		Fourth	345326	199582	7895	482	37388602	2823440	108	8.18	13.24	14.15
		Annual	1386570	857977	42988	2567	226276136	15760555.12	163	11.37	14.36	18.37
8	Una	First	230631	117636	13302	603	52185101	2253937	226	9.77	23.15	19.16
		Second	217197	109398	11753	831	43763813	3633995	201	16.73	12.04	33.22
		Third	234036	126104	5477	567	22408840	2390425	96	10.21	9.37	18.96
		Fourth	235737	122130	5693	499	20514706	1957071	87	8.30	10.48	16.02
		Annual	917601	475268	36225	2499	138872460	10235428	151	11.15	13.57	21.54
9	Dehra	First	99008	94143	13364	632	69033901	3994018	697	40.34	17.28	42.43
		Second	98418	93556	12236	647	63856578	4347315	649	44.17	14.69	46.47
		Third	99803	93939	4600	1492	30286881	8254666	303	82.71	3.67	87.87
		Fourth	100462	95207	12803	2709	97932826	19316026	975	192.27	5.07	202.88
		Annual	397691	376844	43004	5481	261110186	35912025	657	90.30	7.27	95.30
10	Hamirpur	First	217207	211888	30199	960	229596061	7578865	1057	34.89	30.29	35.77
		Second	218696	212761	23428	1037	177313768	8082892	811	36.96	21.94	37.99
		Third	219399	212642	13787	592	106179017	4529584	484	20.65	23.44	21.30
		Fourth	220478	213722	13290	548	114350665	4871409	519	22.09	23.47	22.79

11	Mandi	Annual	875781	851012	80705	3137	627439511	25062750	716	28.62	25.03	29.45
		First	372016	369728	71808	2220	242516266	3204980	652	8.62	75.67	8.67
		Second	374699	373768	116678	2566	351375574	3816407	938	10.19	92.07	10.21
		Third	376662	375107	51001	5733	128812205	24531132	342	65.13	5.25	65.40
		Fourth	379059	378068	47960	9732	153026622	53352016	404	140.75	2.87	141.12
12	Bilaspur	Annual	1502436	1496671	287446	20252	875730667	84904535	583	56.51	10.31	56.73
		First	114805	98087	10224	333	100067288	3013505	872	26.25	33.21	30.72
		Second	161783	143171	16296	606	128234000	5060773	793	31.28	25.34	35.35
		Third	163578	142014	7239	577	64417408	4363934	394	26.68	14.76	30.73
		Fourth	166392	149304	15680	617	133079408	4782977	800	28.75	27.82	32.04
13	Kullu	Annual	606559	532576	49439	2133	425798104	17221189	702	28.39	24.73	32.34
		First	187327	128163	15277	346	107376854	2876591	573	15.36	37.33	22.44
		Second	191251	132949	25712	360	174629063	3064595	913	16.02	56.98	23.05
		Third	190214	98318	6469	163	48419364	1325942	255	6.97	36.52	13.49
		Fourth	191760	131198	18471	334	126676795	2071422	661	10.80	61.15	15.79
		Annual	760551	490628	65928	1203	457102076	9338550	601	12.28	48.95	19.03
		Grand Total	11724227	9440967	1247229	64784	6392693914	340920390	545	29.08	18.75	36.11
Average SAIDI		545								Minutes	9.087584074	Hours
Average SAIFI		29.08										
Average CAIDI		19								Minutes	0.312521345	Hours
Average CAIFI		36.11										


 Dy. Chief Engineer (SERC/T)
 O/o Chief Engineer (Commercial)
 HPBEB Ltd, Vidyut Bhawan,

Ann. - Schedule
STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2025-26
NAME OF EVENT: Schedule (Call centre & Consumer related services)
NAME OF CIRCLE:- (OP) CIRCLE

Bhivola										Nahar										Solon										Rohru									
Guaranteed Standard of Performance										Guaranteed Standard of Performance										Guaranteed Standard of Performance										Guaranteed Standard of Performance									
Sl. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation Available		Total No. of instances received	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances received	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances received	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances received	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Sub total			Overall standard of performance	Remarks										
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer																					Total No. of instances received	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made												
1. Call Center																																							
a. 1st response against a consumer call																																							
1 Qtr.	3 minutes	Rs. 20/- in each case of default	not applicable	881	0	not applicable	not applicable	not applicable	53	0	not applicable	not applicable	not applicable	793	0	not applicable	not applicable	not applicable	753	0	not applicable	not applicable	not applicable	not applicable	not applicable	1286	3	0	not applicable	Overall standard of performance is not achieved									
2 Qtr.				950	0				47	0				168	0				297	0				28	0	0	0												
3 Qtr.				604	0				20	0				100	0				942	0				15	0	0	0												
4 Qtr.				830	0				10	0				25	0				501	0				30	0	0	0												
TOTAL:-	0			2365	0	0			130	0	0			1054	0	0			1817	0	0			70	0	0	0												
b. Registration of consumer call and issue of																																							
1 Qtr.	5 minutes	Rs. 25/- in each case of default	not applicable	582	0	not applicable	not applicable	not applicable	45	0	not applicable	not applicable	not applicable	78	0	not applicable	not applicable	not applicable	9	0	not applicable	not applicable	not applicable	not applicable	not applicable	24	0	0	not applicable	Overall standard of performance is not achieved									
2 Qtr.				134	0				45	0				91	0				0	0				21	0	0	0												
3 Qtr.				117	0				50	0				71	0				0	0				18	0	0	0												
4 Qtr.				393	0				5	0				64	0				0	0				13	0	0	0												
TOTAL:-	0			1226	0	0			145	0	0			201	0	0			0	0	0			73	0	0	0												
2. Consumer related services																																							
A. Fuse off Fault Calls:																																							
(i) In urban areas:																																							
1 Qtr.	8 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	310	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	28	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	30	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	3120	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	1480	0	0	99% of fuse off fault complaints received	Overall standard of performance is not achieved										
2 Qtr.				91	0				25	0				78	0				1281	0				196	0	0	0												
3 Qtr.				119	0				35	0				71	0				1225	0				129	0	0	0												
4 Qtr.				378	0				77	0				88	0				3806	0				190	0	0	0												
TOTAL:-				457	0	0			175	0	0			273	0	0			4999	0	0			820	0	0	0												
(ii) In rural areas:																																							
1 Qtr.	12 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	1704	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	881	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	763	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	4310	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	1815	0	0	99% of fuse off fault complaints received	Overall standard of performance is not achieved										
2 Qtr.				2587	0				1156	0				288	0				3528	0				2134	0	0	0												
3 Qtr.				2096	0				394	0				302	0				3784	0				1489	0	0	0												
4 Qtr.				2904	0				725	0				1242	0	0			5080	0				3045	0	0	0												
TOTAL:-				10291	0	0			3184	0	0			1242	0	0			17322	0	0			9067	0	0	0												
(iii) In remote areas:																																							
1 Qtr.	24 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	0	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	0	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	0	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	0	0	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	99% of fuse off fault complaints received	0	0	0	99% of fuse off fault complaints received	Overall standard of performance is not achieved										
2 Qtr.				0	0				0	0				0	0				0	0				0	0	0	0												
3 Qtr.				0	0				0	0				0	0				0	0				0	0	0	0												
4 Qtr.				0	0				0	0				0	0				0	0				0	0	0	0												
TOTAL:-				0	0	0			0	0	0			0	0	0			0	0	0			0	0	0	0												

Muz										Dahra										Sub total									
Guaranteed Standard of Performance										Overall standards of performance										Overall standards of performance									
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the award affects a state	Compensation payable to individual consumer if the award affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks					
1. Call Centre																													
a. For response against a consumer call																													
1 Qtr.	3 minutes	Rs. 20/- in each case of default	not applicable	14	0	not applicable	0.00	not applicable		722	0	not applicable	0.00	not applicable	1073	0	0	not applicable											
2 Qtr.				17	0	1005	0	721	0	1833	0	0																	
3 Qtr.				130	0	110	0	316	0	1816	0	0																	
4 Qtr.				88	0	767	0	125	0	3273	0	0																	
TOTAL:-		0		254	0	0	0.00	0		3247	0	0	0		7598	0	0	0											
b. Registration of consumer call and issue of																													
1 Qtr.	5 minutes	Rs. 20/- in each case of default	not applicable	0	0	not applicable	0.00	not applicable		31	0	not applicable	0.00	not applicable	3326	0	0	not applicable											
2 Qtr.				0	0	3834	0	27	0	3801	0	0																	
3 Qtr.				0	0	3771	0	6	0	3771	0	0																	
4 Qtr.				0	0	2257	0	15	0	2272	0	0																	
TOTAL:-		0		0	0	0	0.00	0		83	0	0	0		10650	0	0	0											
2. Consumer related services																													
A. Fuse off Fault Calls:																													
a. In urban areas:																													
1 Qtr.	6 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	338	0	99% of fuse/ fault complaints received.	0.00	99% of fuse/ fault complaints received.		1783	0	99% of fuse/ fault complaints received.	0.00	99% of fuse/ fault complaints received.	5440	0	0	99% of fuse/ fault complaints received.											
2 Qtr.				319	0	1144	0	1941	0	5032	0	0																	
3 Qtr.				337	0	1204	0	1341	0	4217	0	0																	
4 Qtr.				300	0	1476	0	1236	0	4129	0	0																	
TOTAL:-		0		1394	0	0	0.00	0		5684	0	0	0		21515	0	0	0											
b. In rural areas:																													
1 Qtr.	12 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	324	0	99% of fuse/ fault complaints received.	0.00	99% of fuse/ fault complaints received.		1821	0	99% of fuse/ fault complaints received.	0.00	99% of fuse/ fault complaints received.	5733	0	0	99% of fuse/ fault complaints received.											
2 Qtr.				320	0	1844	0	1941	0	13049	0	0																	
3 Qtr.				320	0	1817	0	1941	0	12774	0	0																	
4 Qtr.				307	0	1710	0	1765	0	15208	0	0																	
TOTAL:-		0		1271	0	0	0.00	0		6472	0	0	0		61864	0	0	0											
c. Remote areas:																													
1 Qtr.	24 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	0	0	99% of fuse/ fault complaints received.	0.00	99% of fuse/ fault complaints received.		163	0	99% of fuse/ fault complaints received.	0.00	99% of fuse/ fault complaints received.	183	0	0	99% of fuse/ fault complaints received.											
2 Qtr.				0	0	0	0	0	0	258	0	0																	
3 Qtr.				0	0	0	0	0	0	28	0	0																	
4 Qtr.				0	0	0	0	0	0	93	0	0																	
TOTAL:-		0		0	0	0	0.00	0		163	0	0	0		219	0	0	0											

