



GOVERNMENT OF INDIA  
MINISTRY OF POWER



# CONSUMER SERVICE RATING OF DISCOMs

## (CSRD Part-B)

Report | FY 2020-21



# **DISCOM Consumer Service Rating**

CSRD-2021 (Part-B)

## **DISCOM SPECIFIC INSIGHTS**

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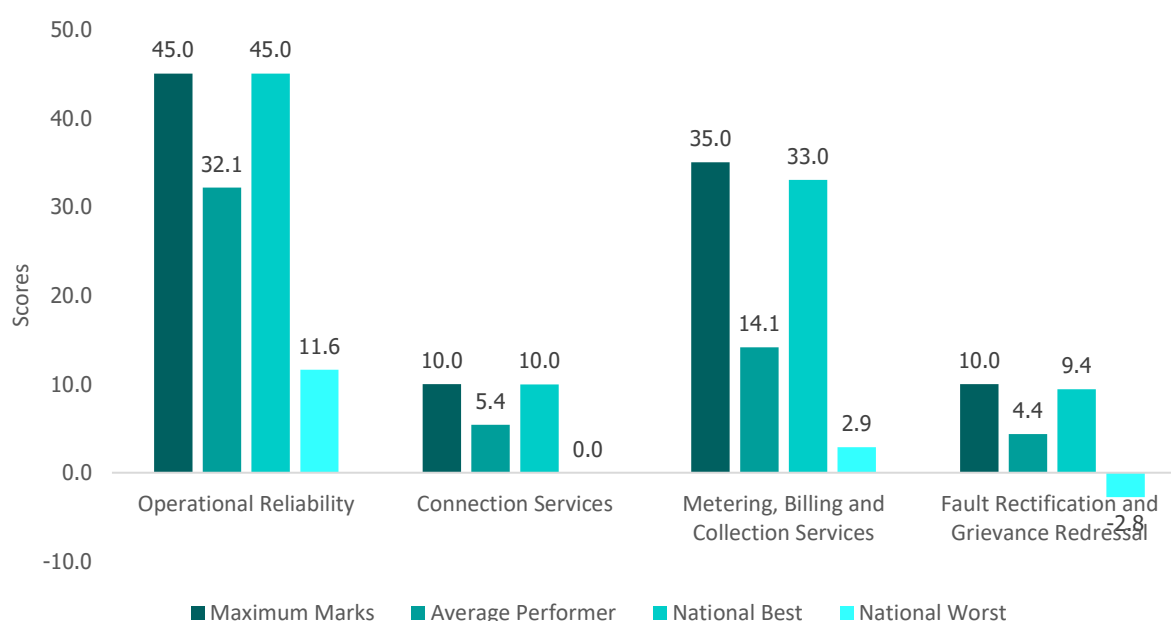
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## DISCOM Specific Insights

This part of the book will discuss the performance of DISCOMs on the CSR-D exercise and compare their performance on the four key parameters of operational reliability, connection services, metering, billing and collection services, fault rectification and grievance redressal. Individual analysis and evaluation of data submitted by all DISCOMs, has brought to light some key insights into the DISCOM performance across above mentioned parameters. These DISCOM-wise insights are shared in the subsequent section, comparing the DISCOMs performance with national best and national average performance. Adding to this, DISCOMs are also compared within each State/UT with their counterparts and have mentioned key actionable that might be helpful for DISCOMs in working forward to improve consumer service delivery.

Starting off we can see in the bar graph below depicting average, best and worst performances in DISCOMs by different parameters.



## DISCOM Grading

The grading scheme followed for rating the DISCOMs is as follows:

| Grade | Percentage Score |
|-------|------------------|
| A+    | 90-100           |
| A     | 80-90            |
| B+    | 70-80            |
| B     | 60-70            |
| C+    | 50-60            |
| C     | 40-50            |
| D     | 0-40             |

## Urban DISCOMs

The DISCOMs largely catering to the urban areas are categorized as Urban DISCOMs. Within this category of DISCOMs, BRPL and BYPL, New Delhi scores the highest (A+) and PED, BEST, DNHPDCL, and CED scores the lowest (C+).

The top performers among urban DISCOMs and the overall rating are Delhi DISCOMs and have scored the maximum marks possible under Operational Reliability, losing slightly on Fault and Grievance Redressal parameters for a near perfect score. However, the other urban DISCOMs in the average range of B+ to B have lost predominantly in the Metering, Billing and Connection parameters and these DISCOMs need to focus particularly on these parameters to improve their ratings.

| DISCOM Type | State                | DISCOM  | Grade |
|-------------|----------------------|---------|-------|
| Urban       | Delhi                | BRPL    | A+    |
| Urban       | Delhi                | BYPL    | A+    |
| Urban       | Delhi                | TPDDL   | A     |
| Urban       | Uttar Pradesh        | KESCO   | A     |
| Urban       | Maharashtra          | AEML    | B+    |
| Urban       | Maharashtra          | TPCL    | B+    |
| Urban       | Chandigarh           | CED     | C+    |
| Urban       | Dadra & Nagar Haveli | DNHPDCL | C+    |
| Urban       | Maharashtra          | BEST    | C+    |
| Urban       | Puducherry           | PED     | C+    |

## Special Category States

The DISCOMs that caters to the consumers in the North-Eastern states and the Himalayan states of India are categorized as 'Special Category States'. Within this category of DISCOMs, UPCL scores the highest (B+) and APDA, JPDCL and KPDCL scores the lowest (D).

UPCL, JdVVNL, and HPSEBL in Uttarakhand, Manipur, and Himachal Pradesh, respectively have performed well amongst the special category DISCOMs, by scoring well on parameters under Operational Reliability and Connection and other Services. Similar to the previous categories, the DISCOMs in this category have to improve on Metering, Billing and Connection parameters and particularly focus on improving data credibility by focusing on record keeping processes and digitization of manual records.

| DCSR Category    | State            | DISCOM | Grade |
|------------------|------------------|--------|-------|
| Special Category | Uttarakhand      | UPCL   | B+    |
| Special Category | Himachal Pradesh | HPSEBL | B     |
| Special Category | Manipur          | MSPDCL | B     |
| Special Category | Ladakh           | LPDD   | C+    |
| Special Category | Tripura          | TSECL  | C+    |
| Special Category | Assam            | APDCL  | C     |

|                  |                   |       |   |
|------------------|-------------------|-------|---|
| Special Category | Arunachal Pradesh | APDA  | D |
| Special Category | Jammu & Kashmir   | JPDCL | D |
| Special Category | Jammu & Kashmir   | KPDCL | D |

### General Category States

Within this category of DISCOMs, TSSPDCL, APCPDCL, and APSPDCL scores the highest (A) and JBVNL, HESCOM, DVVNL, and MVVNL cores the lowest (D). Under the general category of DISCOMs, the top performing DISCOM, TSSPDCL in Telangana has performed well on parameters under the Operational Reliability and Connection and other services, however, has lost on Metering, Billing, and Connection particularly, the sub-parameter on the share of digital transactions within the DISCOM.

Most of the DISCOMs in this category have scope to improve on all categories, particularly in the following:

- Hours of supply to rural consumers
- Bills generated on the basis of non-manual meter reading
- Share of digital transactions
- Deviation from specified time for complaints resolution

| DISCOM Category  | State          | DISCOM    | Grade |
|------------------|----------------|-----------|-------|
| General Category | Andhra Pradesh | APCPDCL   | A     |
| General Category | Andhra Pradesh | APSPDCL   | A     |
| General Category | Telangana      | TSSPDCL   | A     |
| General Category | Andhra Pradesh | APEPDCL   | B+    |
| General Category | Kerala         | KSEBL     | B+    |
| General Category | Maharashtra    | MSEDCL    | B+    |
| General Category | Rajasthan      | AVVNL     | B+    |
| General Category | Rajasthan      | JVVNL     | B+    |
| General Category | West Bengal    | WBSEDCL   | B+    |
| General Category | Gujarat        | DGVCL     | B     |
| General Category | Gujarat        | MGVCL     | B     |
| General Category | Gujarat        | UGVCL     | B     |
| General Category | Haryana        | DHBVNL    | B     |
| General Category | Karnataka      | BESCOM    | B     |
| General Category | Karnataka      | CESCOM    | B     |
| General Category | Madhya Pradesh | MPMKVVCL  | B     |
| General Category | Madhya Pradesh | MPPsKVVCL | B     |

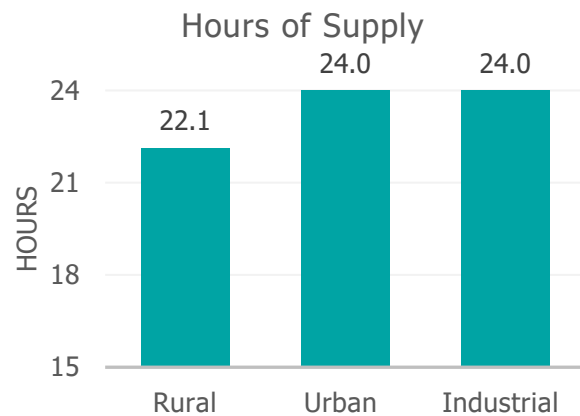
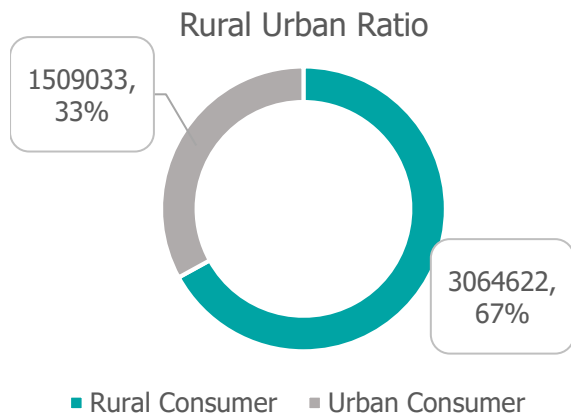


| DISCOM Category  | State          | DISCOM    | Grade |
|------------------|----------------|-----------|-------|
| General Category | Madhya Pradesh | MPPoKVVCL | B     |
| General Category | Rajasthan      | JdVVNL    | B     |
| General Category | Tamil Nadu     | TANGEDCO  | B     |
| General Category | Telangana      | TSNPDCL   | B     |
| General Category | Uttar Pradesh  | NPCL      | B     |
| General Category | Bihar          | NBPDCL    | C+    |
| General Category | Bihar          | SBPDCL    | C+    |
| General Category | Chhattisgarh   | CSPDCL    | C+    |
| General Category | Goa            | GED       | C+    |
| General Category | Gujarat        | PGVCL     | C+    |
| General Category | Haryana        | UHBVNL    | C+    |
| General Category | Karnataka      | GESCOM    | C+    |
| General Category | Odisha         | TPCODL    | C+    |
| General Category | Odisha         | TPNODL    | C+    |
| General Category | Odisha         | TPWODL    | C+    |
| General Category | Punjab         | PSPCL     | C+    |
| General Category | Karnataka      | MESCOM    | C     |
| General Category | Odisha         | TPSODL    | C     |
| General Category | Uttar Pradesh  | PsVVNL    | C     |
| General Category | Uttar Pradesh  | PuVVNL    | C     |
| General Category | Jharkhand      | JBVNL     | D     |
| General Category | Karnataka      | HESCOM    | D     |
| General Category | Uttar Pradesh  | DVVNL     | D     |
| General Category | Uttar Pradesh  | MVVNL     | D     |

# Andhra Pradesh

## Andhra Pradesh Central Power Distribution Company Limited (APCPDCL)

### Rating-A



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | APCPDCL | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 22.1    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 5.52%   | 6.93%            | 0.23%         |
|                                  | Interruption Index (Rural)   | 158.4   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 42.6    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 54.9    | 101.3            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -20.7%  | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 98.9%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 74.9%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 92.4%   | 69.7%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 32.3%   | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 10      | 44               | 3.5           |

|   |  |         |       |        |
|---|--|---------|-------|--------|
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 8       | 36    | 1      |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -     | -      |
|   | Bills Generated for Domestic Category Consumers in a Year              | 100.0%  | 91.7% | 100.0% |
|   | Tariff Categories  | 57      | 70    | 13     |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -     | -      |
|   | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4% | 100.0% |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 28.2    | 38.0  | 3.8    |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 92.4%   | 64.3% | 100.0% |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3% | 0.0%   |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters  | APCPDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7) | 4       | 5                | 7             |
|   | Prosumers (per Lakh)  | 32.6    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)                               | 0.0%    | 1.8%             | 66.4%         |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers)                        | 1.0     | 23.2             | 292.0         |

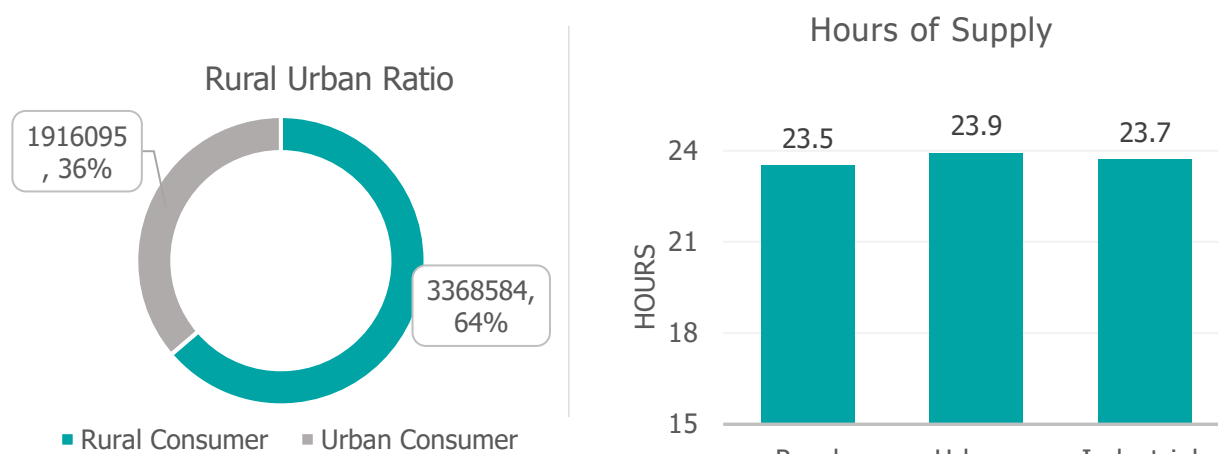
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| APSPDCL | A+                      | A                             | B                                | A   | A              |
| APCPDCL | A+                      | A                             | C+                               | A   | A              |
| APEPDCL | A+                      | A                             | B                                | A   | B+             |

