

Name of DISCOM : Cochin Port Authority

Period : October 2023 to December 2023 Quarter -3 FY 2023-24

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

(See regulation 19)

- The following format shall be used by licensee for reporting the performance levels for guaranteed standards on a **quarterly** basis to the Commission:

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)			Pending complaints (No.)		
						Within OS standards	Within GS stipulated time	More than the stipulated time		Total complaints redressed	
1.	Normal fuse off	Urban areas	0	43	43	43	43	0	43	0	
		Rural areas	Not applicable								
		Difficult areas	Not applicable								
2.	Overhead Line/Cable breakdowns	Urban areas	0	23	23	23	23	0	23	0	
		Rural areas									
		Difficult areas									
3.	Underground cable break down	Urban areas	0	0	0	0	0	0	0	0	
		Rural areas									
		Difficult areas									
4.	Distribution Transformer Failure	Urban areas	0	0	0	0	0	0	0	0	
		Rural areas									
		Difficult areas									

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
5.	Period of scheduled outages		0	0	0	0	0	0	0	0
6.	Voltage fluctuations in case no expansion / augmentation of network required		0	0	0	0	0	0	0	0
7.	Voltage fluctuations in case expansion / augmentation of network required		0	0	0	0	0	0	0	0

Sl.No.	Guaranteed standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)	
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed		
8.	Voltage fluctuations in case erection of substation required	0	0	0	0	0	0	0	0	
9.	Meter Reading	0	0	0	0	0	0	0	0	
10.	Meter inspection	Urban areas	0	0	0	0	0	0	0	
		Rural areas	Not applicable							
		Difficult areas								
11.	Meter Replacement (LT)	Urban areas	0	12	12	12	12	0	12	0
		Rural areas	Not applicable							
		Difficult areas								
12.	Meter Replacement (HT)	Urban areas	0	1	1	1	1	0	1	0
		Rural areas								
		Difficult areas								
13.	Shifting of meter/service line	0	2	2	2	2	0	2	0	

Sl.No.	Guaranteed standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter(No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.	New connection/ additional load where supply can be provided from existing network	0	28	28	28	28	0	28	0
15.	New connection/ additional load where supply can be provided after extension/augmentation of network	0	0	0	0	0	0	0	0
16.	Erection of substation to extend supply	0	0	0	0	0	0	0	0
17.	Transfer of ownership	0	0	0	0	0	0	0	0
18.	Change of category	0	0	0	0	0	0	0	0

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
19.	Issue of temporary connection		0	9	9	9	9	0	9	0
20.	Billing complaint		0	0	0	0	0	0	0	0
21.	Disconnection of supply		0	11	11	11	11	0	11	0
22.	Refund of security deposit , issue of no dues certificate		0	11	11	11	11	0	11	0
23.	Reconnection of supply disconnected due to non-payment of bills		0	78	78	78	78	0	78	0
24	Average Service Reliability Index (ASAI)	Urban areas							99	
		Rural areas	Not applicable							
		Difficult areas								

2. With respect to the call centers following format shall be used by licensee for reporting the quarterly performance:

Guaranteed standard Reference No.	Guaranteed standard parameter	Response to the calls (No.) 69	
		Within stipulated time	More than stipulated time
1.	First response against consumer call	66	0
2.	Registration of Consumer Call and issue of complaint Number	Nil	Nil

3. The **quarterly** information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid:

No Complaints received for compensation during this quarter

S. No.	Complaint number	Date of filing of Complaint	Consumer number	Name and Address of consumer	Nature of complaint	Reference to Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
3	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

(See regulation 19)

1. Licensee shall furnish the information with respect to the overall standards **every quarter** to the Commission in the following format:

Name of DISCOM : Cochin Port Authority

Quarter : October 2023 to December2023

Overall standards reference no.	Overall standard parameter		Number of complaints pending at the start of the quarter(A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
1.	Normal fuse off	Urban areas	0	43	43	43	0
		Rural areas					
		Difficult areas					
2.	Overhead Line/Cable Breakdowns	Urban areas	0	23	23	23	0
		Rural areas					
		Difficult areas					
3.	Underground Cable Breakdowns	Urban areas	0	0	0	0	0
		Rural areas					
		Difficulty areas					
4.	Distribution Transformer Failures	Urban areas	0	0	0	0	0
		Rural areas					
		Difficult areas					
5.	Reconnection of Supply following disconnection due to non-payment of bills	Urban areas	0	0	0	0	0
		Rural areas					
		Difficult areas					

Sl.No.	Overall standard Parameter	Number of complaints pending at the start of the quarter(A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
6.	Period of scheduled outages	0	0	0	0	0
7.,	Rectification of voltage variations within seven days where no expansion or enhancement of network is required	0	0	0	0	0
8.	Rectification of voltage variations within one hundred and twenty days where upgradation of distribution system is required	0	0	0	0	0
9.,	Inspection, checking and rectification of defects of meter except replacement within five working days of receipt of complaint	0	0	0	0	0
10.	Replacement of defective LT meter owned by the licensee within seven working days of the detection of defects	0	12	12	12	0
11.	Replacement of defective HT meter owned by the licensee within seven working days of the detection of defects	0	1	1	1	0

12	Adherence to time lines specified for,- a) New connection b) Temporary Connection c) Seasonal connection d) Enhancement or reduction of connected load or contract demand e) Transfer of service connection f) Conversion of service connection g) Shifting of electric line or electrical plant h) Dismantling and removal of electric line or electrical plant which are not in use i) Change of category as specified in Kerala Electricity Supply Code, 2014	0 0 0 0 0 0 0 0 0	28 9 6 0 0 0 0 0	28 9 6 0 0 0 0 0	0 0 0 0 0 0 0 0
13	Adherence to time lines specified for,- a) Resolution of grievances relating to disputed bills b) Disconnection of supply on the request of consumer c) Refund of security deposit on termination of service	0 0	78 11	78 11	0 0 0

2. The **quarterly** information regarding faulty meters shall be submitted by licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters detected during the quarter	Total no. of faulty meters	No. of meters rectified/ replaced	No. of faulty meters pending at the end of the quarter
0	13	13	13	0