Una										Kangra					Cathkosi					Dehra					Sub-total				
Guaranteed Standard of Performance										Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance							
Sr. No.	Name of services	Maximum Time limit for rendering services	Maximum Compensation Chargeable on payable to individual consumer if the award efforts are	Compensation payable to individual consumer if the award efforts are	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24						

Overall Breakdown by Location and Category												
Category	Sub-Category	Location	Time Period	Complaints Received	Complaints Resolved	Complaints Pending	Complaints Closed	Complaints Escalated	Complaints Reopened	Complaints Satisfied	Complaints Dissatisfied	Complaints Average Rating
1. Overall Breakdown	Cable Breakdown	Urban areas	1 Qtr	100	80	20	70	10	5	65	35	4.5
			2 Qtr	120	90	30	80	15	65	35	4.5	
			3 Qtr	110	85	25	75	15	60	30	4.5	
			4 Qtr	130	95	35	85	20	70	30	4.5	
			TOTAL	460	350	110	310	60	265	130	4.5	
2. Overall Breakdown	Cable Breakdown	Rural areas	1 Qtr	50	40	10	35	5	25	5	3.5	
			2 Qtr	60	50	10	45	5	30	5	3.5	
			3 Qtr	55	45	10	40	5	25	5	3.5	
			4 Qtr	65	55	10	50	5	35	5	3.5	
			TOTAL	230	180	50	170	25	125	25	3.5	
3. Overall Breakdown	Cable Breakdown	Suburban areas	1 Qtr	80	60	20	50	10	40	10	4.0	
			2 Qtr	90	70	20	60	15	45	15	4.0	
			3 Qtr	85	65	20	55	15	40	15	4.0	
			4 Qtr	95	75	20	65	20	45	20	4.0	
			TOTAL	350	270	80	220	50	175	50	4.0	
4. Overall Breakdown	Cable Breakdown	Commercial areas	1 Qtr	150	120	30	100	20	80	20	4.0	
			2 Qtr	160	130	30	110	25	85	25	4.0	
			3 Qtr	155	125	30	105	25	80	25	4.0	
			4 Qtr	170	140	30	115	30	85	30	4.0	
			TOTAL	635	520	110	430	100	335	100	4.0	
5. Overall Breakdown	Cable Breakdown	Industrial areas	1 Qtr	200	160	40	130	30	100	30	4.0	
			2 Qtr	210	170	40	140	35	105	35	4.0	
			3 Qtr	205	165	40	135	35	100	35	4.0	
			4 Qtr	220	180	40	150	40	110	40	4.0	
			TOTAL	835	675	150	560	140	425	140	4.0	
6. Overall Breakdown	Cable Breakdown	Mixed areas	1 Qtr	180	140	40	120	30	90	30	4.0	
			2 Qtr	190	150	40	130	35	95	35	4.0	
			3 Qtr	185	145	40	125	35	90	35	4.0	
			4 Qtr	200	160	40	140	40	100	40	4.0	
			TOTAL	755	605	150	490	140	375	140	4.0	
7. Overall Breakdown	Cable Breakdown	Total	1 Qtr	1000	800	200	650	100	550	100	4.0	
			2 Qtr	1100	850	250	700	110	590	110	4.0	
			3 Qtr	1050	800	250	650	110	540	110	4.0	
			4 Qtr	1150	900	250	750	120	630	120	4.0	
			TOTAL	4350	3400	950	3150	440	2720	440	4.0	
8. Overall Breakdown	Cable Breakdown	Urban areas	1 Qtr	40	30	10	20	5	15	5	3.0	
			2 Qtr	50	40	10	30	5	20	5	3.0	
			3 Qtr	45	35	10	25	5	15	5	3.0	
			4 Qtr	55	45	10	35	5	25	5	3.0	
			TOTAL	190	150	40	110	20	75	20	3.0	
9. Overall Breakdown	Cable Breakdown	Rural areas	1 Qtr	20	15	5	10	2	8	2	2.5	
			2 Qtr	25	20	5	15	2	10	2	2.5	
			3 Qtr	22	18	4	12	2	9	2	2.5	
			4 Qtr	28	22	6	18	2	12	2	2.5	
			TOTAL	95	75	20	45	8	39	8	2.5	
10. Overall Breakdown	Cable Breakdown	Suburban areas	1 Qtr	30	20	10	15	3	10	3	3.0	
			2 Qtr	35	25	10	20	3	12	3	3.0	
			3 Qtr	32	22	10	18	3	11	3	3.0	
			4 Qtr	38	28	10	22	3	14	3	3.0	
			TOTAL	135	95	40	65	12	47	12	3.0	
11. Overall Breakdown	Cable Breakdown	Commercial areas	1 Qtr	60	45	15	35	8	25	8	3.5	
			2 Qtr	70	55	15	45	8	30	8	3.5	
			3 Qtr	65	50	15	40	8	28	8	3.5	
			4 Qtr	75	60	15	50	8	32	8	3.5	
			TOTAL	270	210	60	170	32	115	32	3.5	
12. Overall Breakdown	Cable Breakdown	Industrial areas	1 Qtr	80	60	20	40	10	30	10	3.5	
			2 Qtr	90	70	20	50	10	35	10	3.5	
			3 Qtr	85	65	20	45	10	32	10	3.5	
			4 Qtr	95	75	20	55	10	38	10	3.5	
			TOTAL	350	270	80	220	40	135	40	3.5	
13. Overall Breakdown	Cable Breakdown	Mixed areas	1 Qtr	70	50	20	30	8	20	8	3.0	
			2 Qtr	80	60	20	40	8	25	8	3.0	
			3 Qtr	75	55	20	35	8	22	8	3.0	
			4 Qtr	85	65	20	45	8	28	8	3.0	
			TOTAL	310	230	80	150	32	105	32	3.0	
14. Overall Breakdown	Cable Breakdown	Total	1 Qtr	1000	800	200	650	100	550	100	4.0	
			2 Qtr	1100	850	250	700	110	590	110	4.0	
			3 Qtr	1050	800	250	650	110	540	110	4.0	
			4 Qtr	1150	900	250	750	120	630	120	4.0	
			TOTAL	4350	3400	950	3150	440	2720	440	4.0	

Shimla				Rampur				Nahar				Solari				Rohru				Sub total				
Guaranteed Standard of Performance				Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance				
Sl. No.	Name of Suburb	Number of Bins for regular supply	Minimum Compensation Levels		Total No. of Bins supplied	No. of cases in which delivery is not within the prescribed limit	Aggregate Amount of compensation payable	Target level	Remarks	Total No. of Bins supplied	No. of cases in which delivery is not within the prescribed limit	Aggregate Amount of compensation payable	Target level	Remarks	Total No. of Bins supplied	No. of cases in which delivery is not within the prescribed limit	Aggregate Amount of compensation payable	Target level	Remarks	Total No. of Bins supplied	No. of cases in which delivery is not within the prescribed limit	Aggregate Amount of compensation payable	Target level	Remarks
			Compensation payable in case of default	Compensation payable in case of default																				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15										

Note: in case the supply to the affected areas is restored through back feeding from the system of adjoining areas, the timelines for the urban areas shall be equal to those specified for rural areas.

Una										Kangra					Dalhousie					Dehra					sub-total					
Guaranteed Standard of Performance										Overall standards of performance					Overall standards of performance					Overall standards of performance					Overall standards of performance					
Sr. No.	Nature of services	Maximum time limit for rendering services	Maximum Compensation Limitable		Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
10	In Urban areas	3 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.												
	1 Gr.				4	0					0				14	0					3						19	0		
	2 Gr.				6	0					0				5	0					2						12	0		
	3 Gr.				0																1						1	0		
	4 Gr.				0										1						1						1	0		
	TOTAL:-				10	0	0			0	0	0			17	0	0				5	1	0			33	0			
11	In Rural areas	30 working hrs.	Rs. 50/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit			80% of number of transformers reported failure.						80% of number of transformers reported failure.					80% of number of transformers reported failure.												
	1 Gr.				41	0				23	0				61	0					0	0				126	0		0	
	2 Gr.				11	0				28	0				11	0					0	0				147	0		0	
	3 Gr.				0					0					0						0	0				0	0		0	
	4 Gr.				17					26					20						7					174	0		0	
	TOTAL:-				69	0	0			66	0	0			92	0	0				21	0	0			350	0		0	
12	In Urban areas	30 working hrs.	Rs. 50/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit			80% of number of transformers reported failure.						80% of number of transformers reported failure.					80% of number of transformers reported failure.												
	1 Gr.				0	0				0	0				13	0					0	0				13	0		0	
	2 Gr.				0	0				0	0				10	0					0	0				10	0		0	
	3 Gr.				0					0					1						0					1	0		0	
	4 Gr.				0					0					0						0					0	0		0	
	TOTAL:-				0	0	0			0	0	0			24	0	0				0					24	0		0	

Hamirpur

Bilaspur

Mandi

Kullu

sub-total

Guaranteed Standard of Performance										Overall standards of performance											Overall standards of performance											Overall standards of performance
Sr. No.	Nature of service	Maximum time limit for rendering service	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30			
1	In Urban area	8 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.							80% of number of transformers reported failure.		
	1 Qtr.				0	0				3	0				5	0					5	0										
	2 Qtr.				1	0				4	0				11	0					11	0										
	3 Qtr.				0	0				1	0				3	0					3	0										
	4 Qtr.				0	0				1	0				3	0					3	0										
	TOTAL>				1	0				9	0				22	0					22	0										
2	In Rural areas	24 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.							80% of number of transformers reported failure.		
	1 Qtr.				7	0				19	0				74	0					107	0										
	2 Qtr.				11	0				8	0				20	0					130	0										
	3 Qtr.				3	0				5	0				41	0					76	0										
	4 Qtr.				6	0				17	0				63	0					102	0										
	TOTAL>				27	0				43	0				285	0					415	0										
3	remote areas	24 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.					80% of number of transformers reported failure.							80% of number of transformers reported failure.		
	1 Qtr.				0	0				0	0				0	0					5	0										
	2 Qtr.				0	0				0	0				0	0					3	0										
	3 Qtr.				0	0				0	0				0	0					3	0										
	4 Qtr.				0	0				0	0				0	0					3	0										
	TOTAL>				0	0				0	0				0	0					11	0										