# Andhra Pradesh

## Andhra Pradesh Eastern Power Distribution Company Limited (APEPDCL)

**Rating-B+**



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | APEPDCL | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.9    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 23.5    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.7    | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 6.85%   | 6.93%            | 0.23%         |
|                                  | Interruption Index (Rural)   | 279.6   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 46.6    | 127.8            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -71.7%  | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 95.4%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 82.1%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 96.3%   | 69.7%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 49.8%   | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 13      | 44               | 3.5           |

|   |  |         |       |        |
|---|--|---------|-------|--------|
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 15      | 36    | 1      |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -     | -      |
|   | Tariff Categories  | 57      | 70    | 13     |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -     | -      |
|   | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4% | 100.0% |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 13.2    | 38.0  | 3.8    |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 96.3%   | 64.3% | 100.0% |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3% | 0.0%   |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters  | APEPDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Industrial)                               | 108.5   | 101.3            | 0.1           |
|   | Regulations Alignment with Industry Best Practices (Out of 7) | 4       | 5                | 7             |
| Connection and Other Services               | Prosumers (per Lakh)  | 38.7    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)                               | 0.0%    | 1.8%             | 66.4%         |
|   | Bills Generated for Domestic Category Consumers in a Year     | 91.5%   | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | Number of CGRF's (per 1 Lakh Consumers)                       | 1.0     | 23.2             | 292.0         |

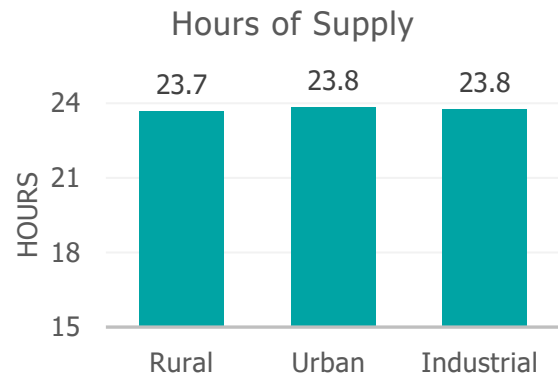
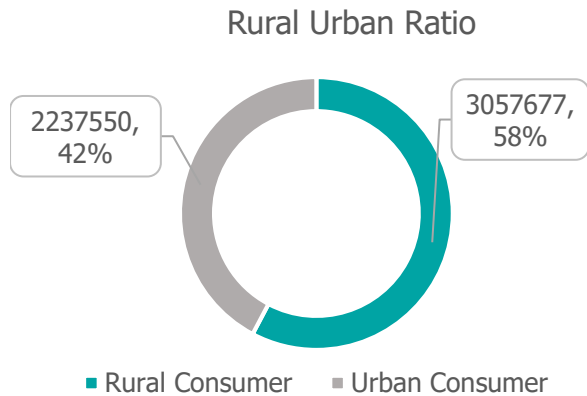
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| APSPDCL | A+                      | A                             | B                                | A   | A              |
| APCPDCL | A+                      | A                             | C+                               | A   | A              |
| APEPDCL | A+                      | A                             | B                                | A   | B+             |

# Andhra Pradesh

## Andhra Pradesh Southern Power Distribution Company Limited (APSPDCL)

### Rating-A



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | APSPDCL | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 23.7    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.8    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 94.2    | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 42.7    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 8.5     | 101.3            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -32.9%  | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 99.4%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 95.1%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 88.4%   | 69.7%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 51.4%   | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 12      | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 11      | 36               | 1             |

|   |  |         |       |        |
|---|--|---------|-------|--------|
|   | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -     | -      |
|   | Bills Generated for Domestic Category Consumers in a Year            | 100.0%  | 91.7% | 100.0% |
|   | Tariff Categories  | 57      | 70    | 13     |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)         | Y       | -     | -      |
|   | 24X7 Call Center Facility (% Consumers)                              | 100.0%  | 93.4% | 100.0% |
|   | Average Call Waiting Time at the Call Center (Seconds)               | 14.1    | 38.0  | 3.8    |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)           | 87.1%   | 64.3% | 100.0% |
|   | Deviation from SOP (Call Center Complaints)                          | 0.0%    | 14.3% | 0.0%   |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters  | APSPDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)   | 7.50%   | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7) | 4       | 5                | 7             |
|   | Prosumers (per Lakh)  | 18.5    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)                               | 0.0%    | 1.8%             | 66.4%         |
| Fault Rectification and Grievance Redressal | Number of CGRF's (per 1 Lakh Consumers)                       | 1.0     | 23.2             | 292.0         |

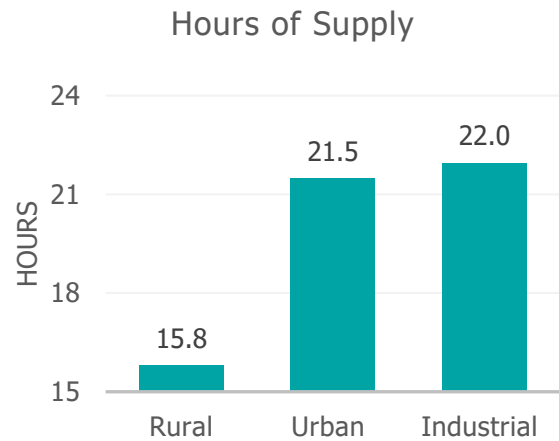
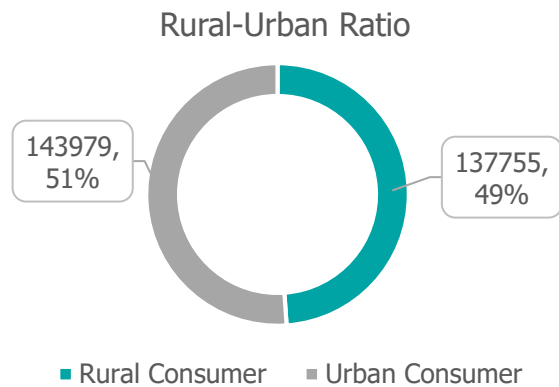
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| APSPDCL | A+                      | A                             | B                                | A   | A              |
| APCPDCL | A+                      | A                             | C+                               | A   | A              |
| APEPDCL | A+                      | A                             | B                                | A   | B+             |

# Arunachal Pradesh

Arunachal Power Development Agency (APDA)

## Rating- D



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | APDA    | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)  | 4.36%   | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 117.2   | 329.5            | 22.8          |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)  | 9.6%    | 1.8%             | 66.4%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 4       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 3       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 33      | 70               | 13            |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3%            | 0.0%          |



## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | APDA   | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 21.5   | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 15.8   | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 22.0   | 23.4             | 24.0          |
|   | Interruption Index (Urban)   | 183.2  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 435.5  | 101.3            | 0.1           |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | N      | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7)          | 0      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 12.0%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 100.0% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 0.0    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated for Domestic Category Consumers in a Year              | 0.0%   | 91.7%            | 100.0%        |
|   | Bills Generated Based on Actual Meter Reading (% Consumers)            | 0.0%   | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 3.9%   | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 0%     | 27.1%            | 82.1%         |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 32.9%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 173.8  | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%   | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 5.0    | 23.2             | 292.0         |

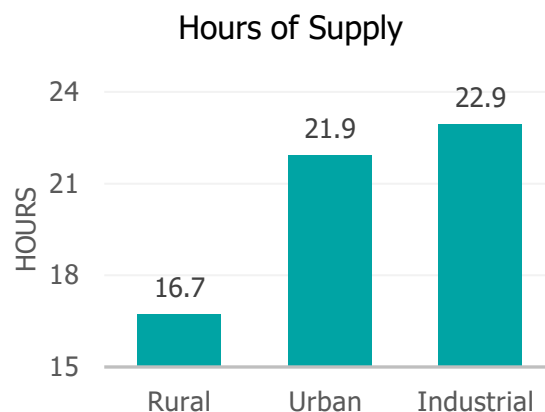
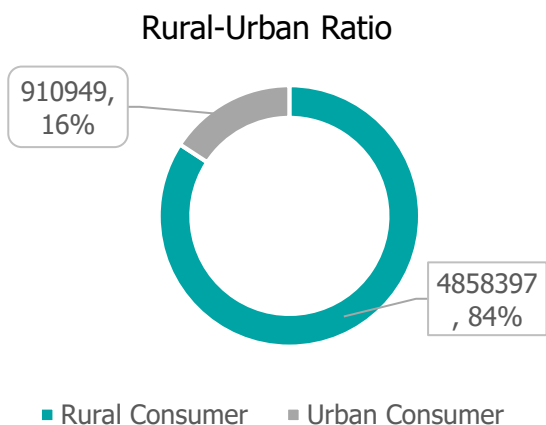
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| APDA    | C                       | D                             | D                                | B   | D              |

# Assam

## Assam Power Distribution Company Limited (APDCL)

### Rating-C



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | APDCL   | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | DT Failure Rate (%)  | 2.66%   | 6.9%             | 0.2%          |
|                                  | Interruption Index (Rural)   | 125.3   | 329.5            | 22.8          |
|                                  | Interruption Index (Industrial)  | 21.4    | 101.3            | 0.1           |
| Connections and Other Services   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -24.1%  | -2.3%            | -88.2%        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 89.4%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 19.6%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 74.6%   | 69.7%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 6       | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 5       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 100.0%  | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 59      | 70               | 13            |
| Fault Rectification & Grievance  | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |
|                                  | Average Call Waiting Time at the Call Center (Seconds)                 | 4.74    | 38.0             | 3.8           |

|           |  |       |       |        |
|-----------|--|-------|-------|--------|
| Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers) | 78.3% | 64.3% | 100.0% |
|           | Deviation from SOP (Call Center Complaints)                | 0.0%  | 14.3% | 0.0%   |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters  | APDCL | National Average | National Best |
|---|---|-------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)                                       | 21.9  | 23.5             | 24.0          |
|   | Hours of Supply (Rural)                                       | 16.7  | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)                                  | 22.9  | 23.4             | 24.0          |
|   | Interruption Index (Urban)                                    | 274.9 | 127.8            | 0.1           |
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7) | 3     | 5                | 7             |
|   | Applications Processed Online (% Consumers)                   | 10.3% | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)  | 7.4   | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Prepaid Consumers (% Consumers)                               | 0.75% | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)            | 2.2%  | 27.3%            | 82.1%         |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                       | 3.4%  | 93.4%            | 100.0%        |
|   | Number of CGRF's (per 1 Lakh Consumers)                       | 8     | 23.2             | 292.0         |

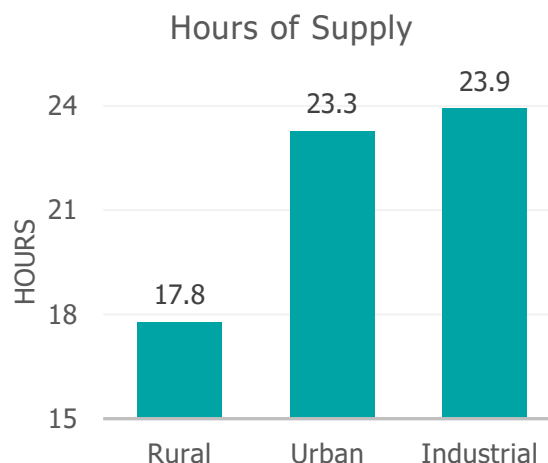
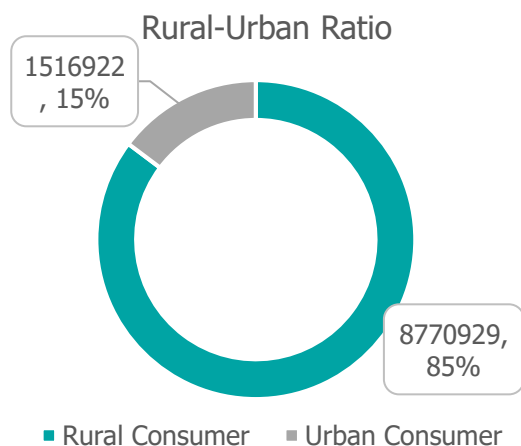
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grade |
|---------|-------------------------|-------------------------------|----------------------------------|---|---------------|
| APDCL   | D                       | B                             | C+                               | C   | C             |

# Bihar

## North Bihar Power Distribution Company Limited (NBPDCCL)

**Rating-C+**



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | NBPDCCL | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 21.8    | 20.9             | 23.9          |
|   | DT Failure Rate (%)  | 3.88%   | 6.93%            | 0.23%         |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 76.4%   | 69.7%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 0       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 0       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 33      | 70               | 13            |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 76.4%   | 64.3%            | 100.0%        |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | NBPDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.0   | 23.5             | 24.0          |
|   | Hours of Supply (Industrial)   | 22.9   | 23.4             | 24.0          |
|   | Interruption Index (Rural)   | 737.0  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 496.2  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 277.3  | 101.3            | 0.1           |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | N      | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7)          | 3      | 5                | 7             |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 100.0% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 18.4   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 60.0%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.4%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.7%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 6.1%   | 27.3%            | 82.1%         |
|   | Bills Generated for Domestic Category Consumers in a Year              | 80.2%  | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 177.3  | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                            | 33.0%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0    | 23.2             | 292.0         |