Ann - C

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2025-26

NAME OF EVENT: Replacement of failed Distribution Transformers

NAME OF CIRCLE: JOP GIRLCE

NAME OF WING:-

Guaranteed Standard of Performance							Overall standards of performance		
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation Payable		Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer					
1	2	3			4				
1	In Urban area	8 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.	
	1 Qtr.				32	0	0		
	2 Qtr.				34	0	0		
	3 Qtr.				32	0	0		
	4 Qtr.				41	0	0		
	TOTAL>				239	0	0		
2	In Rural areas	24 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.	
	1 Qtr.				50	0	0		
	2 Qtr.				36	0	0		
	3 Qtr.				48	0	0		
	4 Qtr.				45	0	0		
	TOTAL>				141	0	0		
3	remote areas	24 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit				80% of number of transformers reported failure.	
	1 Qtr.				23	0	0		
	2 Qtr.				34	0	0		
	3 Qtr.				12	0	0		
	4 Qtr.				20	0	0		
	TOTAL>				89	0	0		

Note: In case the supply to the affected area is restored through back feeding from the spurs of adjoining area, the direction for the action specified shall be

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Hamirpur										Bilaspur					Mandi					Kullu					Saini-total				
Guaranteed Standard of Performance										Overall standards of performance					Overall standards of performance					Overall standards of performance					Overall standards of performance				
Sr. No.	Name of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks					
(i) In urban area LT																													
1 Qr.		4 working hrs.	Rs. 25/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	147	0	0	95% of damaged service line complaints resolved		147	0	0	95% of damaged service line complaints resolved		147	0	0	95% of damaged service line complaints resolved		147	0	0	95% of damaged service line complaints resolved						
2 Qr.																													
3 Qr.																													
4 Qr.																													
TOTAL:-					26	0	0		147	0	0		147	0	0		147	0	0		147	0	0						
(ii) In urban area HT																													
1 Qr.		10 working hrs.	Rs. 100/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	0	0	0	95% of damaged service line complaints resolved		0	0	0	95% of damaged service line complaints resolved		0	0	0	95% of damaged service line complaints resolved		0	0	0	95% of damaged service line complaints resolved						
2 Qr.																													
3 Qr.																													
4 Qr.																													
TOTAL:-					0	0	0		0	0	0		0	0	0		0	0	0		0	0	0						
(iii) In Rural & Remote area LT																													
1 Qr.		10 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	423	0	0	95% of damaged service line complaints resolved		423	0	0	95% of damaged service line complaints resolved		423	0	0	95% of damaged service line complaints resolved		423	0	0	95% of damaged service line complaints resolved						
2 Qr.																													
3 Qr.																													
4 Qr.																													
TOTAL:-					423	0	0		423	0	0		423	0	0		423	0	0		423	0	0						
(iv) In Rural & Remote area HT																													
1 Qr.		10 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	0	0	0	95% of damaged service line complaints resolved		0	0	0	95% of damaged service line complaints resolved		0	0	0	95% of damaged service line complaints resolved		0	0	0	95% of damaged service line complaints resolved						
2 Qr.																													
3 Qr.																													
4 Qr.																													
TOTAL:-					0	0	0		0	0	0		0	0	0		0	0	0		0	0	0						

Ann-2
STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2025-26
NAME OF EVENT: Replacement of damaged service line/ins

Guaranteed Standard of Performance							Overall standards of performance	Remarks
Sr. No.	Name of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels
(i) In urban area LT								
1 Qr.		4 working hrs.	Rs. 25/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	2479	0	0	95% of damaged service line complaints resolved
2 Qr.					1674	0	0	
3 Qr.					1137	0	0	
4 Qr.					1130	0	0	
TOTAL:-					6220	0	0	
(ii) In urban area HT								
1 Qr.		10 working hrs.	Rs. 100/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	129	0	0	95% of damaged service line complaints resolved
2 Qr.					180	0	0	
3 Qr.					45	0	0	
4 Qr.					177	0	0	
TOTAL:-					431	0	0	
(iii) In Rural & Remote area LT								
1 Qr.		10 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	2441	0	0	95% of damaged service line complaints resolved
2 Qr.					1646	0	0	
3 Qr.					2040	0	0	
4 Qr.					1860	0	0	
TOTAL:-					6987	0	0	
(iv) In Rural & Remote area HT								
1 Qr.		10 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	83	0	0	95% of damaged service line complaints resolved
2 Qr.					101	0	0	
3 Qr.					170	0	0	
4 Qr.					1210	0	0	
TOTAL:-					1364	0	0	


Dy. Chief Engineer (SERCIT)
C/o Chief Engineer (Command)
HPSEB Ltd. Vijay Bhawan,

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2005/06

NAME OF EVENT: *Competition* (one entry)

BASE OF CIRCLE: SP, CIRCLE

Michael, 40, is a

Hamirpur										Bilaspur				Mandi				Kullu				Sub total			
Guaranteed Standard of Performance										Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance					
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	
	Testing & checking for soundness of status in Urban area																								
	1st	45 working hrs	Rs. 100/- for each day of delay till the post maximum amount Rs. 500/-	Not applicable	42	0		95% of request compliance		21	0		95% of request compliance		20	0		95% of request compliance			827	0	0	95% of request compliance	
	2nd				30	0				34	0				345	0					845	0	0		
	3rd				60					18					180						872	0	0		
	4th				24					23					40						455	0	0		
	TOTAL				160	0	0			86	0	0			3273	0	0				3280	0	0		

Sl. No.	In Rural area	Maximum time limit for rendering service	Maximum Compensation Entitled	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Overall percentage of compliance	Remarks
1	1 Qtr	120 working hrs.	Rs. 80/- for each day of default beyond maximum specified time limit	195	0	0	100% of request compliance	
2	2 Qtr			180	0	0	100% of request compliance	
3	3 Qtr			42	0	0	100% of request compliance	
4	4 Qtr			171	0	0	100% of request compliance	
TOTAL:-				636	0	0	100%	
10	In Revenue area	120 working hrs.	Rs. 80/- for each day of default beyond maximum specified time limit	790	0	0	100% of request compliance	
1	1 Qtr	120 working hrs.	Rs. 80/- for each day of default beyond maximum specified time limit	211	0	0	100% of request compliance	
2	2 Qtr			271	0	0	100% of request compliance	
3	3 Qtr			15	0	0	100% of request compliance	
4	4 Qtr			6	0	0	100% of request compliance	
TOTAL:-				632	0	0	100%	

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2020-26

NAME OF WING:- Complaints about services

NAME OF CIRCLE:- JODI CIRCLE

NAME OF WING:-

Guaranteed Standard of Performance							Overall percentage of compliance	Remarks
Sl. No.	Nature of services	Maximum time limit for rendering service	Maximum Compensation Entitled	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Overall percentage of compliance	Remarks
			Compensation payable to individual consumer if the event affects a single consumer					
			Compensation payable to individual consumer if the event affects more than one consumer					
Testing & checking for readiness of system								
11	In Urban area	120 working hrs.	Rs. 80/- for each day of default beyond maximum specified time limit	1850	0	0	100% of request compliance	
1	1 Qtr			1870	0	0	100% of request compliance	
2	2 Qtr			1818	0	0	100% of request compliance	
3	3 Qtr			1099	0	0	100% of request compliance	
4	4 Qtr			1099	0	0	100% of request compliance	
TOTAL:-				7289	0	0	100%	
12	In Rural area	120 working hrs.	Rs. 80/- for each day of default beyond maximum specified time limit	4024	0	0	100% of request compliance	
1	1 Qtr			7712	0	0	100% of request compliance	
2	2 Qtr			6274	0	0	100% of request compliance	
3	3 Qtr			6854	0	0	100% of request compliance	
4	4 Qtr			1099	0	0	100% of request compliance	
TOTAL:-				30874	0	0	100%	
13	In Revenue area	120 working hrs.	Rs. 80/- for each day of default beyond maximum specified time limit	150	0	0	100% of request compliance	
1	1 Qtr			263	0	0	100% of request compliance	
2	2 Qtr			120	0	0	100% of request compliance	
3	3 Qtr			119	0	0	100% of request compliance	
4	4 Qtr			119	0	0	100% of request compliance	
TOTAL:-				632	0	0	100%	


 Dy. Chief Engineer (GERO)
 O/o Chief Engineer (Complaints)
 HPSCB Ltd, Vidyal Bhawan,

[illegible]

Note: 1. In case of injury being affected due to burnt reasons, the replacement has to be undertaken within 12 working hours for labour cases and 24 working hours for other cases.

3. In cases where the meter is required to be replaced, it shall replace an **existing** meter, be done by any meter having specifications and features similar to the meter used in the concerned area for similar categories of consumers. Where the meter to be provided by the consumer, the consumer shall provide suitable information to the concerned authority.

2. If a defendant claims to be affected by his or her fault when it is reported that the employment is attributable to someone else, then pending the steps to ascertain the fact, the matter should be explained and his or her response or claim with relation to someone's fault and any defenses shall be followed. However, it is established that the employment is attributable to the consumer, then no claim shall be accepted. The defendant must be able to prove the claim. www.mca.gov.mt

4. The consumer must be shown the procedure and should be supplied with a copy of the test finding report whenever the claims of the implement are established. The technician involved should, as far as possible and practicable, be employed in duplicate tests on the

A warning for engine wear is visible to the customer for excessive tampering, causing the additional wear to be displayed. If there is no compensation to be given, though, fees for the replacement of the engine can be levied.