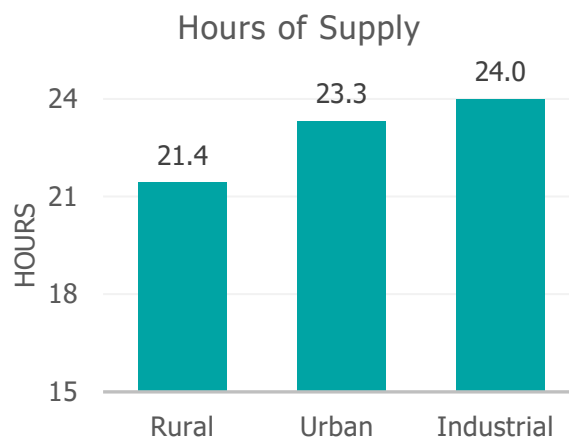
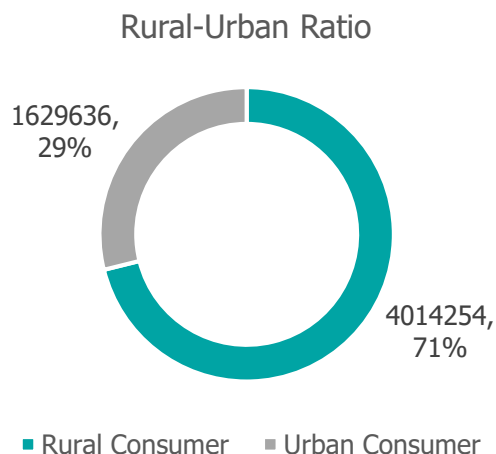
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| NBPDCL  | B+                      | D                             | D                                | D   | C+             |
| SBPDCL  | B+                      | D                             | C                                | D   | C+             |

# Bihar

## South Bihar Power Distribution Company Limited (SBPDCL)

**Rating-C+**



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | SBPDCL  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 21.4    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 2.70%   | 6.93%            | 0.23%         |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 82.2%   | 69.7%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 0       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 0       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 33      | 70               | 13            |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 82.2%   | 64.3%            | 100.0%        |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | SBPDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.3   | 23.5             | 24.0          |
|   | Interruption Index (Rural)   | 730.9  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 431.5  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 316.8  | 101.3            | 0.1           |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | N      | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7)          | 3      | 5                | 7             |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 100.0% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 5.1    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 56.5%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.5%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 1.2%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 13.4%  | 27.3%            | 82.1%         |
|   | Bills Generated for Domestic Category Consumers in a Year              | 88.7%  | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 177.3  | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                            | 43.0%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 3.0    | 23.2             | 292.0         |

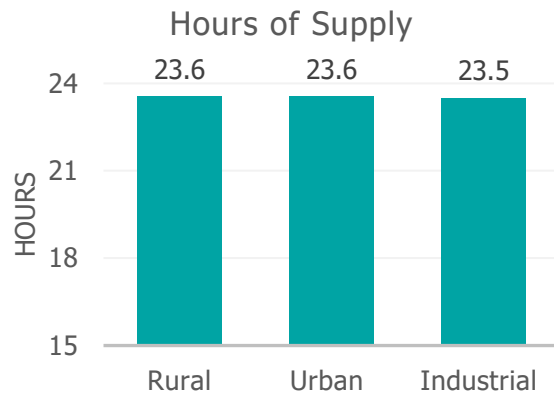
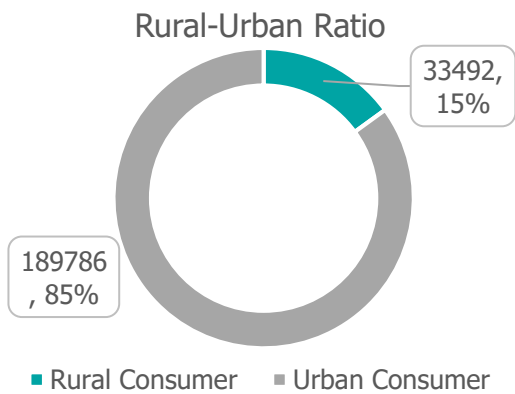
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| NBPDCL  | B+                      | D                             | D                                | D   | C+             |
| SBPDCL  | B+                      | D                             | C                                | D   | C+             |

# Chandigarh

## Chandigarh Electricity Department (CED)

### Rating-C+



### Parameters Above National Average

| Parameters                        | Sub-Parameters   | CED    | National Average | National Best |
|-----------------------------------|--|--------|------------------|---------------|
| Operational Reliability           | Hours of Supply (Urban)  | 23.6   | 23.5             | 24.0          |
|                                   | Hours of Supply (Rural)  | 23.6   | 20.9             | 23.9          |
|                                   | Hours of Supply (Industrial)   | 23.5   | 23.4             | 24.0          |
|                                   | DT Failure Rate (%)  | 2.96%  | 6.93%            | 0.23%         |
|                                   | Interruption Index (Rural)   | 58.2   | 329.5            | 22.8          |
|                                   | Interruption Index (Urban)   | 19.4   | 127.8            | 0.1           |
|                                   | Interruption Index (Industrial)  | 10.3   | 101.3            | 0.1           |
| Connection and Other Services     | Prosumers (per Lakh)   | 1370.4 | 153.2            | 1480.9        |
| Metering, Billing, and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 94.7%  | 78%              | 100.0%        |
|                                   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 74.9%  | 69.7%            | 100.0%        |
|                                   | Number of Consumers Paying Digitally (% Consumers)                     | 58.9%  | 27.3%            | 82.1%         |
|                                   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 7      | 44               | 3.5           |
|                                   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 8      | 36               | 1             |
|                                   | Tariff Categories  | 37     | 70               | 13            |
| Fault Rectification and Grievance | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y      | -                | -             |



|           |   |        |       |        |
|-----------|---|--------|-------|--------|
| Redressal | 24X7 Call Center Facility (% Consumers)     | 100.0% | 93.4% | 100.0% |
|           | Deviation from SOP (Call Center Complaints) | 0.0%   | 14.3% | 0.0%   |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | CED        | National Average | National Best |
|---|--|------------|------------------|---------------|
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4          | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 0.0%       | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 100.0%     | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | N          | -                | -             |
| Metering, Billing, and Collection           | Bills Generated for Domestic Category Consumers in a Year              | 73.6%      | 91.7%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%       | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 59.7%      | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0        | 23.2             | 292.0         |

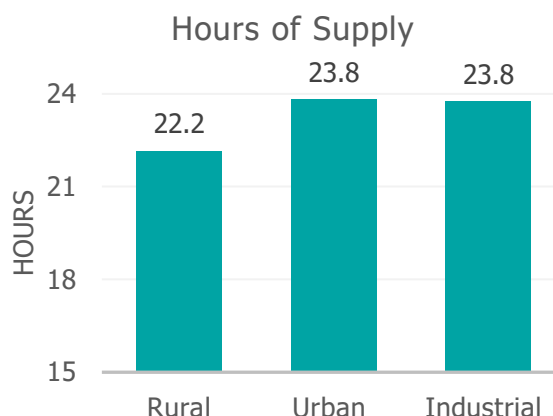
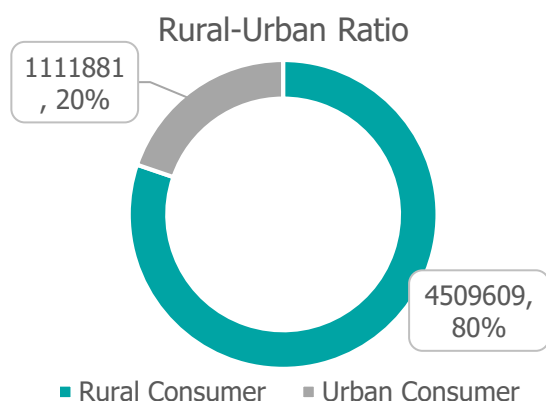
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing, and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|-----------------------------------|---|----------------|
| CED     | A+                      | D                             | C                                 | D   | C+             |

# Chhattisgarh

## Chhattisgarh State Power Distribution Company Limited (CSPDCL)

**Rating-C+**



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | CSPDCL  | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 22.2    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.8    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 315.6   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 84.7    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 69.7    | 101.3            | 0.1           |
| Connection and Other Services    | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -59.4%  | -2.3%            | -88.2%        |
| Metering, Billing and Collection | Average Time taken for Replacement of Defective Meters in Days (Rural) | 36      | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 26      | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |

|   |  |        |       |        |
|---|--|--------|-------|--------|
|   | Bills Generated for Domestic Category Consumers in a Year    | 99.2%  | 91.7% | 100.0% |
|   | Tariff Categories  | 13     | 70    | 13     |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -     | -      |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.0% | 93.4% | 100.0% |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 4.2    | 38.0  | 3.8    |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 66.6%  | 64.3% | 100.0% |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | CSPDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)  | 7.34%  | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Prosumers (per Lakh)   | 4.3    | 153.2            | 1480.9        |
| Metering, Billing, and Collection           | Bills Generated Based on Actual Meter Reading (% Consumers)            | 75.0%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%   | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 66.6%  | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 13.3%  | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                            | 37.0%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 7.0    | 23.2             | 292.0         |

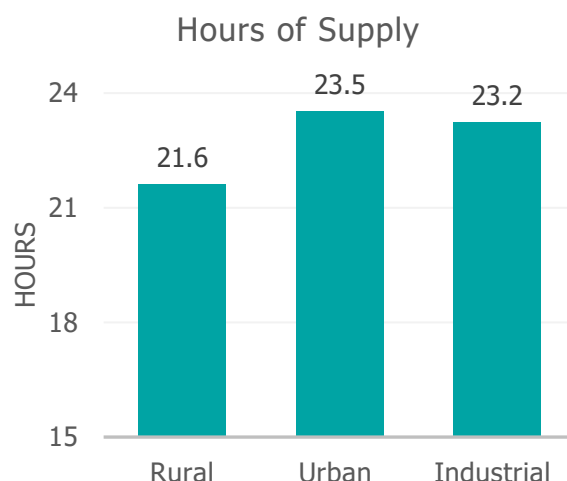
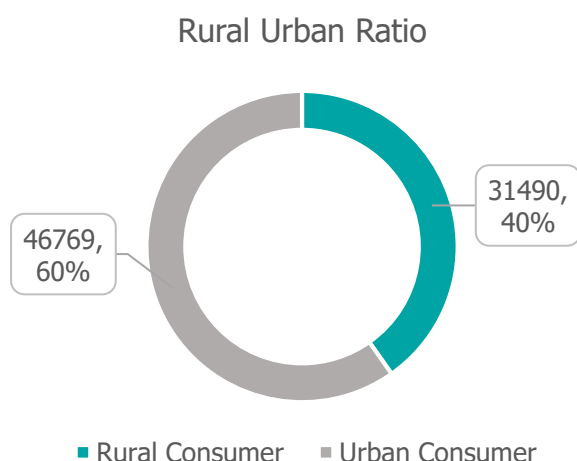
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing, and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|-----------------------------------|---|----------------|
| CSPDCL  | A                       | A                             | D                                 | C   | C+             |

# Dadra and Nagar Haveli

DNH Power Distribution Corporation Ltd (DNHPDCL)

**Rating-C+**



## Parameters Above National Average

| Parameters                       | Sub-Parameters   | DNHPDCL | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.5    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 21.6    | 20.9             | 23.9          |
|                                  | DT Failure Rate (%)  | 5.08%   | 6.93%            | 0.23%         |
|                                  | Interruption Index (Rural)   | 73.4    | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 67.8    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 68.6    | 101.3            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 73.1%   | 67.6%            | 100.0%        |
|                                  | Prosumers (per Lakh)   | 276.3   | 153.2            | 1480.9        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 89.1%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 87.5%   | 18.5%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 0       | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 0       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 100.0%  | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 28      | 70               | 13            |

|   |  |        |       |        |
|---|--|--------|-------|--------|
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -     | -      |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.0% | 93.4% | 100.0% |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 100.0% | 64.3% | 100.0% |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters  | DNHPDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Industrial)  | 23.2    | 23.4             | 24.0          |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)         | 4       | 5                | 7             |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%) | 100.0%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)            | N       | -                | -             |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)           | 26.8%   | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)                                       | 0.0%    | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                    | 25.0%   | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                | -       | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                           | -       | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                | 1.0     | 23.2             | 292.0         |

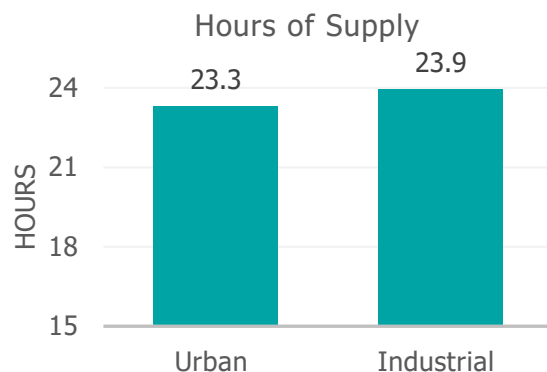
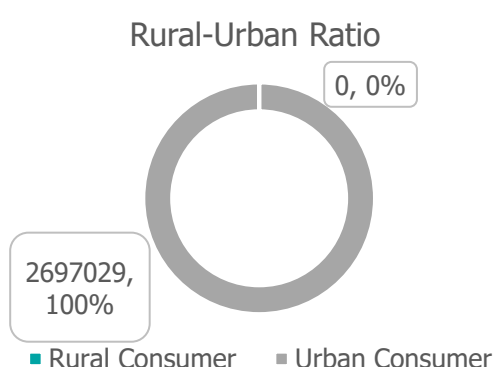
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DNHPDCL | B+                      | D                             | C                                | D   | C+             |

# Delhi

## BSES Rajdhani Power Limited (BRPL)

### Rating- A+



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | BRPL    | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0    | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 0.33%   | 6.93%            | 0.23%         |
|                                  | Interruption Index (Urban)   | 1.7     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 1.7     | 101.3            | 0.1           |
| Connection and Other Services    | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 6       | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -39.3%  | -2.3%            | -88.2%        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 95.8%   | 78.0%            | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 100.0%  | 19%              | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 97%     | 69.6%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 82.1%   | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 3       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 98.2%   | 91.7%            | 100.0%        |

|   |  |        |        |        |
|---|--|--------|--------|--------|
|   | Tariff Categories  | 24     | 70     | 13     |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -      | -      |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.0% | 93.4%  | 100.0% |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 15.4   | 37.98  | 3.8    |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 97.5%  | 64.27% | 100.0% |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%   | 14.3%  | 0.0%   |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters                         | BRPL | National Average | National Best |
|---|--|------|------------------|---------------|
| Connection and Other Services               | Prosumers (per Lakh)                   | 94.9 | 153              | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)        | 0.4% | 1.75%            | 66.4%         |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers) | 1.0  | 23               | 292.0         |

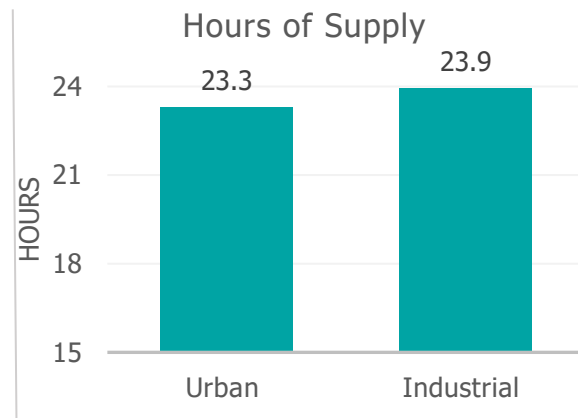
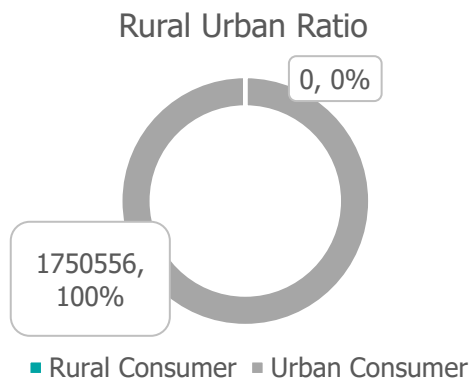
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BRPL    | A+                      | A                             | A+                               | A   | A+             |
| BYPL    | A+                      | A                             | A+                               | A   | A+             |
| TPDDL   | A+                      | A                             | B+                               | A+  | A              |

# Delhi

## BSES Yamuna Power Limited (BYPL)

### Rating- A+



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | BYPL   | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0   | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 24.0   | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 0.76%  | 6.93%            | 0.23%         |
|                                  | Interruption Index (Rural)   | 0.0    | 329.5            | 0.0           |
|                                  | Interruption Index (Urban)   | 2.6    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 2.6    | 101.3            | 0.1           |
| Connection and Other Services    | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 6      | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -15.7% | -2.3%            | -88.2%        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 98.7%  | 78.0%            | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 100.0% | 19%              | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 97.4%  | 69.6%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 77.0%  | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 1      | 36               | 1             |



|   |  |         |        |        |
|---|--|---------|--------|--------|
|   | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -      | -      |
|   | Bills Generated for Domestic Category Consumers in a Year            | 98.6%   | 91.7%  | 100.0% |
|   | Tariff Categories  | 24      | 70     | 13     |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)         | Y       | -      | -      |
|   | 24X7 Call Center Facility (% Consumers)                              | 100.0%  | 93.4%  | 100.0% |
|   | Average Call Waiting Time at the Call Center (Seconds)               | 10.7    | 37.98  | 3.8    |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)           | 97.4%   | 64.27% | 100.0% |
|   | Deviation from SOP (Call Center Complaints)                          | 0.0%    | 14.3%  | 0.0%   |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters                         | BYPL  | National Average | National Best |
|---|--|-------|------------------|---------------|
| Connection and Other Services               | Prosumers (per Lakh)                   | 38.6  | 153              | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)        | 0.11% | 1.75%            | 66.4%         |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers) | 1.0   | 23               | 292.0         |

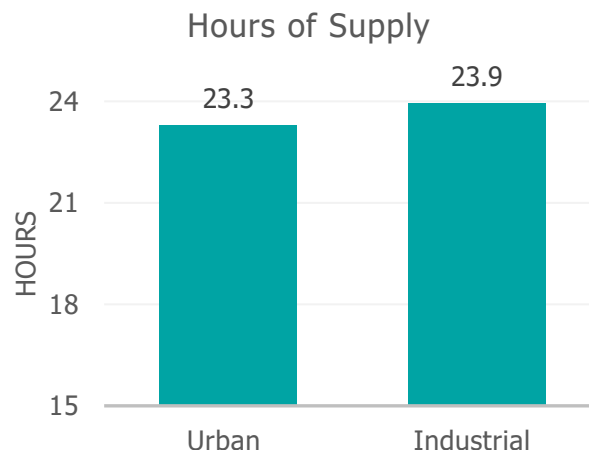
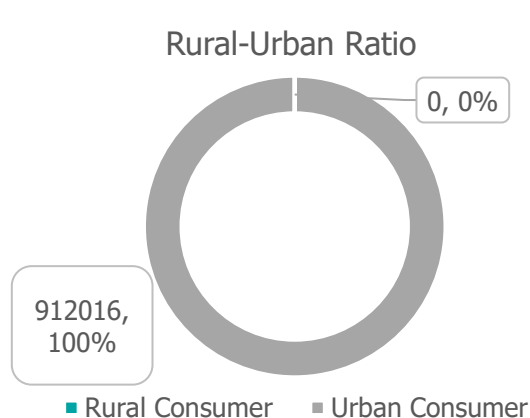
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BRPL    | A+                      | A                             | A+                               | A   | A+             |
| BYPL    | A+                      | A                             | A+                               | A   | A+             |
| TPDDL   | A+                      | A                             | B+                               | A+  | A              |

# Delhi

## Tata Power Delhi Distribution Limited (TPDDL)

### Rating-A



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | TPDDL   | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0    | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 2.26%   | 6.93%            | 0.23%         |
|                                  | Interruption Index (Urban)   | 4.1     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 4.1     | 101.3            | 0.1           |
| Connection and Other Services    | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 6       | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -23.4%  | -2.3%            | -88.2%        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 100.0%  | 78.0%            | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 25.2%   | 19%              | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 100.0%  | 69.6%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 52.7%   | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 3       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |

| Parameters                                  | Sub-Parameters   | TPDDL  | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Bills Generated for Domestic Category Consumers in a Year    | 96.6%  | 91.7%            | 100.0%        |
|   | Tariff Categories  | 38     | 70               | 13            |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.0% | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 18.2   | 37.98            | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 100.0% | 64.27%           | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 1.0%   | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters                         | TPDDL | National Average | National Best |
|---|--|-------|------------------|---------------|
| Connection and Other Services               | Prosumers (per Lakh)                   | 67.2  | 153              | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)        | 0.3%  | 1.75%            | 66.4%         |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers) | 1.0   | 23               | 292.0         |

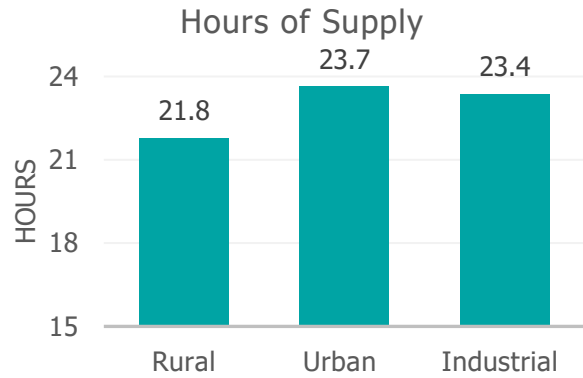
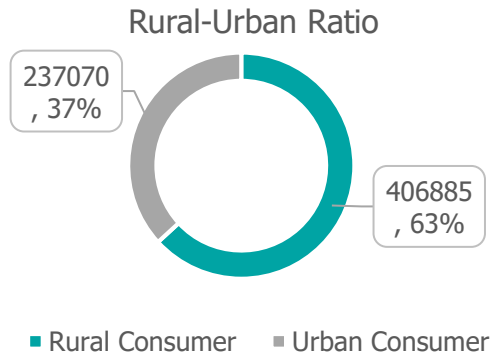
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BRPL    | A+                      | A                             | A+                               | A   | A+             |
| BYPL    | A+                      | A                             | A+                               | A   | A+             |
| TPDDL   | A+                      | A                             | B+                               | A+  | A              |

# GOA

## Goa Electricity Department (GED)

### Rating-C<sup>+</sup>



### Parameters Above National Average

| Parameter                                 | Sub-Parameters   | GED     | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)  | 23.7    | 23.5             | 24.00         |
|   | Hours of Supply (Rural)  | 21.8    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 23.4    | 23.4             | 24.00         |
|   | DT Failure Rate (%)  | 2.3%    | 6.9%             | 0.2%          |
|   | Interruption Index (Rural)   | 143.1   | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 86.6    | 127.8            | 0.1           |
| Connections and Other Services            | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|   | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
| Metering, Billing and Collection          | Number of Consumers Paying Digitally (% Consumers)                     | 31.7%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 15      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 11      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 50      | 70               | 13            |
| Fault Rectification & Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                                | 100.00% | 93.4%            | 100.00%       |

| Parameter | Sub-Parameters   | GED  | National Average | National Best |
|-----------|--|------|------------------|---------------|
|           | Average Call Waiting Time at the Call Center (Seconds) | 35.3 | 38.0             | 3.8           |
|           | Deviation from SOP (Call Center Complaints)            | 0.0% | 14.3%            | 0.00%         |

### Parameters Below National Average

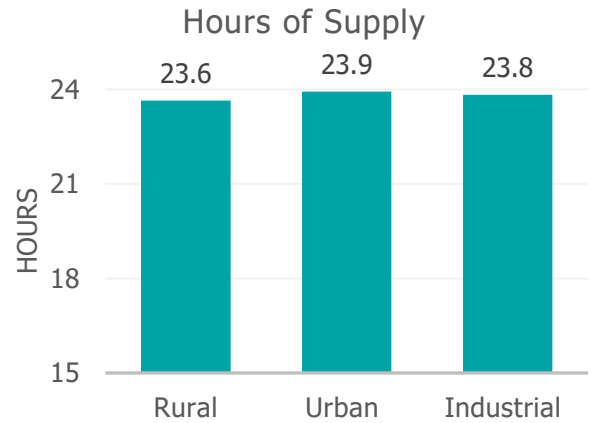
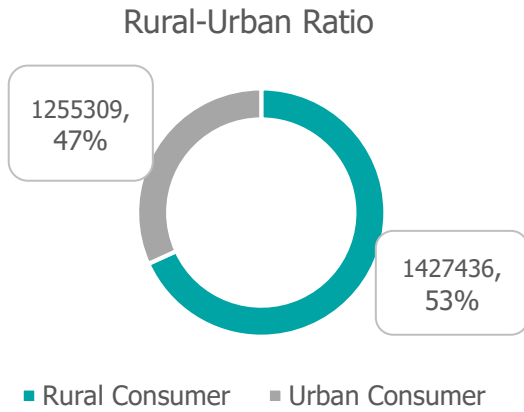
| Parameter                                 | Sub-Parameters   | GED   | National Average | National Best |
|---|--|-------|------------------|---------------|
| Operational Reliability                   | Interruption Index (Industrial)  | 138.0 | 101.3            | 0.1           |
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4     | 5                | 7             |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 26.4% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 40.1  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 76.9% | 78%              | 100.00 %      |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%  | 18.5%            | 100%          |
|   | Bills Generated for Domestic Category Consumers in a Year              | 74.9% | 91.7%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 47.7% | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%  | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 47.7% | 64.3%            | 100.0%        |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 1.0   | 23.2             | 292.0         |

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| GED     | A                       | D                             | D                                | D   | C+             |

# Gujarat

Dakshin Gujarat Vij Company Limited (DGVCL)

## Rating-B



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | DGVCL  | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.9   | 23.5             | 24.00         |
|                                  | Hours of Supply (Rural)  | 23.6   | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.8   | 23.4             | 24.00         |
|                                  | DT Failure Rate (%)  | 6.1%   | 6.9%             | 0.2%          |
|                                  | Interruption Index (Rural)   | 149.8  | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 44.3   | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 20.6   | 101.3            | 0.1           |
| Connections and Other Services   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|                                  | Prosumers (per Lakh)   | 1321.9 | 153.2            | 1480.9        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 99.8%  | 78.0%            | 100.00%       |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 3      | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 3      | 36               | 1             |

| Parameter                                 | Sub-Parameters   | DGVCL   | National Average | National Best |
|---|--|---------|------------------|---------------|
|   | Bills Generated for Domestic Category Consumers in a Year    | 100.0%  | 91.7%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)  | 78.0%   | 69.7%            | 100.0%        |
|   | Tariff Categories  | 63      | 70               | 13            |
| Fault Rectification & Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.00% | 93.4%            | 100.00%       |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 81.4%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%    | 14.3%            | 0.00%         |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | DGVCL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 43.7%      | -2.3%            | -88.2%        |
| Metering, Billing and Collection          | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%       | 18.5%            | 100%          |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 22.9%      | 27.3%            | 82.1%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | -          | 38.0             | 3.8           |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 20.0       | 23.2             | 292.0         |