[illegible]

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2025-26
NAME OF EVENT: Meeting of Joint/Session/Int. for Urban, Rural and Minority areas
NAME OF CIRCLE: APPLICABLE
DATE OF WORK:-

Shimla					Rangpur					Nahar					Solan					Rehra					Subtotal				
Current Standard of Performance				Overall standards of performance						Overall standards of performance						Overall standards of performance						Overall standards of performance						Overall standards of performance	
No. No.	Name of services	Minimum time limit for rendering services	Maximum Compensation payable to individual consumer if the overall affects more than one complainant	Target levels	Remarks	Total No. of business completed	No. of cases in which achievement is met within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of business completed	No. of cases in which achievement is met within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of business completed	No. of cases in which achievement is met within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of business completed	No. of cases in which achievement is met within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks				
C	Notice of discontinuation or disposal of complaint concerning reasons for denial of request																												
	1 Qtr	1 day	No. 80% for each day of default	not applicable		0	0	25 % of requests received			0	0	0	95 % of requests received		0	0	0	95 % of requests received		0	0	0	95 % of requests received		0			
	2 Qtr					15	0				15	0				0	0				20	0			0				
	3 Qtr					17	0				0	0				0	0				30	0			0				
	4 Qtr					18	0				0	0				0	0				20	0			0				
	Total					50	0	0			0	0	0			0	0	0			70	0	0		0				
D	Response after receipt of notice																												
	1 Qtr	1 days	No. 90% for each day of default	not applicable		0	0	95 % of requests received			0	0	0	95 % of requests received		0	0	0	95 % of requests received		0	0	0	95 % of requests received		0			
	2 Qtr					27	0				0	0				0	0				31	0			0				
	3 Qtr					44	0				0	0				0	0				111	0			0				
	4 Qtr					17	0				0	0				0	0				23	0			0				
	Total					2	0	0			0	0	0			0	0	0			16	0	0		0				
E	Response of closed complaints by the application amount estimated cost																												
	1 Qtr	1 day from the date of response	No. 85% for each day of delay	non applicable		0	0	95 % of requests received			0	0	0	95 % of requests received		0	0	0	95 % of requests received		0	0	0	95 % of requests received		0			
	2 Qtr					15	0				0	0				0	0				33	0			0				
	3 Qtr					30	0				0	0				0	0				62	0			0				
	4 Qtr					18	0				0	0				0	0				32	0			0				
	Total					20	0	0			0	0	0			0	0	0			97	0	0		0				
F	Refusal of refund/complaint suspension																												
	1 Qtr	7 days after the receipt of cost	No. 80% for each day of default	not applicable		0	0	95 % of requests received			0	0	0	95 % of requests received		0	0	0	95 % of requests received		0	0	0	95 % of requests received		0			
	2 Qtr					13	0				0	0				0	0				30	0			0				
	3 Qtr					21	0				0	0				0	0				51	0			0				
	4 Qtr					3	0				0	0				0	0				6	0			0				
	Total					37	0	0			0	0	0			0	0	0			87	0	0		0				
G	Response after the closed complaint																												
	1 Qtr	7 days after the receipt of cost	No. 80% for each day of default	not applicable		0	0	95 % of requests received			0	0	0	95 % of requests received		0	0	0	95 % of requests received		0	0	0	95 % of requests received		0			
	2 Qtr					0	0				0	0				0	0				0	0			0				
	3 Qtr					1	0				0	0				0	0				48	0			0				
	4 Qtr					2	0				0	0				0	0				20	0			0				
	Total					3	0	0			0	0	0			0	0	0			68	0	0		0				
H	Response after the closed complaint																												
	1 Qtr	7 days after the receipt of cost	No. 80% for each day of default	not applicable		0	0	95 % of requests received			0	0	0	95 % of requests received		0	0	0	95 % of requests received		0	0	0	95 % of requests received		0			
	2 Qtr					0	0				0	0				0	0				0	0			0				
	3 Qtr					0	0				0	0				0	0				0	0			0				
	4 Qtr					0	0				0	0				0	0				0	0			0				
	Total					0	0	0			0	0	0			0	0	0			0	0	0		0				

[illegible][illegible]

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR ENDING:
NAME OF EVENT: Shifting of meter/service line / See Urban , Rural and Remote area
NAME OF CIRCLE: GP/ CIRCLE
NAME OF WTD:-

Dr. Charles E. Smith, Jr.
Chad Smith, Jr. (Ph.D.)
1992-1993

Ann-11
STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2020-21
NAME OF EVENT: Period of scheduled outages
NAME OF CIRCLE: (UP) CIRCLE
NAME OF PRNG:-

Hamirpur								Bilaspur				Mandi				Kullu				Subtotal				
Guaranteed Standard of Performance								Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance				
Sr. No.	Nature of activities	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Minimum Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which involvement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which involvement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which involvement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which involvement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks
1	Period of scheduled outages (Other than load shedding)																							
	1 Lit.	As per notified by the concerned utility	As per notified by the concerned utility	As per notified by the concerned utility	113	0	0	Min. 90%		41	0	0	Min. 90%		41	0	0	Min. 90%		68	0	0	Min. 90%	
	2 GR.	As per notified by the concerned utility	As per notified by the concerned utility	As per notified by the concerned utility	29	0	0			10	0	0			17	0	0			38	0	0		
	3 GR.	As per notified by the concerned utility	As per notified by the concerned utility	As per notified by the concerned utility	110	0	0			30	0	0			84	0	0			41	0	0		
	4 GR.	As per notified by the concerned utility	As per notified by the concerned utility	As per notified by the concerned utility	54	0	0			25	0	0			29	0	0			20	0	0		
	Total				306	0	0			116	0	0			110	0	0			126	0	0		

Guaranteed Standard of Performance							Overall standards of performance	Remarks
Sr. No.	Nature of services	Maximum time limit for rendering services	Warranty/Compensation Available		Total No. of instances occurred	No. of cases in which enforcement is not within the prescribed limit	Applicable Amount of compensation made	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer				
	Period of archiving of outgoing	Other than landline calling						
1-01	For a month	Rs. 20/- for each day of default		Rs. 20/- for each fault	1460	4	0	M = 38%
2-01	In the absence of landline for a minimum of 3 months				4163	4	0	
3-01					2046.3	4	0	
4-01	Within 12 hrs of a call				1463	0	0	
Total					12115.3	8	0	

Shimla										Rangpur					Mahan					Rolan					Rohru					Subtotal				
Guaranteed Standard of Performance										Overall standards of performance					Overall standards of performance					Overall standards of performance					Overall standards of performance					Overall standards of performance				
No.	Name of consumer	Maximum time limit for restoration of service	Maximum Compensation to be paid	Total No. of affected consumers	No. of cases in which restoration is completed within the specified time limit	Against the Amount of compensation paid	Target time	Remarks	Total No. of consumers affected	No. of cases in which restoration is completed within the specified time limit	Against the Amount of compensation paid	Target time	Remarks	Total No. of consumers affected	No. of cases in which restoration is completed within the specified time limit	Against the Amount of compensation paid	Target time	Remarks	Total No. of consumers affected	No. of cases in which restoration is completed within the specified time limit	Against the Amount of compensation paid	Target time	Remarks	Total No. of consumers affected	No. of cases in which restoration is completed within the specified time limit	Against the Amount of compensation paid	Target time	Remarks						
1. Voltage fluctuations (voltage of consumer premises)																																		
1.0a	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	145	0	0	Min. 95%		145	0	0	Min. 95%		145	0	0	Min. 95%		145	0	0	Min. 95%		145	0	0	Min. 95%							
2.0a	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	115	0	0	Min. 95%		115	0	0	Min. 95%		115	0	0	Min. 95%		115	0	0	Min. 95%		115	0	0	Min. 95%							
3.0a	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	180	0	0	Min. 95%		180	0	0	Min. 95%		180	0	0	Min. 95%		180	0	0	Min. 95%		180	0	0	Min. 95%							
4.0a	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	20	0	0	Min. 95%		20	0	0	Min. 95%		20	0	0	Min. 95%		20	0	0	Min. 95%		20	0	0	Min. 95%							
Total				460	0	0	Min. 95%		460	0	0	Min. 95%		460	0	0	Min. 95%		460	0	0	Min. 95%		460	0	0	Min. 95%							
2. Voltage fluctuation (voltage of service line of the bus post)																																		
1.0b	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	10	0	0	Min. 95%		10	0	0	Min. 95%		10	0	0	Min. 95%		10	0	0	Min. 95%		10	0	0	Min. 95%							
2.0b	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	12	0	0	Min. 95%		12	0	0	Min. 95%		12	0	0	Min. 95%		12	0	0	Min. 95%		12	0	0	Min. 95%							
3.0b	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	16	0	0	Min. 95%		16	0	0	Min. 95%		16	0	0	Min. 95%		16	0	0	Min. 95%		16	0	0	Min. 95%							
4.0b	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	8	0	0	Min. 95%		8	0	0	Min. 95%		8	0	0	Min. 95%		8	0	0	Min. 95%		8	0	0	Min. 95%							
Total				46	0	0	Min. 95%		46	0	0	Min. 95%		46	0	0	Min. 95%		46	0	0	Min. 95%		46	0	0	Min. 95%							
3. Change of transformer tap																																		
1.0c	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	5	0	0	Min. 95%		5	0	0	Min. 95%		5	0	0	Min. 95%		5	0	0	Min. 95%		5	0	0	Min. 95%							
2.0c	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	4	0	0	Min. 95%		4	0	0	Min. 95%		4	0	0	Min. 95%		4	0	0	Min. 95%		4	0	0	Min. 95%							
3.0c	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	6	0	0	Min. 95%		6	0	0	Min. 95%		6	0	0	Min. 95%		6	0	0	Min. 95%		6	0	0	Min. 95%							
4.0c	10 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs. 10/- for each hour of default beyond maximum specified time limit	5	0	0	Min. 95%		5																									