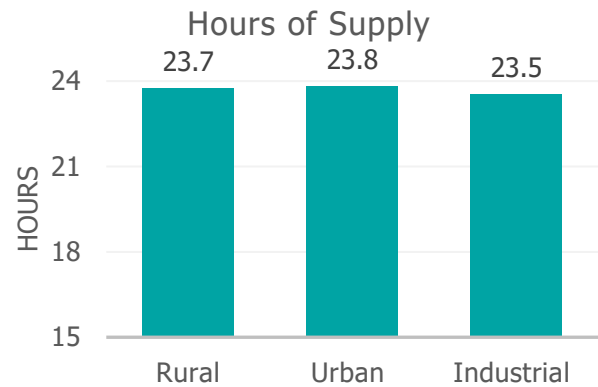
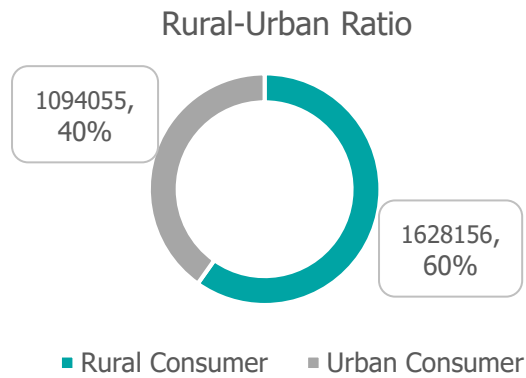
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DGVCL   | A+                      | C                             | D                                | C   | B              |
| MGVCL   | A+                      | A+                            | D                                | D   | B              |
| UGVCL   | A+                      | B                             | D                                | D   | B              |
| PGVCL   | A                       | D                             | D                                | D   | C+             |

# Gujarat

Madhya Gujarat Vij Company Limited (MGVCL)

**Rating-B**



## Parameters Above National Average

| Parameter                        | Sub-Parameters   | MGVCL  | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8   | 23.5             | 24.00         |
|                                  | Hours of Supply (Rural)  | 23.7   | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.5   | 23.4             | 24.00         |
|                                  | Interruption Index (Rural)   | 40.7   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 23.1   | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 18.0   | 101.3            | 0.1           |
| Connections and Other Services   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -69.5% | -2.3%            | -88.2%        |
|                                  | Prosumers (per Lakh)   | 1480.9 | 15.2             | 1480.9        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 98.1%  | 78.0%            | 100.00%       |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 13     | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4      | 36               | 1             |
|                                  | Bills Generated for Domestic Category                                  | 98.0%  | 91.7%            | 100.0%        |



| Parameter                                 | Sub-Parameters   | MGVCL   | National Average | National Best |
|---|--|---------|------------------|---------------|
|   | Consumers in a Year  |         |                  |               |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)  | 75.0%   | 69.7%            | 100.0%        |
|   | Tariff Categories  | 63      | 70               | 13            |
| Fault Rectification & Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.00% | 93.4%            | 100.00%       |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 75.0%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%    | 14.3%            | 0.00%         |
|   | Number of CGRF's (per 1 Lakh Consumers)                      | 119.0   | 23.2             | 292.0         |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | MGVCL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Operational Reliability                   | DT Failure Rate (%)  | 7.2%       | 6.9%             | 0.2%          |
| Metering, Billing and Collection          | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.04%      | 18.5%            | 100%          |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 21.6%      | 27.3%            | 82.1%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | -          | 38.0             | 3.8           |

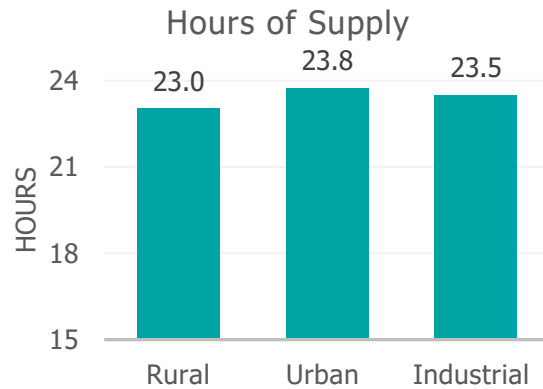
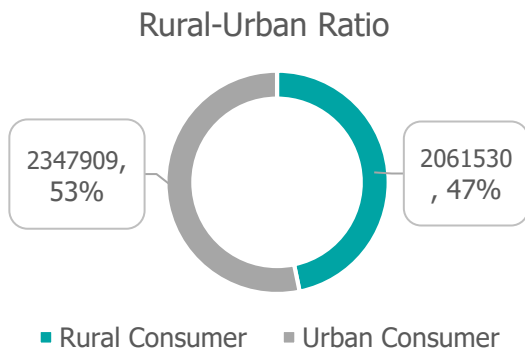
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DGVCL   | A+                      | C                             | D                                | C   | B              |
| MGVCL   | A+                      | A+                            | D                                | D   | B              |
| UGVCL   | A+                      | B                             | D                                | D   | B              |
| PGVCL   | A                       | D                             | D                                | D   | C+             |

# Gujarat

Paschim Gujarat Vij Company Limited (PGVCL)

**Rating-C<sup>+</sup>**



## Parameters Above National Average

| Parameter                        | Sub-Parameters  | PGVCL  | National Average | National Best |
|----------------------------------|---|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)                                       | 23.8   | 23.5             | 24.00         |
|                                  | Hours of Supply (Rural)                                       | 23.0   | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)                                  | 23.5   | 23.4             | 24.00         |
|                                  | Interruption Index (Rural)                                    | 173.9  | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)                                    | 44.0   | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)                               | 38.3   | 101.3            | 0.1           |
| Connections and Other Services   | Presence of Predetermined Demand Charges up to 150kW (Y/N)    | Y      | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7) | 5      | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                   | 100.0% | 67.6%            | 100.0%        |
|                                  | Prosumers (per Lakh)  | 1224.5 | 153.2            | 1480.9        |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)   | 82.1%  | 78.0%            | 100.00%       |
|                                  | Bills Generated for Domestic Category Consumers in a Year     | 98.7%  | 91.7%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)   | 77.7%  | 69.7%            | 100.0%        |
|                                  | Tariff Categories   | 63     | 70               | 13            |

| Parameter                                 | Sub-Parameters   | PGVCL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Fault Rectification & Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                      | 100.00% | 93.4%            | 100.00%       |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 77.7%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%    | 14.3%            | 0.00%         |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | PGVCL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Operational Reliability                   | DT Failure Rate (%)  | 11.5%      | 6.9%             | 0.2%          |
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 100.0%     | -2.3%            | -88.2%        |
| Metering, Billing and Collection          | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%       | 18.5%            | 100%          |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 21.7%      | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 88         | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 47         | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | -          | 38.0             | 3.8           |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 4.0        | 23.2             | 292.0         |

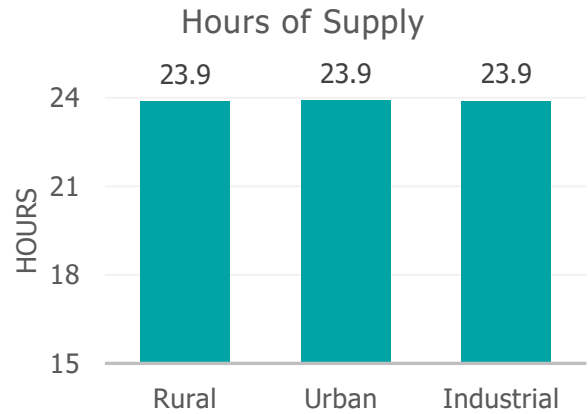
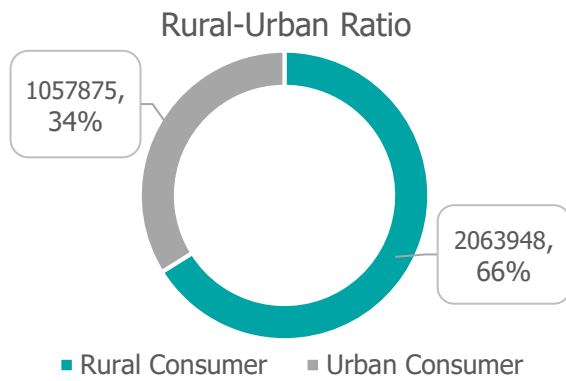
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DGVCL   | A+                      | C                             | D                                | C   | B              |
| MGVCL   | A+                      | A+                            | D                                | D   | B              |
| UGVCL   | A+                      | B                             | D                                | D   | B              |
| PGVCL   | A                       | D                             | D                                | D   | C+             |

# Gujarat

Uttar Gujarat Vij Company Limited (UGVCL)

**Rating-B**



## Parameters Above National Average

| Parameter                                 | Sub-Parameters  | UGVCL   | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)                                       | 23.9    | 23.5             | 24.00         |
|   | Hours of Supply (Rural)                                       | 23.9    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)                                  | 23.9    | 23.4             | 24.00         |
|   | DT Failure Rate (%)   | 5.0%    | 6.9%             | 0.2%          |
|   | Interruption Index (Rural)                                    | 35.0    | 329.5            | 22.8          |
|   | Interruption Index (Urban)                                    | 21.4    | 127.8            | 0.1           |
|   | Interruption Index (Industrial)                               | 20.2    | 101.3            | 0.1           |
| Connections and Other Services            | Presence of Predetermined Demand Charges up to 150kW (Y/N)    | Y       | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7) | 5       | 5                | 7             |
|   | Applications Processed Online (% Consumers)                   | 100.0%  | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)  | 651.9   | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)   | 83.2%   | 78.0%            | 100.00%       |
|   | Tariff Categories   | 63      | 70               | 13            |
| Fault Rectification & Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)  | Y       | -                | -             |
|   | 24X7 Call Center Facility (% Consumers)                       | 100.00% | 93.4%            | 100.00%       |

| Parameter | Sub-Parameters   | UGVCL | National Average | National Best |
|-----------|--|-------|------------------|---------------|
|           | Consumers Receiving Outage Updates on Mobile (% Consumers) | 65.0% | 64.3%            | 100.0%        |
|           | Deviation from SOP (Call Center Complaints)                | 0.0%  | 14.3%            | 0.00%         |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | UGVCL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 32.1%      | -2.3%            | -88.2%        |
| Metering, Billing and Collection          | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%       | 18.5%            | 100%          |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 65.0%      | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 19.8%      | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | -          | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | -          | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 72.4%      | 91.7%            | 100.0%        |
|   |  |            |                  |               |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | -          | 38.0             | 3.8           |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 2.0        | 23.2             | 292.0         |

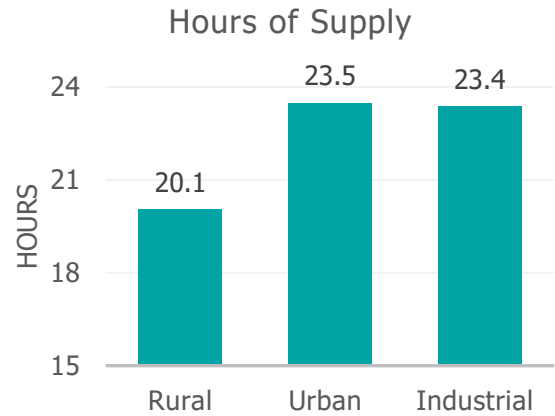
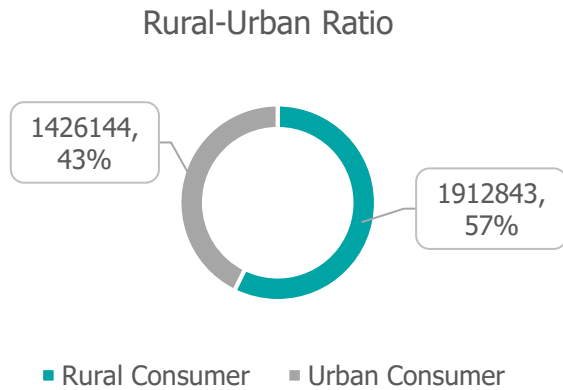
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DGVCL   | A+                      | C                             | D                                | C   | B              |
| MGVCL   | A+                      | A+                            | D                                | D   | B              |
| UGVCL   | A+                      | B                             | D                                | D   | B              |
| PGVCL   | A                       | D                             | D                                | D   | C+             |

# Haryana

Dakshin Haryana Bijli Vitran Nigam Limited (DHBVNL)

## Grade-B



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | DHBVNL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Rural)   | 296.4  | 329.5            | 22.8          |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 7      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 82.6%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 54.4%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 100.0% | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 37.6%  | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 0      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 21     | 36               | 1             |
|   | Tariff Categories  | 66     | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0% | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 86.5%  | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 2.0%   | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y      | -                | -             |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters  | DHBVNL     | National Average | National Best |
|---|---|------------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)   | 23.49      | 23.52            | 24.0          |
|   | Hours of Supply (Rural)   | 20.06      | 20.89            | 23.9          |
|   | Hours of Supply (Industrial)  | 23.37      | 23.43            | 24.0          |
|   | Interruption Index (Urban)  | 139.2      | 127.8            | 0.1           |
|   | Interruption Index (Industrial)                                       | 139.2      | 101.3            | 0.1           |
|   | DT Failure Rate (%)   | 8.05%      | 6.93%            | 0.23%         |
| Connection and Other Services               | Average Deviation from SOP in Time Taken for Providing Connection (%) | 33.8%      | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)  | 147.3      | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)                                       | 0.0%       | 1.8%             | 66.4%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations  | Bi-Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year             | 84.9%      | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                | 134.3      | 38.0             | 3.8           |
|   | Number of CGRFs (per 1 Lakh Consumers)                                | 1.0        | 23.2             | 292.0         |