Shimla										Rampur				Raigarh				Solapur				Srinagar				Subtotal				Overall standards of performance	
Guaranteed Standard of Performance								Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance			
Sr. No.	Nature of defects	Maximum time limit for rectifying work item	Minimum Compensation Limitable		Total No. of instances occurred	No. of cases in which advertisement is provided as per prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which advertisement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which advertisement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which advertisement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which advertisement is not within the prescribed limit	Aggregate Amount of compensation on made	Target levels			
			Compensation payable to individual customers if the event affects a single customer	Compensation payable to individual customers if the event affects more than one customer																											
1) Request for change in contract terms of																															
1 km	From 10 days advertisement	No. 20/- for each day of defect	Not applicable		74	0		Min. 90%		2	0		Min. 95%		25	0		Min. 95%		4	0		Min. 95%		47	0	0	Min. 95%			
2 km					79	0				0	0				10	0				0	0				123	0	0				
3 km					87	0				4	0				23	0				6	0				167	0	0				
4 km					91	0				5	0				57	0				11	0				208	0	0				
TOTAL					331	0	0			8	0	0			82	0	0			16	0	0			464	0	0				
2) Defect of water amount after water supply for 10 days of advertising from the contractor in the Shimla																															
1 km	Within 10 days of advertisement	No. 20/- for each day of defect	Not applicable		0	0		Min. 90%		0	0		Min. 90%		0	0		Min. 90%		0	0		Min. 90%		0	0	0	Min. 90%			
2 km					0	0				0	0				0	0				0	0				0	0	0				
3 km					0	0				0	0				0	0				0	0				0	0	0				
4 km					0	0				0	0				0	0				0	0				0	0	0				
TOTAL					0	0	0			0	0	0			0	0	0			0	0	0			0	0	0				

Una										Kangra				Dellhousie				Dehra				Subtotal					
Quantitat Standard of Performance										Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance			
Sr. No.	Remarks	Maximum time limit for rendering service	Minimum Compensation Available		Total No. of instances occurred	No. of cases in which no compensation is within the prescribed limit	Appropriate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which no compensation is within the prescribed limit	Appropriate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which no compensation is within the prescribed limit	Appropriate Amount of compensation on made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which no compensation is within the prescribed limit	Appropriate Amount of compensation on made	Target levels	Remarks			
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer																							
Request for change to standard of service																											
1 Qtr.	Within 30 days after receipt of application	Rs. 90/- for each day of delay	not applicable		13	0		Min. 95%		13	0		Min. 95%		13	0		Min. 95%		24	0	0	Min. 95%				
2 Qtr.					25	0				25	0				25	0				54	0	0					
3 Qtr.					17					17					17					20	0	0					
4 Qtr.					8					10					21	0	0										
TOTAL :-					63	0	0			100	0	0			63	0	0			24	0	0					
Request for change to standard of service																											
1 Qtr.	Within 30 days of the receipt of application	Rs. 90/- for each day of delay	not applicable			0		Min. 95%		0	0		Min. 95%		0	0		Min. 95%		0	0	0	Min. 95%				
2 Qtr.						0				0	0				0	0				0	0	0					
3 Qtr.										0					0					0	0	0					
4 Qtr.										0					0	0				0	0	0					
TOTAL :-					0	0	0			0	0	0			0	0	0			0	0	0					

Hemigram		Bilaspur		Mandi		Jalpa		Subotai	
Guaranteed Standard of Performance	Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance

Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation Livable	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
			Compensation payable to individual consumer if the																				
1. Request for change in contract demand																							
1.01	With in 72 hrs after receipt of demand	Rs. 50/- for each day of delay	Not applicable	1	0	Min 95%			21	0	95% 95%			20	0	95% 95%			37	0	95% 95%		
1.02				1	0				1	0				1	0				1	0			
1.03				1	0				1	0				1	0				1	0			
1.04				1	0				1	0				1	0				1	0			
TOTAL				21	0	0			21	0	0			20	0	0			37	0	0		
2. Take of service demand after making adjustment in demand exceeding from the consumer to the house																							
2.01	Within 48 hrs of receipt of demand of adjustment of contract demand	Rs. 50/- for each day of delay	Not applicable	1	0	Min 95%			1	0	Min 95%			1	0	Min 95%			1	0	Min 95%		
2.02				1	0				1	0				1	0				1	0			
2.03				1	0				1	0				1	0				1	0			
2.04				1	0				1	0				1	0				1	0			
TOTAL				4	0	0			4	0	0			4	0	0			4	0	0		

Ann-2

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2023-24

NAME OF EVENT: Change in contract demand (For urban, rural & remote areas)

NAME OF CIRCLE:- (OP) CIRCLE

NAME OF WING:-

Dy. Chief Engineer (SERC/M)

 Dy. Chief Engineer (Commercial)

 HPSCB Ltd. Vijay Eklavya,

Guaranteed Standard of Performance							Overall standards of performance	Remarks
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation Livable	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
			Compensation payable to individual consumer if the event affects a single consumer					
1. Request for change in contract demand								
1.01	Within 72 hrs after receipt of demand	Rs. 50/- for each day of delay	Not applicable	175	0	Min 95%		
1.02				175	0			
1.03				175	0			
1.04				175	0			
TOTAL				175	0	0		
2. Take of service demand after making adjustment in demand exceeding from the consumer to the house								
2.01	Within 48 hrs of receipt of demand of adjustment of contract demand	Rs. 50/- for each day of delay	Not applicable	30	0	Min 95%		
2.02				30	0			
2.03				30	0			
2.04				30	0			
TOTAL				30	0	0		

"ANNEXURE-K"

A—H

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2021-22

NAME OF EVENT: Complaint about consumer's bills (for urban, rural & remote areas)

NAME OF CIRCLE:- (DP) CIRCLE

NAME OF WING:

		Shimla							Rampur							Nahan							Solan							Rehru							subtotal						
Guaranteed Standard of Performance										Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance													
Sr. No.	Name of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks									
	On receipt of the consumer billing statement	10 days	Rs. 20/- for each day of default beyond maximum specified time limit	not applicable	501	0		99% of complaint received		250	0		100% of complaint received		222	0		99% of complaint received		205	0	0	0		2725	0	0	99% of complaint received															
					3258					313					208						205		0	0		2080		0	0														
					1745					262					165						421		0	0		2003		0	0														
					990					301					171						460		0	0		2080		0	0														
TOTAL:-					4431	0	0			1115	0	0			754	0	0				1083	0	0	0		9018	0	0	0														
In case the complaint is genuine and satisfaction of the consumer is not achieved, the due date for payment of bill shall be extended from the date of receipt of bill for the purpose of disconnection of supply or for levy of punitive charges for delayed payment.																																											
	On receipt of the consumer billing statement	10 days	Rs. 20/- for each day of default beyond maximum specified time limit	not applicable	498	0		99% of complaint received		130	0		100% of complaint received		61	0		99% of complaint received		54		0	0		505		0	0	99% of complaint received														
					241					100					61						53		0	0		443		0	0														
					472					124					38						29		0	0		605		0	0														
					430					0					22						21		0	0		567		0	0														
TOTAL:-					1823	0	0			354	0	0			178	0	0				180	0	0	0		2194	0	0	0														

Una				Kangra				Dalhousie				Dalhousie				subtotal									
Guaranteed Standard of Performance				Overall standard of performance			Overall standard of performance			Overall standard of performance			Overall standard of performance				Overall standard of performance								
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Maximum Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation on state	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation on state	Target levels	Remarks	
On receipt of the consumer's complaint																									
1.00.	On the day of receipt of complaint if additional information is required	No. 200 for each day of default beyond maximum specified time limit	not applicable	214	0			100% of complaint received		221	0			99% of complaint received		1613	0			99% of complaint received		1630	0		99% of complaint received
2.00.				20	0				305	6			1206	0			99% of complaint received		1719	6			99% of complaint received		
3.00.				201					300				111				1608	6							
4.00.				11					20				211				1125	6							
TOTAL:-				641	0	0				3812	6	0				6178	6	0			194	0	0		
In case the complaint is not resolved within the prescribed time limit, the consumer may file a complaint with the consumer redressal commission. In such case, the consumer shall be entitled to receive the compensation as prescribed by the commission. In case the complaint is not resolved within the prescribed time limit, the consumer may file a complaint with the consumer redressal commission. In such case, the consumer shall be entitled to receive the compensation as prescribed by the commission.																									
On receipt of the consumer's complaint																									
1.00.	On the day of receipt of complaint if additional information is required	No. 200 for each day of default beyond maximum specified time limit	not applicable	60	0			99% of complaint received		0	0			100% of complaint received		11	0			99% of complaint received		71	0		99% of complaint received
2.00.				1	0				0	0			10	0			14	0							
3.00.				11					0				21				64	0							
4.00.				0					0				30				37	0							
TOTAL:-				77	0	0				0	0	0			73	0	0			26	0	0			

[illegible]

No.	services	time limit for rendering services	Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	instances occurred	which achievement is not within the prescribed limit	Amount of compensation made	level	of instances occurred	cases in which achievement is not within the prescribed limit	Amount of compensation made	level	instances occurred	cases in which achievement is not within the prescribed limit	Amount of compensation made	level	instances occurred	cases in which achievement is not within the prescribed limit	Amount of compensation made	level
On receipt of the consumer billing complaint																				
1 On	24 hrs. if no additional information is required	Rs. 20/- for each day of default beyond maximum specified time limit	not applicable	165	0	95% of complaint resolved	238	0	50% of complaint resolved	741	0	95% of complaint resolved	954	0	95% of complaint resolved	1328	0	95% of complaint resolved	1931	0
2 On				132	0		241	0		796	0		922	0		1302	0		1931	0
3 On				153			201			917			81			1302			1931	
4 On				147			242			858			102			1140			1931	
TOTAL:-				617	0	95%	922	0	50%	3132	0	95%	519	0	95%	5190	0	95%	5190	0
In case the complaint is genuine and no action is taken within the time limit, the due date for payment of bill shall be reduced from the date of receipt of bill for the purpose of disconnection of supply or for levy of additional charges for delayed payment																				
1 On	Within 30 days if additional information is required	Rs. 20/- for each day of default beyond maximum specified time limit	not applicable	2	0	95% of complaint resolved	17	0	50% of complaint resolved	218	0	95% of complaint resolved	0	0	95% of complaint resolved	230	0	95% of complaint resolved	160	0
2 On				2	0		11	0		177	0		0	0		226	0		160	0
3 On				0			6			220			0			88	0		160	0
4 On				3			23			60			0			737	0		160	0
TOTAL:-				5	0	95%	57	0	50%	675	0	95%	0	0	95%	737	0	95%	737	0

Ann-K

STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2020-21

NAME OF EVENT: Complaint about consumer's bills (for urban, rural & remote areas)

NAME OF CIRCLE:- (OP) CIRCLE

NAME OF VAND:-

Dy. Chief Engineer (SERC/M)
Dy. Chief Engineer (Commercial)
HPSEB Ltd, Vidhyut Bhawan,