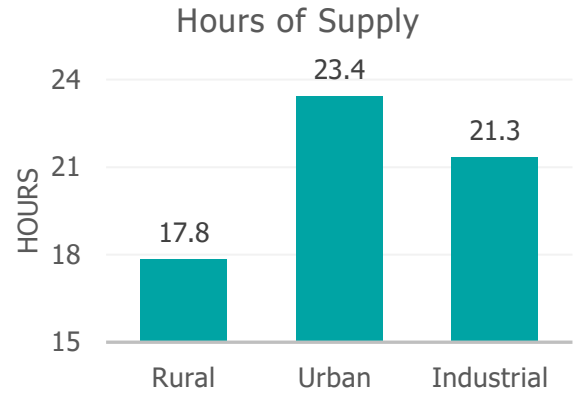
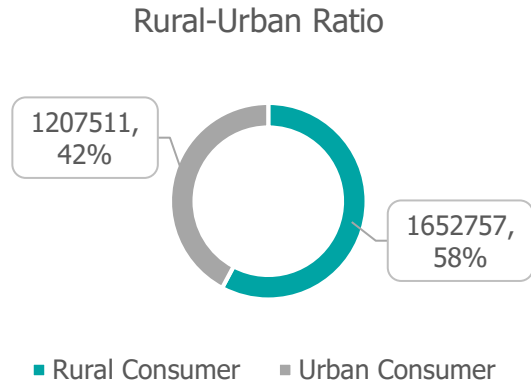
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| UHBVNL  | C+                      | A                             | C                                | C+  | C+             |
| DHBVNL  | B+                      | D                             | C+                               | B+  | B              |

# Haryana

Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL)

**Grade-C+**



## Parameters Above National Average

| Parameters                                  | Sub-Parameters   | UHBVNL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Industrial)  | 33.5   | 101.3            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 7      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 30.8%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 76.5%  | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 41.7%  | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 13     | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 9      | 36               | 1             |
|   | Tariff Categories  | 66     | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0% | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 37.1   | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 100.0% | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y      | -                | -             |



## Parameters Below National Average

| Parameters                                  | Sub-Parameters  | UHBVNL     | National Average | National Best |
|---|---|------------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)   | 23.43      | 23.52            | 24.0          |
|   | Hours of Supply (Rural)   | 17.84      | 20.89            | 23.9          |
|   | Hours of Supply (Industrial)  | 21.34      | 23.43            | 24.0          |
|   | Interruption Index (Rural)  | 337.3      | 329.5            | 22.8          |
|   | Interruption Index (Urban)  | 189.1      | 127.8            | 0.1           |
|   | DT Failure Rate (%)   | 8.88%      | 6.93%            | 0.23%         |
| Connection and Other Services               | Average Deviation from SOP in Time Taken for Providing Connection (%) | 31.1%      | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)  | 106.9      | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)           | 72.4%      | 78%              | 100.0%        |
|   | Prepaid Consumers (% Consumers)                                       | 0.0%       | 1.8%             | 66.4%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations  | Bi-Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year             | 83.8%      | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                           | 82.0%      | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                | 1.0        | 23.2             | 292.0         |

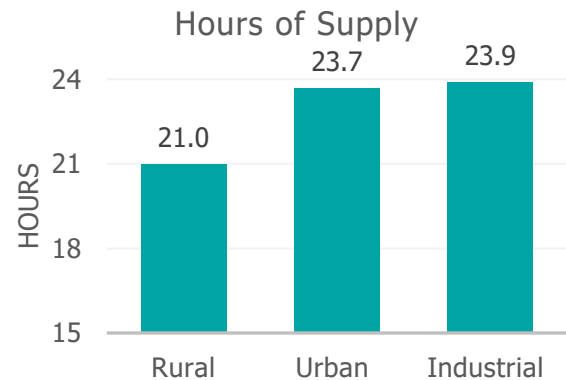
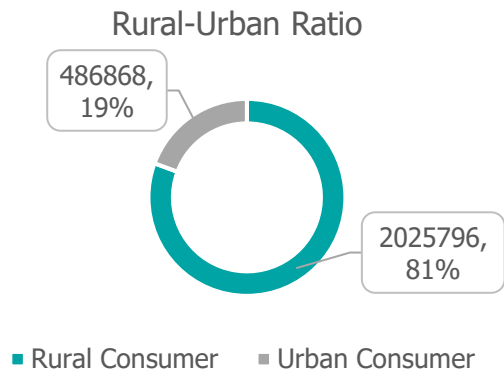
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| UHBVNL  | C+                      | A                             | C                                | C+  | C+             |
| DHBVNL  | B+                      | D                             | C+                               | B+  | B              |

# Himachal Pradesh

Himachal Pradesh State Electricity Board Ltd. (HPSEBL)

## Grade-B



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | HPSEBL  | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.7    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 21.0    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.9    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 138.2   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 35.3    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 8.6     | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 3.03%   | 6.93%            | 0.23%         |
| Connection and Other Services    | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 90.6%   | 78%              | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 73.7%   | 69.7%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 35.9%   | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 23      | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 10      | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
| Fault Rectification              | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |

| Parameter             | Sub-Parameters   | HPSEBL | National Average | National Best |
|-----------------------|--|--------|------------------|---------------|
| & Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 73.7%  | 64.3%            | 100.0%        |
|                       | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -                | -             |
|                       | Number of CGRFs (per 1 Lakh Consumers)                       | 292.0  | 23.2             | 292.0         |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | HPSEBL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 0.0%   | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 71.6%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 77.0   | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.3%   | 18.5%            | 100.0%        |
|   | Bills Generated for Domestic Category Consumers in a Year              | 73.1%  | 91.7%            | 100.0%        |
|   | Tariff Categories  | 77     | 70               | 13            |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 55.0   | 38.0             | 3.8           |

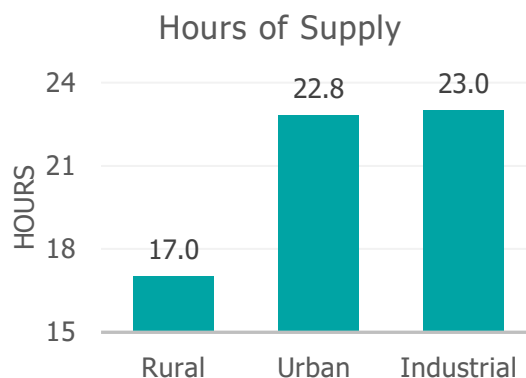
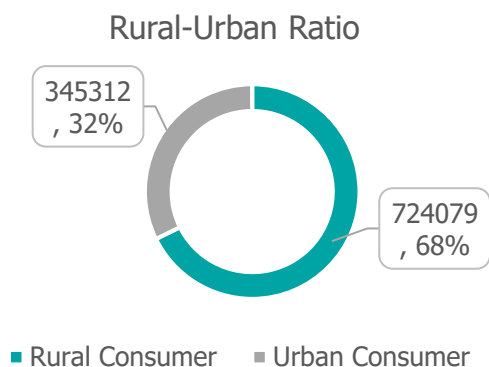
### DISCOM Grades across Parameter

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| HPSEBL  | A                       | D                             | C+                               | C   | B              |

# Jammu & Kashmir

Jammu Power Distribution Company Limited (JPDCL)

## Grade-D



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | JPDCL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Rural)   | 79.7    | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 77.9    | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 23.0    | 101.3            | 0.1           |
| Connection and Other Services               | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -35.6%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|   | Prosumers (per Lakh)   | 170.7   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Average Time taken for Replacement of Defective Meters in Days (Rural) | 7       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 93.0%   | 91.7%            | 100.0%        |
|   | Tariff Categories  | 55      | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | JPDCL  | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 22.81  | 23.52            | 24.0          |
|   | Hours of Supply (Rural)  | 17.01  | 20.89            | 23.9          |
|   | Hours of Supply (Industrial)   | 23.00  | 23.43            | 24.0          |
|   | DT Failure Rate (%)  | 26.05% | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 0.0%   | 67.6%            | 100.0%        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 70.2%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 7.7%   | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 7.9%   | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 125.0  | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%   | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 3.0    | 23.2             | 292.0         |

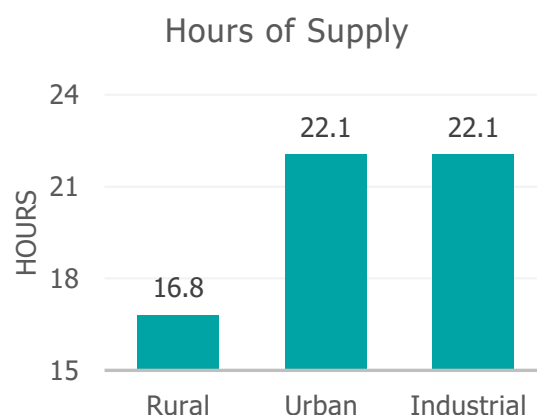
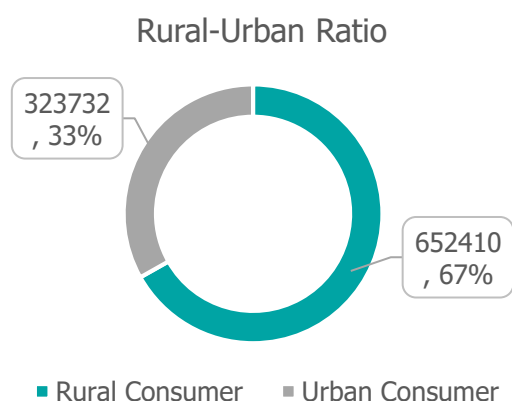
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| JPDCL   | C                       | B                             | D                                | B   | D              |
| KPDCL   | D                       | B                             | D                                | B   | D              |

# Jammu & Kashmir

Kashmir Power Distribution Company Limited (KPDCL)

## Grade-D



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | KPDCL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Connection and Other Services               | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -78.1%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Average Time taken for Replacement of Defective Meters in Days (Rural) | 5       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 99.4%   | 91.7%            | 100.0%        |
|   | Tariff Categories  | 55      | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 2.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

### Parameters Below National Average

| Parameters              | Sub-Parameters          | KPDCL | National Average | National Best |
|-------------------------|-------------------------|-------|------------------|---------------|
| Operational Reliability | Hours of Supply (Urban) | 22.06 | 23.52            | 24.0          |
|                         | Hours of Supply (Rural) | 16.82 | 20.89            | 23.9          |

| Parameters                                  | Sub-Parameters   | KPDCL  | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Hours of Supply (Industrial)   | 22.06  | 23.43            | 24.0          |
|   | Interruption Index (Rural)   | 589.1  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 222.5  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 163.7  | 101.3            | 0.1           |
|   | DT Failure Rate (%)  | 27.14% | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 0.0%   | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 33.0   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 27.5%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 11.9%  | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 10.9%  | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 40.0   | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%   | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 4.0    | 23.2             | 292.0         |

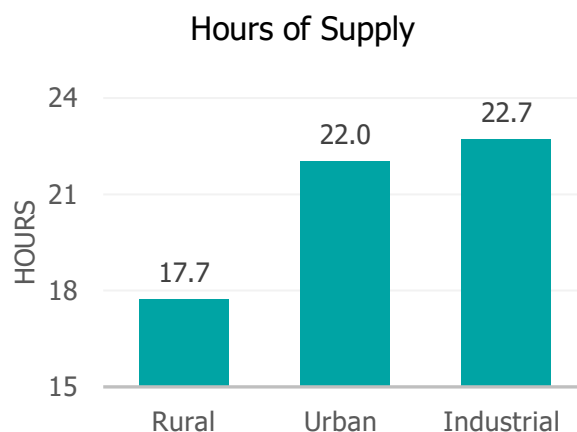
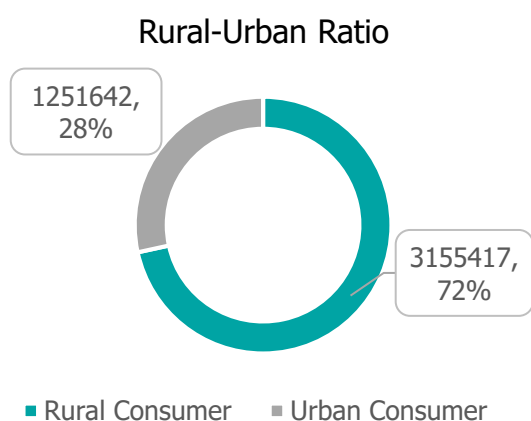
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| JPDCL   | C                       | B                             | D                                | B   | D              |
| KPDCL   | D                       | B                             | D                                | B   | D              |

# Jharkhand

Jharkhand Bijli Vitran Nigam Limited (JBVNL)

## Rating-D



### Parameters Above National Average

| Parameter                                 | Sub-Parameters   | JBVNL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                   | DT Failure Rate (%)  | 5.35%   | 6.9%             | 0.2%          |
| Connections and Other Services            | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -13.1%  | -2.3%            | -88.2%        |
| Metering, Billing and Collection          | Average Time taken for Replacement of Defective Meters in Days (Rural) | 15      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 15      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 25      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 99.0%   | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 30.0    | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |



## Parameters Below National Average

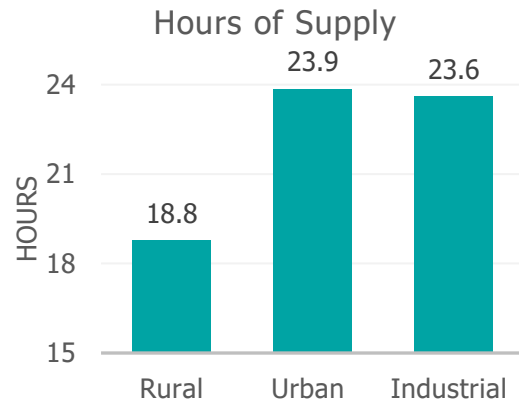
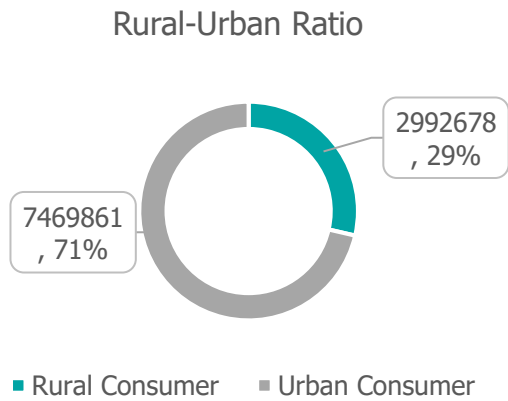
| Parameter                                 | Sub-Parameters   | JBVNL | National Average | National Best |
|---|--|-------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)  | 22.0  | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 17.7  | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 22.7  | 23.4             | 24.0          |
|   | Interruption Index (Rural)   | 643.7 | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 288.1 | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 288.1 | 101.3            | 0.1           |
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4     | 5                | 7             |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | N     | -                | -             |
|   | Prosumers (per Lakh)   | 16.0  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 56.0% | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 64.9% | 69.7%            | 100.0%        |
|   | Bills Generated for Domestic Category Consumers in a Year              | 63.7% | 91.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%  | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 11.1% | 27.3%            | 82.1%         |
| Fault Rectification & Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%  | 64.3%            | 100.0%        |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 5     | 23.2             | 292.0         |

## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| JBVNL   | D                       | B+                            | D                                | B   | D              |

# Karnataka

## Bangalore Electricity Supply Company Limited (BESCOM) Grade-B



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | BESCOM  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.85   | 23.52            | 24.0          |
|   | Hours of Supply (Industrial)   | 23.59   | 23.43            | 24.0          |
|   | DT Failure Rate (%)  | 4.11%   | 6.93%            | 0.23%         |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -37.3%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 90.4%   | 78%              | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 79.9%   | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 27.4%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 15      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 13      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 31.9    | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 72.0%   | 64.3%            | 100.0%        |

| Parameters | Sub-Parameters   | BESCOM | National Average | National Best |
|------------|--|--------|------------------|---------------|
|            | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -                | -             |

### Parameters Below National Average

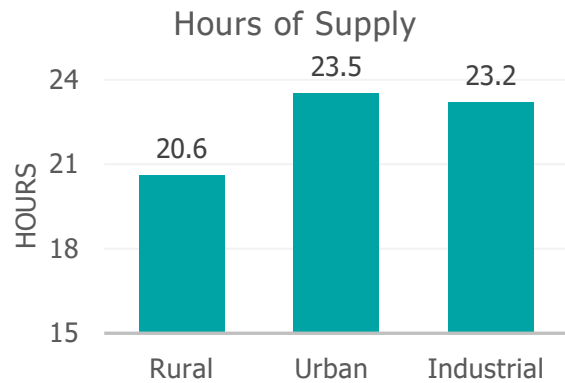
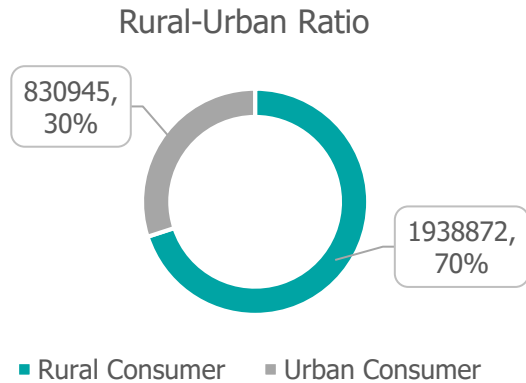
| Parameters                                  | Sub-Parameters   | BESCOM | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 18.76  | 20.89            | 23.9          |
|   | Interruption Index (Rural)   | 715.7  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 132.7  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 132.7  | 101.3            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|   | Prosumers (per Lakh)   | 26.7   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.1%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.4%   | 1.8%             | 66.4%         |
|   | Bills Generated for Domestic Category Consumers in a Year              | 88.1%  | 91.7%            | 100.0%        |
|   | Tariff Categories  | 105    | 70               | 13            |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                            | 43.0%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 8.0    | 23.2             | 292.0         |

### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BESCOM  | B+                      | A                             | C+                               | C   | B              |
| CESCOM  | B                       | B+                            | C                                | B   | B              |
| GESCOM  | B                       | B+                            | C                                | C+  | C+             |
| HESCOM  | C                       | D                             | C                                | D   | D              |
| MESCOM  | B                       | D                             | D                                | C   | C              |

# Karnataka

## Chamundeshwari Electricity Supply Company Limited (CESCOM) Grade-B



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | CESCOM  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.53   | 23.52            | 24.0          |
|   | DT Failure Rate (%)  | 6.34%   | 6.93%            | 0.23%         |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 72.5%   | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -33.3%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 86.8%   | 78%              | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 86.2%   | 69.7%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 21      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 21      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 4.0     | 38.0             | 3.8           |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |
|   | Deviation from SOP (Call Center Complaints)                            | 5.0%    | 14.3%            | 0.0%          |

## Parameters Below National Average

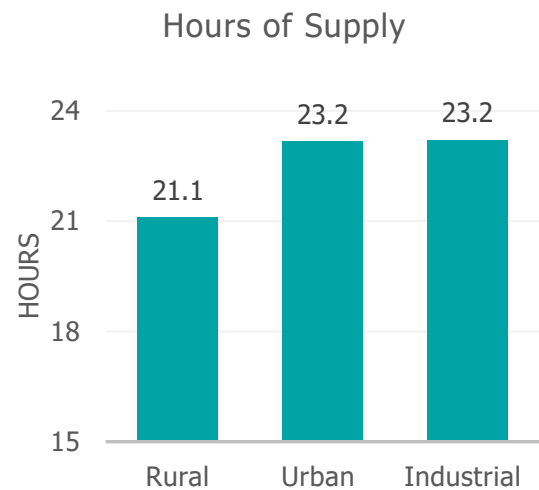
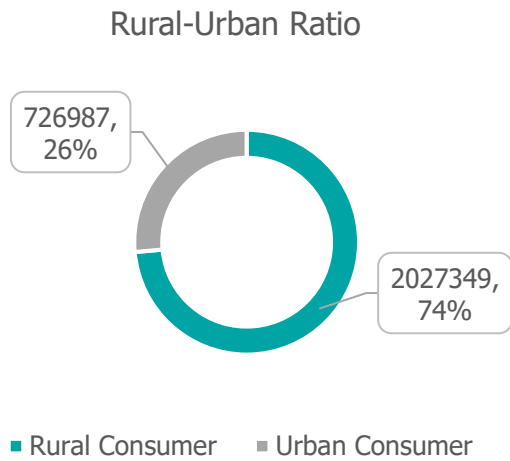
| Parameters                                  | Sub-Parameters   | CESCOM | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 20.61  | 20.89            | 23.9          |
|   | Hours of Supply (Industrial)   | 23.19  | 23.43            | 24.0          |
|   | Interruption Index (Rural)   | 917.4  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 345.7  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 222.4  | 101.3            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|   | Prosumers (per Lakh)   | 50.3   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.5%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.6%   | 1.8%             | 66.4%         |
|   | Bills Generated for Domestic Category Consumers in a Year              | 91.3%  | 91.7%            | 100.0%        |
|   | Tariff Categories  | 93     | 70               | 13            |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 8.2%   | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 38.8%  | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 5.0    | 23.2             | 292.0         |

## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BESCOM  | B+                      | A                             | C+                               | C   | B              |
| CESCOM  | B                       | B+                            | C                                | B   | B              |
| GESCOM  | B                       | B+                            | C                                | C+  | C+             |
| HESCOM  | C                       | D                             | C                                | D   | D              |
| MESCOM  | B                       | D                             | D                                | C   | C              |

# Karnataka

## Gulbarga Electricity Supply Company Limited (GESCOM) Grade-C+



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | GESCOM  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 21.10   | 20.89            | 23.9          |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -26.0%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 94.6%   | 78%              | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 86.9%   | 69.7%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 19      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 12      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 91%     | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 98.8%   | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 4.7     | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 69.1%   | 64.3%            | 100.0%        |

| Parameters | Sub-Parameters                              | GESCOM | National Average | National Best |
|------------|---|--------|------------------|---------------|
|            | Deviation from SOP (Call Center Complaints) | 12.0%  | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | GESCOM | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.17  | 23.52            | 24.0          |
|   | Hours of Supply (Industrial)   | 23.22  | 23.43            | 24.0          |
|   | Interruption Index (Rural)   | 763.6  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 567.7  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 456.0  | 101.3            | 0.1           |
|   | DT Failure Rate (%)  | 12.68% | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|   | Prosumers (per Lakh)   | 6.0    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Tariff Categories  | 93     | 70               | 13            |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 5.2%   | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | N      | -                | -             |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 0.0    | 23.2             | 292.0         |

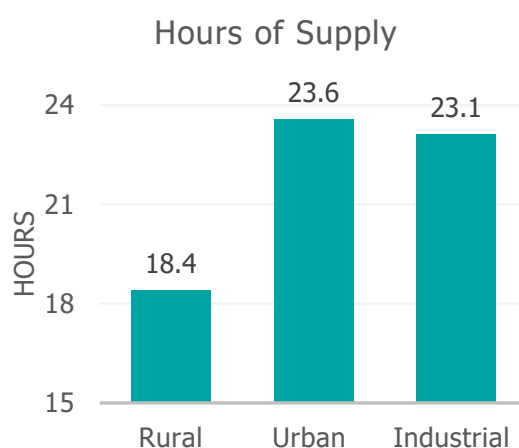
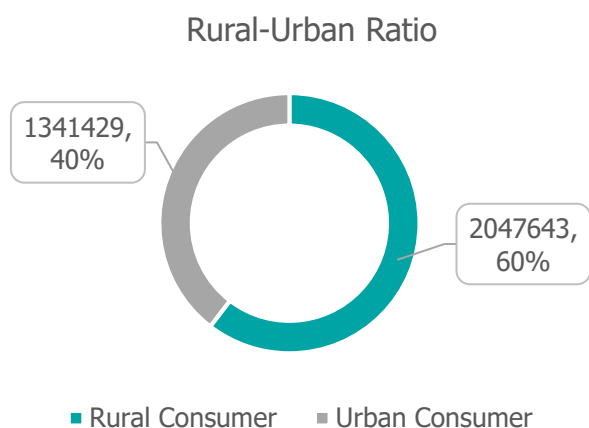
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BESCOM  | B+                      | A                             | C+                               | C   | B              |
| CESCOM  | B                       | B+                            | C                                | B   | B              |
| GESCOM  | B                       | B+                            | C                                | C+  | C+             |
| HESCOM  | C                       | D                             | C                                | D   | D              |
| MESCOM  | B                       | D                             | D                                | C   | C              |

# Karnataka

## Hubli Electricity Supply Company Limited (HESCOM)

### Grade-D



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | HESCOM  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.56   | 23.52            | 24.0          |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 84.3%   | 78%              | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 83.9%   | 69.7%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 22      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 15      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 97.7%   | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 3.8     | 38.0             | 3.8           |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |



## Parameters Below National Average

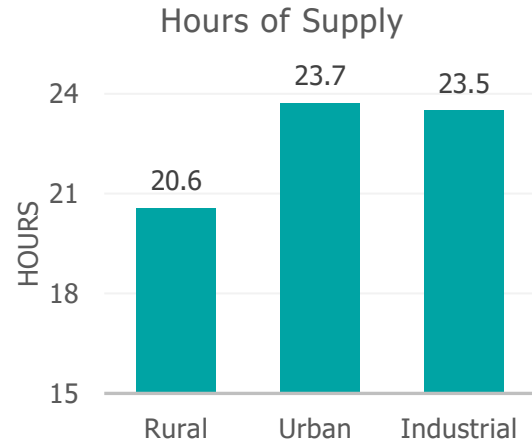
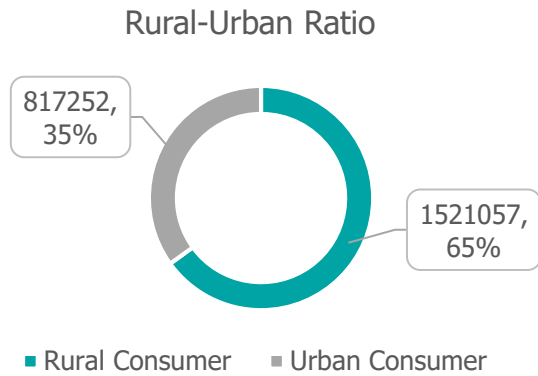
| Parameters                                  | Sub-Parameters   | HESCOM | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 18.39  | 20.89            | 23.9          |
|   | Hours of Supply (Industrial)   | 23.11  | 23.43            | 24.0          |
|   | Interruption Index (Rural)   | 670.1  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 275.3  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 286.4  | 101.3            | 0.1           |
|   | DT Failure Rate (%)  | 13.48% | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 37.2%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 36.9%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 31.9   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Tariff Categories  | 93     | 70               | 13            |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 7.7%   | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 36.7%  | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 249.0% | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 7.0    | 23.2             | 292.0         |

## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BESCOM  | B+                      | A                             | C+                               | C   | B              |
| CESCOM  | B                       | B+                            | C                                | B   | B              |
| GESCOM  | B                       | B+                            | C                                | C+  | C+             |
| HESCOM  | C                       | D                             | C                                | D   | D              |
| MESCOM  | B                       | D                             | D                                | C   | C              |

# Karnataka

## Mangalore Electricity Supply Company Limited (MESCOM) Grade-C+



| Parameters                                  | Sub-Parameters   | MESCOM  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.73   | 23.52            | 24.0          |
|   | Hours of Supply (Industrial)   | 23.51   | 23.43            | 24.0          |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 94.9%   | 78%              | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 23      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 16      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 99.2%   | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 77.7%   | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | MESCOM | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 20.58  | 20.89            | 23.9          |
|   | DT Failure Rate (%)  | 12.46% | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 1116.6 | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 213.0  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 217.7  | 101.3            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 5      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 49.8%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 28.7%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 53.0   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 54.3%  | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Tariff Categories  | 93     | 70               | 13            |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 8.9%   | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                            | 16.0%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 4.0    | 23.2             | 292.0         |