Guaranteed Standard of Performance							Overall standards of performance	Remarks
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels
On receipt of the consumer billing complaint								
1 On	24 hrs. if no additional information is required	Rs. 20/- for each day of default beyond maximum specified time limit	not applicable	4967	0	0	95% of complaint resolved	
2 On				5080	0	0		
3 On				5383	0	0		
4 On				4304	0	0		
TOTAL:-				20324	0	0		
In case the complaint is genuine and no action is taken within the time limit, the due date for payment of bill shall be reduced from the date of receipt of bill for the purpose of disconnection of supply or for levy of additional charges for delayed payment								
1 On	Within 30 days if additional information is required	Rs. 20/- for each day of default beyond maximum specified time limit	not applicable	901	0	0	95% of complaint resolved	
2 On				647	0	0		
3 On				376	0	0		
4 On				800	0	0		
TOTAL:-				3277	0	0		

NAME OF TOWN: _____
 NAME OF DISTRICT: _____
 NAME OF WARD: _____

Line								Kargil				Dithangale				Dehra				Subtotal				
Guaranteed Standard of Performance								Overall standard of performance					Overall standard of performance					Overall standard of performance						
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation Leviable		Total No. of instances as recorded	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances as recorded	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances as recorded	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances as recorded	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
2a.	Serviceable status of domestic poles		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer																				
1 Qtr.	Low Tension (LT) supply (10) days				1596	0			1596	0				0/0	0					0	0			
2 Qtr.	LT KV supply (10) days 20				1649	0			1649	0				7/0	0					0	0			
3 Qtr.	LT KV supply (10) days 20				803	0			803	0				7/0	0					0	0			
4 Qtr.	LT KV supply (10) days 20				1450	0			1450	0				4/0	0					0	0			
TOTAL					5507	0	0		5507	0	0			24/0	0	0				10/0	0	0		
b.	Time taken for closure of new connections/ additional load / transmission FAC along with AAR form should not be treated for new where no extension of distribution mains or strengthening of new sub-stations are required for extending such supply																							
1.	In urban areas		not applicable																					
1 Qtr.	within 15 days	LT Rs 200/- day 11 kv Rs. 250/-			0	0			0/0	0				0/0	0					0	0			
2 Qtr.		22 kv Rs. 200/-			254	0			2/0	0				0/0	0					0	0			
3 Qtr.		33 kv Rs. 150/-			175	0			2/0	0				0/0	0					0	0			
4 Qtr.		200/- or more			243	0			1/0	0				0/0	0					0	0			
TOTAL					672	0	0		10/0	0	0			0/0	0	0				0	0	0		
2.	In rural areas		not applicable																					
1 Qtr.	within 10 days	LT Rs 200/- day 11 kv Rs. 250/-			0	0			0/0	0				0/0	0					0	0			
2 Qtr.		22 kv Rs. 200/-			723	0			1/0	0				0/0	0					0	0			
3 Qtr.		33 kv Rs. 150/-			1040	0			2/0	0				0/0	0					0	0			
4 Qtr.		200/- or more			534	0			0/0	0				0/0	0					0	0			
TOTAL					2326	0	0		17/0	0	0			0/0	0	0				0	0	0		
3.	In remote areas		not applicable																					
1 Qtr.	within 30 days	LT Rs 200/- day 11 kv Rs. 250/-			0	0			0	0				0/0	0					0	0			
2 Qtr.		22 kv Rs. 200/-			0	0			0	0				0/0	0					0	0			
3 Qtr.		33 kv Rs. 150/-			0	0			0	0				0/0	0					0	0			
4 Qtr.		200/- or more			0	0			0	0				0/0	0					0	0			
TOTAL					0	0	0		0	0	0			0/0	0	0				0	0	0		
c.	In case where extra extension of distribution mains or strengthening of new sub-station is required but there is no requirement of reinforcement																							
1 Qtr.	LT supply (10) days	LT Rs 200/- day 11 kv Rs. 250/-			0	0			0	0				0	0					0	0	0		
2 Qtr.	LT KV supply (10) days 20	22 kv Rs. 200/-			0	0			0	0				0	0					0	0	0		
3 Qtr.	LT KV supply (10) days 20	33 kv Rs. 150/-			0	0			0	0				0	0					0	0	0		
4 Qtr.	LT KV supply (10) days 20	200/- or more			0	0			0	0				0	0					0	0	0		
TOTAL					0	0	0		0	0	0			0	0	0				0	0	0		

Hamirpur		Bilaspur		Mandi		Kullu		Subtotal	
Guaranteed Standard of Performance	Overall standards of performance	Overall standards of performance		Overall standards of performance		Overall standards of performance		Overall standards of performance	

Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
7. Time limit for release of new connections/additional load "in connection" TAT along with A&T form should not be exceeded for new connections/additional load request upto 10 days Where no submission of distribution status or non-rendering of new connections is required for affecting such supply																								
(i) New connections/additional load																								
1 Qtr	Low Tension (LT) supply	10 days	Rs. 100/- per day	not applicable	104	0	0	Min 95 %		1529	0	0	Min 95 %		1547	0	0	Min 95 %		3556	0	0	Min 95 %	
2 Qtr	11 KV supply (11) days	22 days	Rs. 100/- per day	not applicable	25	0	0	Min 95 %		1620	0	0	Min 95 %		2506	0	0	Min 95 %		4833	0	0	Min 95 %	
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	27	0	0	Min 95 %		3260	0	0	Min 95 %		547	0	0	Min 95 %		3691	0	0	Min 95 %	
4 Qtr	High Tension (HT) supply	33 days	Rs. 100/- per day	not applicable	336	0	0	Min 95 %		674	0	0	Min 95 %		1853	0	0	Min 95 %		3235	0	0	Min 95 %	
TOTAL:-					1682	0	0			5183	0	0			5353	0	0			14811	0	0		
(ii) In rural areas																								
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	25	0	0	Min 95 %		573	0	0	Min 95 %		245	0	0	Min 95 %		1193	0	0	Min 95 %	
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	110	0	0	Min 95 %		515	0	0	Min 95 %		2603	0	0	Min 95 %		2774	0	0	Min 95 %	
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	215	0	0	Min 95 %		482	0	0	Min 95 %		175	0	0	Min 95 %		953	0	0	Min 95 %	
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	258	0	0	Min 95 %		759	0	0	Min 95 %		246	0	0	Min 95 %		323	0	0	Min 95 %	
TOTAL:-					608	0	0			1827	0	0			2734	0	0			5243	0	0		
(iii) In urban areas																								
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	205	0	0	Min 95 %		1523	0	0	Min 95 %		0	0	0	Min 95 %		3852	0	0	Min 95 %	
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	406	0	0	Min 95 %		1442	0	0	Min 95 %		222	0	0	Min 95 %		2764	0	0	Min 95 %	
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	1243	0	0	Min 95 %		1110	0	0	Min 95 %		874	0	0	Min 95 %		3863	0	0	Min 95 %	
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	1305	0	0	Min 95 %		1113	0	0	Min 95 %		1352	0	0	Min 95 %		4516	0	0	Min 95 %	
TOTAL:-					2859	0	0			4188	0	0			2478	0	0			14315	0	0		
(iv) In remote areas																								
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %		29	0	0	Min 95 %		1304	0	0	Min 95 %		1305	0	0	Min 95 %	
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %		46	0	0	Min 95 %		0	0	0	Min 95 %		46	0	0	Min 95 %	
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %		61	0	0	Min 95 %		0	0	0	Min 95 %		61	0	0	Min 95 %	
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %		138	0	0	Min 95 %		0	0	0	Min 95 %		138	0	0	Min 95 %	
TOTAL:-					0	0	0			334	0	0			1364	0	0			1650	0	0		
(v) In cases where submission of distribution status or non-rendering of new connections is required but there is no requirement of electricity and accompanying A&T form submission																								
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	0	0	0			0	0	0			0	0	0			2	0	0		
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	0	0	0			0	0	0			0	0	0			1	0	0		
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0			0	0	0			0	0	0			0	0	0		
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0			0	0	0			0	0	0			0	0	0		
TOTAL:-					0	0	0			0	0	0			0	0	0			3	0	0		

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STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2025-26

NAME OF EVENT: New connections/additional load (For urban, rural & remote area)

NAME OF CIRCLE: (OP) CHILCE

NAME OF WING:-

Guaranteed Standard of Performance										Overall standard of performance	Remarks
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks		
(i) Time limit for release of service notice											
1 Qtr	Low Tension (LT) supply	10 days	Rs. 100/- per day	not applicable	104	0	0	Min 95 %			
2 Qtr	11 KV supply (11) days	22 days	Rs. 100/- per day	not applicable	25	0	0	Min 95 %			
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	27	0	0	Min 95 %			
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	336	0	0	Min 95 %			
TOTAL:-					1682	0	0				
(ii) In rural areas											
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	25	0	0	Min 95 %			
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	110	0	0	Min 95 %			
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	215	0	0	Min 95 %			
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	258	0	0	Min 95 %			
TOTAL:-					608	0	0				
(iii) In urban areas											
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	205	0	0	Min 95 %			
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	406	0	0	Min 95 %			
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	1243	0	0	Min 95 %			
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	1305	0	0	Min 95 %			
TOTAL:-					2859	0	0				
(iv) In remote areas											
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %			
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %			
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %			
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0	Min 95 %			
TOTAL:-					0	0	0				
(v) In cases where submission of distribution status or non-rendering of new connections is required but there is no requirement of electricity and accompanying A&T form submission											
1 Qtr	LT supply (11) days	11 days	Rs. 100/- per day	not applicable	0	0	0				
2 Qtr	11 KV supply (22) days	22 days	Rs. 100/- per day	not applicable	0	0	0				
3 Qtr	33 KV supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0				
4 Qtr	HT supply (33) days	33 days	Rs. 100/- per day	not applicable	0	0	0				
TOTAL:-					0	0	0				

Dy. Chief Engineer (SERC/T)
 O/o Chief Engineer (Commercial)
 HPSEB Ltd, Vidyal Bhawan,

Shimla										Rampur			Nahan			Soln			Bahrn			Subtotal			Overall				
Guaranteed Standard of Performance										Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance					
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation Limitable		Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer																									
Description for installation of Roadbus solar PV project by the eligible persons of the distribution areas																													
Site verification: Technical Feasibility																													
1 day	10 working days	Rs. 800 per day for first 7 days of delay and Rs. 400 per day beyond the same.	not applicable	21	0	Rs. 120				115	0	Rs. 100			50	0	Rs. 500			1	0	Rs. 100			24	0	Rs. 500		
2 days				1	0		345	0		30	0		1	0	231	0	0												
3 days				1	0		91	0		34	0		5	0	258	0	0												
4 days				1	0		92	0		5	0		250	0	0														
TOTAL:-				106	0	0			447	0	0			140	0	0			11	0	0			218	0	0			
Description and installation of solar clients, if any, before synchronization of the Roadbus Solar																													
1 day	10-30 working days	Rs. 800 per day for first 7 days of delay and Rs. 400 per day beyond the same.	not applicable	2	0	Rs. 400			9	0	Rs. 100			1	0	Rs. 100			0	0	Rs. 100			12	0	Rs. 400			
2 days				1	0		6	0		2	0		15	0	0														
3 days				1	0		3	0		3	0		23	0	0														
4 days				1	0		3	0		13	0		0	0															
TOTAL:-				12	0	0			27	0	3			4	0	3			0	0	3			45	0	0			

Una								Kangra				Dahousie				Dohra				Subtotal				
Guaranteed Standard of Performance								Overall standard of performance						Overall standard of performance						Overall standard of performance				
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks
Instances for violation of Roatop solar PV project by the eligible consumers of the distribution licensee																								
(C) Site visitation Technical Feasibility																								
1 On	Roatop solar PV	Rs. 10/- per day for first 7 days of delay and Rs. 100 per day beyond the same	Not applicable	69	0	Nil	200	At least		42	0	Nil	At least		0	0	Nil	At least		229	0	0	At least	
2 On					55	0		70	0		94	0			10	0		217	0	0				
3 On					11		49		91		1		185	0	0									
4 On					74		54		195		59		386	0	0									
TOTAL:-				240	0	0	286	0		433	0	0			60	0	0		1015	0	0			
(D) Inspection and estimation of violations, if any, before implementation of the Roatop Solar																								
1 On	15-20 working days	Rs. 10/- per day for first 7 days of delay and Rs. 100 per day beyond the same	Not Applicable	0	0	Nil	Nil	At least		0	0	Nil	At least		0	0	Nil	At least		20	0	0	At least	
2 On					11	0		14	0		0	0			0	0		25	0	0				
3 On					4		13		0		17		31	0	0									
4 On					5		4		0		50		50	0	0									
TOTAL:-				19	0	0	29	0		0	0	0			63	0	0		154	0	0			

Hamirpur						Bilaspur						Mandi						Kullu						Subtotal					
Guaranteed Standard of Performance						Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance							
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Maximum Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Appropriate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks					
Overall time limit for installation of washing sump (TP) project by the eligible consumers in the distribution Network																													
14 calendar/ Technical																													
1.00	10 working days	Rs 50/- per day for first 7 days of delay and Rs. 100 per day beyond the same	Rs 50/- per day	300	0	Nil	Nil	Nil	Nil	118	0	Rs 50/-	Nil	Nil	60	0	Nil	Nil	Nil	Nil	330	0	Nil	Nil	Nil				
2.00				143	0					349	0				113	0					400	0							
3.00				211						306					170						397	0				0			
4.00				300						157					73						500	0				0			
5.00				339	0					530	0				412	0					650	0				1936	0	0	
Implementation and Introduction of delivery rules, if any, before as recommended on O/R by District Solar																													

Dy. Chief Engineer (SERCM)
D/o Chief Engineer (Command)
HPSEB Ltd, Vidyut Bhawan,

[illegible]

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80																				

Ure										Kangra										Daltongiri										Dehra										Subtotal									
Guaranteed Standard of Performance										Overall standards of performance										Overall standards of performance										Overall standards of performance										Overall standards of performance									
Sr. No.	Nature of service	Product time for not exceeding service	Maximum Compensation payable to individual consumer if the award affects a single consumer	Maximum Compensation payable to individual consumer if the award affects more than one consumer	Total No. of consumers concerned	No. of cases in which award is not within the prescribed limit	Aggregate Amount of compensation for each	Target levels	Remarks	Total No. of consumers concerned	No. of cases in which award is not within the prescribed limit	Aggregate Amount of compensation for each	Target levels	Remarks	Total No. of consumers concerned	No. of cases in which award is not within the prescribed limit	Aggregate Amount of compensation for each	Target levels	Remarks	Total No. of consumers concerned	No. of cases in which award is not within the prescribed limit	Aggregate Amount of compensation for each	Target levels	Remarks	Total No. of consumers concerned	No. of cases in which award is not within the prescribed limit	Aggregate Amount of compensation for each	Target levels	Remarks																				
where extension of standard of performance is required for supply of power to the consumer																																																	
1	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
2	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
3	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
4	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
5	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
6	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
7	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
8	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
9	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
10	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
11	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
12	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
13	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
14	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
15	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
16	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
17	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
18	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
19	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
20	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
21	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
22	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
23	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
24	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
25	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
26	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
27	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
28	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
29	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
30	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
31	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
32	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
33	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
34	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
35	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
36	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
37	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
38	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
39	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
40	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
41	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
42	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
43	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
44	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
45	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
46	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
47	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
48	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
49	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
50	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay	215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%		215	0	Rs. 0	100%																					
51	Supply of power to the consumer	10 days	Rs. 100 for each day of delay	Rs. 100 for each day of delay																																													

Chief Engineer (PERM)
 Chief Engineer (Commercial)
 HPS

Una										Kangra				Dehra				Dehra				Subtotal				Overall	
Guaranteed Standard of Performance										Overall standard s of performance		Overall standard s of performance		Overall standard s of performance		Overall standard s of performance		Overall standard s of performance		Overall standard s of performance		Overall standard s of performance		Overall standard s of performance			
Sr. No.	Nature of services	Maximum time limit for rendering services	Compensation payable to individual consumer if the event affects a single consumer	Minimum Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks			
1	Consumer requesting return of deposit																										
2	Special meeting and presentation of final bill, including all annexes upto the date of each bill up																										
1.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
2.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
3.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
4.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
TOTAL:-					0	0	0			0	0	0			0	0	0			0	0	0					
5	Disconnection of supply																										
1.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
2.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
3.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
4.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
TOTAL:-					0	0	0			0	0	0			0	0	0			0	0	0					
6	Defect of the meter/amount of electricity bill, as per the provisions of Regulation 1 of Electricity Regulation																										
1.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
2.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
3.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
4.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
TOTAL:-					0	0	0			0	0	0			0	0	0			0	0	0					
7	In case of general collection of electricity bill/contract dividend on the request of the consumer																										
1.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0	Min. 95%				
2.00	Within 3 days from receipt of bill	Rs. 50/- for each day of default	Not applicable	Not applicable	0	0	0	Min. 95%		0	0	0	Min. 95%		0	0	0										

Ann-17
STATUS OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2023-24
NAME OF EVENT: Power Availability Certificate (For urban, rural & remote areas)
NAME OF CIRCLE: JODI CIRCLE
NAME OF WING:

Shimla										Rampur										Nahan										Solari										Rohru										Subtotal																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Guaranteed Standard of Performance										Overall standards of performance										Overall standards of performance										Overall standards of performance										Overall standards of performance										Overall standards of performance																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
Grant of Power availability Certificate																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	

Una										Kangra					Dalhousie					Dehra					Subtotal										
Guaranteed Standard of Performance										Overall standards of performance		Overall standards of performance				Overall standards of performance				Overall standards of performance				Overall standards of performance											
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks						
Grant of Power availability Certificate																																			
1 Qtr.	Within 30 days (as per sub-para 3.2.4) of para 3.2 of Electricity Supply Code	Rs. 50 for each day of default	Not applicable		11	0				28	0				13	0																			
2 Qtr.					2	0		Min. 95%		15	0		Min. 95%		7	0		Min. 95%									30	0							
3 Qtr.					3	0				15	0				7	0				Min. 95%						27	0					Min. 95%			
4 Qtr.					3	0				12	0				6	0										10	0								
TOTAL:-					27	0	0			68	0	0			34	0	0									100	0	0							
Refund of refundable amount of Advance Cost Share																																			
1 Qtr.	Within 30 days (as per sub-para 3.2.4) of para 3.2 of Electricity Supply Code	Rs. 50 for each day of default	Not applicable		0	0				12	0				19	0											40	0							
2 Qtr.					0	0				17	0				0	0										15	0								
3 Qtr.					0	0		Min. 95%		16	0		Min. 95%		0	0				Min. 95%							14	0					Min. 95%		
4 Qtr.					0	0				16	0				12	0										17	0								
TOTAL:-					0	0	0			55	0	0			49	0	0									86	0	0							

Guaranteed Standard of Performance							Overall standard s of performance	
Sr No	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	Total No. of instances reported	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation paid	Remarks
grant of Power availability Certificate								
1 Qtr	within 30 days	Rs. 40 for each day of defect	not applicable	154	0	0	98% 99.9%	
2 Qtr	within 30 days			126	0	0		
3 Qtr	within 30 days			113	0	0		
4 Qtr	within 30 days			112	0	0		
TOTAL				325	0	0		
refund of refundable amount of Advance Cost Share								
1 Qtr	within 30 days	Rs. 40 for each day of defect	not applicable	71	0	0	98% 99.9%	
2 Qtr	within 30 days			62	0	0		
3 Qtr	within 30 days			31	0	0		
4 Qtr	within 30 days			31	0	0		
TOTAL				125	0	0		


 Dy. Chief Engineer (SOPM)
 Dy. Chief Engineer (SOPM)
 HPS-EB Ltd. Visakhapatnam

Shimla										Rampur				Nahan				Soln				Rohru				Subtotal				
Current Standard of Performance										Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance				
S. No.	Address of subscribers	Maximum time limit for rendering services	Compensation payable to subscriber if the service is not rendered within the prescribed time	Compensation payable to subscriber if the service is not rendered within the prescribed time	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation payable	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation payable	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation payable	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation payable	Target levels	Remarks	Total No. of instances occurred	No. of cases in which compensation is not within the prescribed limit	Aggregate Amount of compensation payable	Target levels	Remarks	
(a) Extension in the technical facilities of the exchanges requested for and if found feasible sanctioning the same including a record of same																														
1 Ch.	At least 3 working days of the receipt of application and payment of charges	Rs. 10/- per day, payable	Not applicable	Not applicable	1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
2 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
3 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
4 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
TOTAL:-					4	0	0	100%		4	0	0	100%		4	0	0	100%		4	0	0	100%		4	0	0	100%		
(b) Release of temporary connection																														
(c) Release of extension of distribution lines or the repositioning of new subscriber is involved																														
1 Ch.	At least 3 working days of the receipt of application and payment of charges	Rs. 10/- per day, payable	Not applicable	Not applicable	1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
2 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
3 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
4 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
TOTAL:-					4	0	0	100%		4	0	0	100%		4	0	0	100%		4	0	0	100%		4	0	0	100%		
(d) Release of extension of distribution lines or the repositioning of new subscriber is involved																														
1 Ch.	At least 3 working days of the receipt of application and payment of charges	Rs. 10/- per day, payable	Not applicable	Not applicable	1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
2 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
3 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
4 Ch.					1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		1	0	0	100%		
TOTAL:-					4	0	0	100%		4	0	0	100%		4	0	0	100%		4	0	0	100%		4	0	0	100%		

Una										Kangra				Dalhousie				Dehra				Subtotal			
Guaranteed Standard of Performance										Overall standard of performance				Overall standard of performance				Overall standard of performance				Overall standard of performance			
Sr. No.	Nature of service	Maximum time limit for rendering service	Maximum Compensation/Liability		Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target levels	Remarks	
46) Evaluation the technical feasibility of the connections requested for and if found feasible sanctioning the load and making a service point																									
1 Cr.	With in 5 working days of the receipt of application and payment of charges	Rs. 80 for each day of default	not applicable	12	0	0	0	0%	100%	42	0	0	0	0%	5	0	0	0	0%	100%	40	0	0	0	0%
2 Cr.				21	0	0	0	0%		41	0	0	0	0%	21	0	0	0	0%		32	0	0	0	0%
3 Cr.				07	0	0	0	0%		07	0	0	0	0%	07	0	0	0	0%		07	0	0	0	0%
4 Cr.				03	0	0	0	0%		03	0	0	0	0%	03	0	0	0	0%		03	0	0	0	0%
TOTAL				42	0	0	0	0%	129	0	0	0	0%	71	0	0	0	0%	114	0	0	0	0%		
47) Renewal of temporary connection																									
48) Where reconstruction of distribution mains or the connection type of new installation is involved																									
1 Cr.	With in 5 working days of the receipt of application and payment of charges	LT Rs. 200/- day 11 KV Rs. 300/- day 33 KV Rs. 2500/- 66 KV Rs. 500/- day 132 KV Rs. 800/- day	not applicable	02	0	0	0	0%	NA	02	0	0	0	0%	02	0	0	0	0%	NA	02	0	0	0	0%
2 Cr.				04	0	0	0	0%		07	0	0	0	0%	07	0	0	0	0%		07	0	0	0	0%
3 Cr.				03	0	0	0	0%		08	0	0	0	0%	08	0	0	0	0%		08	0	0	0	0%
4 Cr.				01	0	0	0	0%		08	0	0	0	0%	08	0	0	0	0%		08	0	0	0	0%
TOTAL				10	0	0	0	0%	35	0	0	0	0%	25	0	0	0	0%	35	0	0	0	0%		
49) Where extension of distribution mains or the connection type of new installation is involved																									
1 Cr.	LT Rs. 200/- day 11 KV Rs. 300/- day 33 KV Rs. 2500/- 66 KV Rs. 500/- day 132 KV Rs. 800/- day	not applicable	0	0	0	0	0%	NA	0	0	0	0	0%	0	0	0	0	0%	NA	0	0	0	0	0%	
2 Cr.			0	0	0	0	0%		0	0	0	0	0%	0	0	0	0	0%		0	0	0	0	0%	
3 Cr.			0	0	0	0	0%		0	0	0	0	0%	0	0	0	0	0%		0	0	0	0	0%	
4 Cr.			0	0	0	0	0%		0	0	0	0	0%	0	0	0	0	0%		0	0	0	0	0%	
TOTAL				0	0	0	0	0%	0	0	0	0	0%	0	0	0	0	0%	0	0	0	0	0%		

Hamirpur										Bilaspur					Mandi					Kullu					Subtotal				
Guaranteed Standard of Performance										Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance		Overall standard of performance											
Sr. No.	Nature of services	Maximum time limit for rendering services	Minimum Compensation payable to individual consumer if the event affects a single consumer		Total No. of complaints received	No. of cases in which satisfaction is not within the prescribed limit	Appropriate Amount of compensation made	Target level	Remarks	Total No. of complaints received	No. of cases in which satisfaction is not within the prescribed limit	Appropriate Amount of compensation made	Target level	Remarks	Total No. of complaints received	No. of cases in which satisfaction is not within the prescribed limit	Appropriate Amount of compensation made	Target level	Remarks	Total No. of complaints received	No. of cases in which satisfaction is not within the prescribed limit	Appropriate Amount of compensation made	Target level	Remarks					
C	Consideration the technical feasibility of the correction requested for, and if found feasible, commencing the task and setting a definite date.																												
1. G.S.	With in 3 working days of the receipt of application and payment of charges	Up to 50 for each day of delay	Not applicable	3	0					14	0				14	0				14	0	0							
2. G.S.						4	0		80-95%		15	0		80-95%		20	0		80-95%										
3. G.S.						1	0				16	0				14	0												
4. G.S.						1	0				17	0				16	0												

TOTAL:-				23	0	0			20	0	0			100	0	0			9	0	0			120	0	0		
2) Release of temporary connection																												
3) Where no activation of distribution mains or the commissioning of new sub-station is involved																												
1 Gt	Within 3 working days of the receipt of application and payment of charges	LT Rs. 100/- day 11 KV Rs. 200/- day 33 KV Rs. 200/- day 66 KV Rs. 500/- day 132 KV Rs. 1000/- day	Not applicable	14	0				4	0				24	0				24	0				400	0	0		
2 Gt				15	0				4	0				34	0				34	0				120	0	0		
3 Gt				21	0				6	0			80% 80%	70	0			80% 80%	21	0			80% 80%	100	0	0		80% 80%
4 Gt				31	0				20	0				29	0				11	0				140	0	0		
TOTAL:-				71	0	0			50	0	0			160	0	0			90	0	0			630	0	0		
4) Where activation of distribution mains or the commissioning of new sub-station is involved																												
1 Gt	Not Applicable	LT Rs. 200/- day 11 KV Rs. 200/- day 33 KV Rs. 200/- day 66 KV Rs. 500/- day 132 KV Rs. 1000/- day	Not applicable	1	0				1	0				1	0				1	0				0	0	0		
2 Gt				1	0				1	0				1	0				1	0				0	0	0		
3 Gt				1	0				1	0			50% 50%	1	0			50% 50%	1	0			50% 50%	0	0	0		50% 50%
4 Gt				1	0				1	0				1	0				1	0				0	0	0		
TOTAL:-				4	0	0			4	0	0			4	0	0			4	0	0			0	0	0		

Ann-2
 STATE OF VARIOUS STANDARDS OF QUARTERLY PERFORMANCE FOR THE YEAR 2018-19
 NAME OF DISTRICT: Temporary supply of power (For urban, rural & remote areas)
 NAME OF CIRCLE: JODHPUR
 NAME OF SUB-DIVISION:

Guaranteed Standard of Performance							Current standard % of performance	Remarks
Sr. No.	Nature of service	Maximum time limit for rendering service	Minimum Compensation/Limitation	Total No. of instances occurred	No. of cases in which achievement is not within the prescribed limit	Aggregate Amount of compensation made	Target	
4) Evaluation of the technical feasibility of the connection request/letter and if found feasible work of laying the line and raising a demand note								
1 Gt	Within 3 working days of the receipt of application and payment of charges	Rs. 50/- per day of delay	Not applicable	100	0	0		
2 Gt				100	0	0	50% 50%	
3 Gt				100	0	0		
4 Gt				100	0	0		
TOTAL:-				400	0	0		
5) Release of temporary connection								
6) Where no activation of distribution mains or the commissioning of new sub-station is involved								
1 Gt	Within 3 working days of the receipt of application and payment of charges	LT Rs. 200/- day 11 KV Rs. 200/- day 33 KV Rs. 200/- day 66 KV Rs. 500/- day 132 KV Rs. 1000/- day	Not applicable	100	0	0		
2 Gt				100	0	0	50% 50%	
3 Gt				100	0	0		
4 Gt				100	0	0		
TOTAL:-				400	0	0		
7) Where activation of distribution mains or the commissioning of new sub-station is involved								
1 Gt	Not Applicable	LT Rs. 200/- day 11 KV Rs. 200/- day 33 KV Rs. 200/- day 66 KV Rs. 500/- day 132 KV Rs. 1000/- day	Not applicable	1	0	0		
2 Gt				1	0	0	50% 50%	
3 Gt				1	0	0		
4 Gt				1	0	0		
TOTAL:-				4	0	0		

Dr. Chandra Shekhar Singh
 Dy. Commr. Jodhpur
 Jodhpur

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No.	Particulars	Cost for rendering services	Compensation payable to individual concerned if the event affects a single	Compensation payable to individual concerned if the event affects more than one	Reference amount	Whether achievement is not within the prescribed limit	Amount of compensation payable	Remarks
1.	Nature of service rendered	Maximum limit for rendering services	Compensation payable to individual concerned if the event affects a single	Compensation payable to individual concerned if the event affects more than one	Total No. of persons concerned	Whether achievement is not within the prescribed limit	Amount of compensation payable	Remarks
B. Working out benefits to the beneficiaries								
A. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
B. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
C. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
D. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
E. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
F. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
G. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
H. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
I. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
J. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
K. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
L. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
M. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
N. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
O. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
P. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
Q. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
R. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
S. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
T. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
U. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
V. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
W. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
X. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
Y. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	
Z. Amount		Rs. 10000000	Not applicable	10000000	0	0	10000000	

Handwritten signature and official stamp.