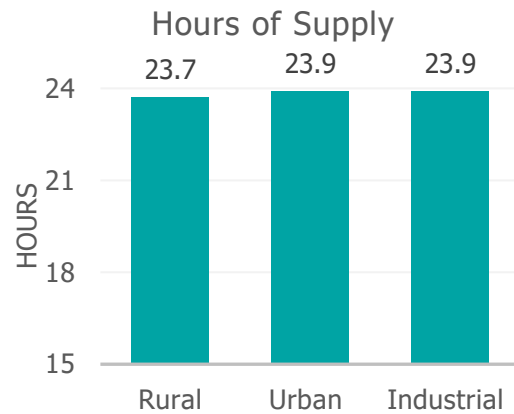
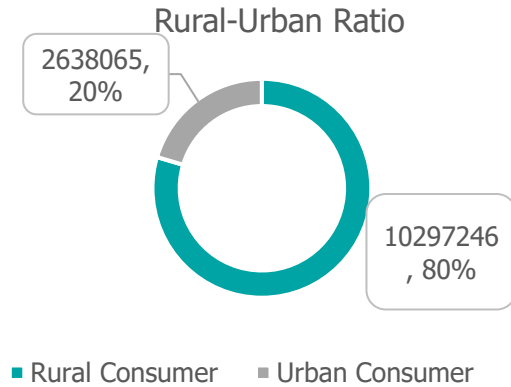
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| BESCOM  | B+                      | A                             | C+                               | C   | B              |
| CESCOM  | B                       | B+                            | C                                | B   | B              |
| GESCOM  | B                       | B+                            | C                                | C+  | C+             |
| HESCOM  | C                       | D                             | C                                | D   | D              |
| MESCOM  | B                       | D                             | D                                | C   | C              |

# Kerala

## Kerala State Electricity Board Limited (KSEBL)

### Rating-B+



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | KSEBL  | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.9   | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 23.7   | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.9   | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 203.8  | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 25.3   | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 25.3   | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 1.59%  | 6.93%            | 0.23%         |
| Connections and Other Services   | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -74.4% | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 81.6%  | 78.0%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 100.0% | 69.7%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 30     | 44               | 3.5           |

| Parameter                                 | Sub-Parameters   | KSEBL  | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 30     | 36               | 1             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 100.0% | 91.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 58.9%  | 27.3%            | 82.1%         |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0% | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 100.0% | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 0.2%   | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y      | -                | -             |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | KSEBL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4          | 5                | 7             |
|   | Prosumers (per Lakh)   | 126.3      | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%       | 18.5%            | 100.0%        |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
|   | Tariff Categories  | 151        | 70               | 13            |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 59.0       | 38.0             | 3.8           |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 3          | 23.2             | 292.0         |

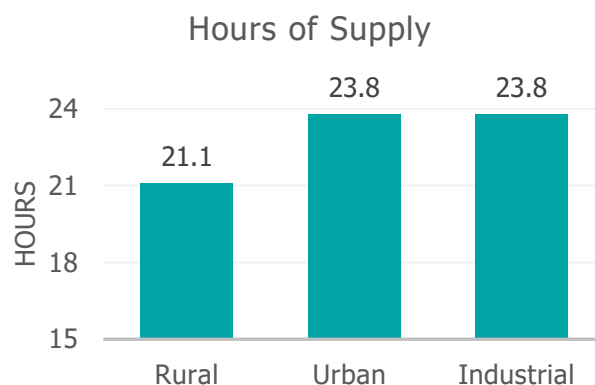
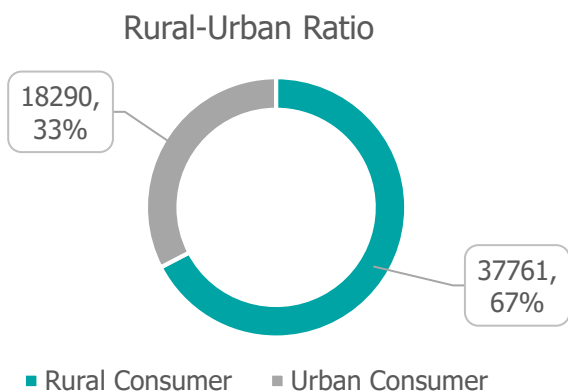
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| KSEBL   | A+                      | A                             | C                                | A+  | B+             |

# Ladakh

## Ladakh Power Development Department (LPDD)

### Rating-C+



#### Parameters Above National Average

| Parameters                       | Sub-Parameters   | LPDD    | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 21.1    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.8    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 22.5    | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 20.1    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 20.1    | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 6.44%   | 6.93%            | 0.23%         |
| Connection and Other Services    | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -23.2%  | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 92.6%   | 78%              | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 6       | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Tariff Categories  | 55      | 70               | 13            |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | LPDD  | National Average | National Best |
|---|--|-------|------------------|---------------|
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4     | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 0.0%  | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 0.0   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 20.2% | 69.7%            | 100.0%        |
|   | Bills Generated for Domestic Category Consumers in a Year              | 79.3% | 91.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%  | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 10.2% | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 0.0%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%  | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | N     | -                | -             |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 0.0   | 23.2             | 292.0         |

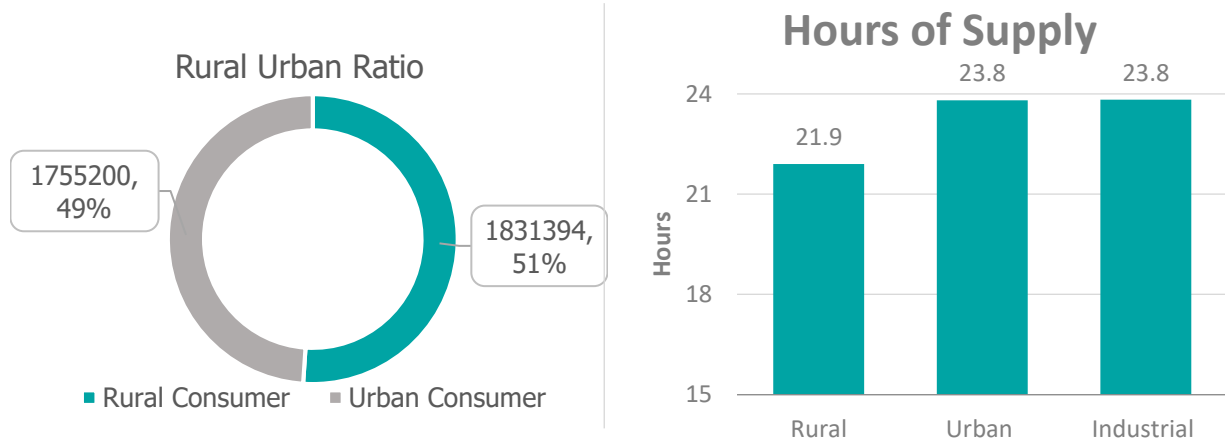
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| LPDD    | A                       | B                             | D                                | D   | C+             |

# Madhya Pradesh

MP Madhya Kshetra Vidyut Vitaran Co. Ltd. (MPMKVVCL)

## Rating-B



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | MPMKVVCL | National Average | National Best |
|----------------------------------|--|----------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8     | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 21.9     | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.8     | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 103.4    | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 20.2     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 28.8     | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 6.64%    | 6.93%            | 0.23%         |
| Connection and Other Services    | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -82.3%   | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y        | -                | -             |
| Metering, Billing and Collection | Average Time taken for Replacement of Defective Meters in Days (Rural) | 4        | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 12       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly  | -                | -             |



| Parameters                                  | Sub-Parameters  | MPMKVVCL | National Average | National Best |
|---|---|----------|------------------|---------------|
|   | Bills Generated for Domestic Category Consumers in a Year | 99.0%    | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                   | 100.0%   | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)    | 13.3     | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)               | 0.0%     | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | MPMKVVCL | National Average | National Best |
|---|--|----------|------------------|---------------|
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 2        | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 24.7%    | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 54.7     | 153.2            | 1480.9        |
| Metering, Billing and                       | Bills Generated Based on Actual Meter Reading (% Consumers)            | 51.3%    | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.5%     | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 54.1%    | 69.7%            | 100.0%        |
|   | Tariff Categories  | 103      | 70               | 13            |
|   | Prepaid Consumers (% Consumers)  | 0.0%     | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 12.6%    | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 54.1%    | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | N        | -                | -             |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0      | 23.2             | 292.0         |

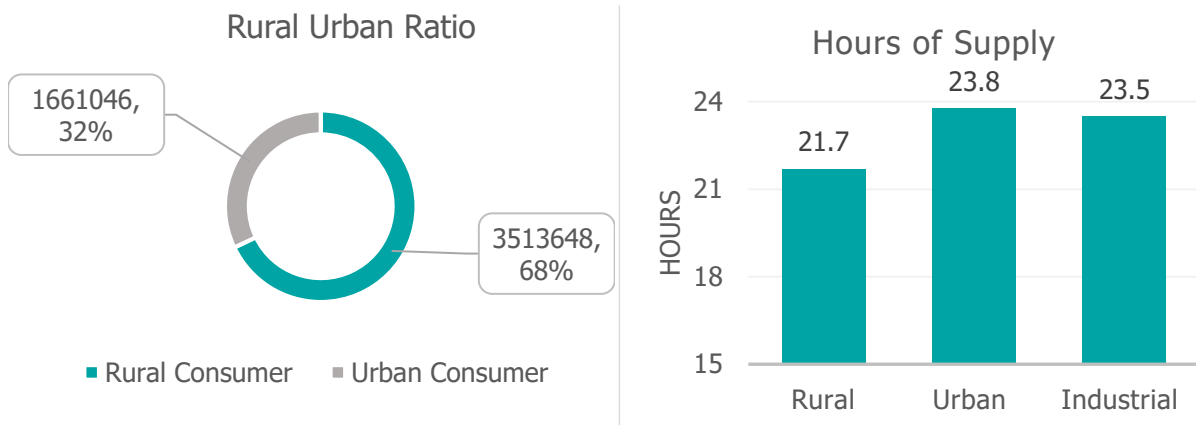
### DISCOM-wise Grade Comparison

| DISCOMs   | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|-----------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| MPMKVVCL  | A+                      | B                             | D                                | A   | B              |
| MPPoKVVCL | A                       | B+                            | D                                | C   | B              |
| MPPsKVVCL | A+                      | B+                            | D                                | A   | B              |

# Madhya Pradesh

MP Poorv Kshetra Vidyut Vitaran Company Ltd.  
(MPPoKVVCL)

**Rating-B**



## Parameters Above National Average

| Parameters                       | Sub-Parameters   | MPPoKVVCL | National Average | National Best |
|----------------------------------|--|-----------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8      | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 21.7      | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.5      | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 182.1     | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 31.1      | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 25.9      | 101.3            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0%    | 67.6%            | 100.0%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y         | -                | -             |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -88.2%    | -2.3%            | -88.2%        |
| Metering, Billing and Collection | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 73.6%     | 69.7%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 16        | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4         | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly   | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 98.7%     | 91.7%            | 100.0%        |

| Parameters                                  | Sub-Parameters   | MPPoKVVCL | National Average | National Best |
|---|--|-----------|------------------|---------------|
|   | Number of Consumers Paying Digitally (% Consumers)           | 32.2%     | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.0%    | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 4.1       | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 73.6%     | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y         | -                | -             |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | MPPoKVVCL | National Average | National Best |
|---|--|-----------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)  | 9.12%     | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 2         | 5                | 7             |
|   | Prosumers (per Lakh)   | 23.7      | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 58.7%     | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.5%      | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%      | 1.8%             | 66.4%         |
|   | Tariff Categories  | 103       | 70               | 13            |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                            | 19.0%     | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0       | 23.2             | 292.0         |

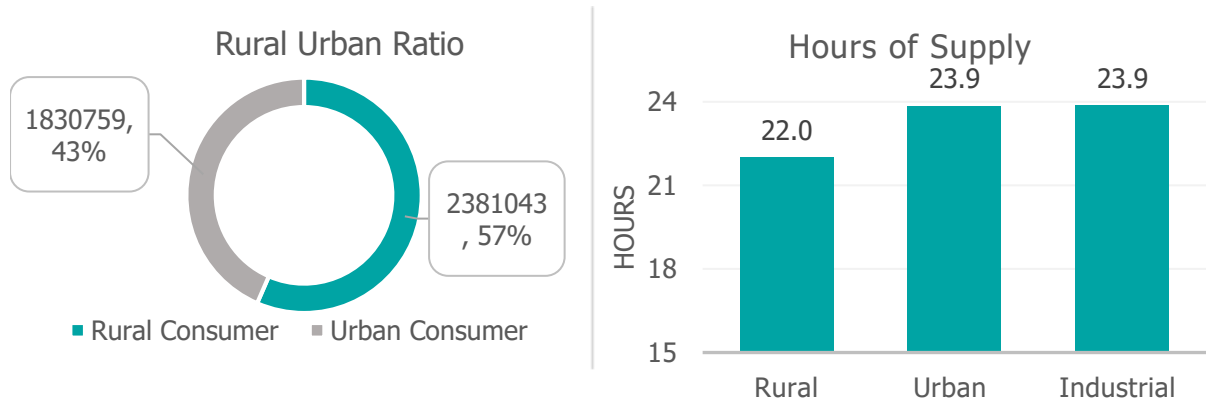
### DISCOM-wise Grade Comparison

| DISCOMs   | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|-----------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| MPMKVVCL  | A+                      | B                             | D                                | A   | B              |
| MPPoKVVCL | A                       | B+                            | D                                | C   | B              |
| MPPsKVVCL | A+                      | B+                            | D                                | A   | B              |

# Madhya Pradesh

MP Paschim Kshetra Vidyut Vitaran Co Ltd (MPPsKVVCL)

## Rating-B



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | MPPsKVVCL | National Average | National Best |
|----------------------------------|--|-----------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.9      | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 22.0      | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.9      | 23.4             | 24.0          |
|                                  | Interruption Index (Urban)   | 47.9      | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 25.2      | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 6.93%     | 6.93%            | 0.23%         |
| Connection and Other Services    | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -68.3%    | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y         | -                | -             |
| Metering, Billing and Collection | Number of Consumers Paying Digitally (% Consumers)                     | 32.6%     | 27.3%            | 82.1%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 6         | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 5         | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly   | -                | -             |

| Parameters                                  | Sub-Parameters   | MPPsKVVCL | National Average | National Best |
|---|--|-----------|------------------|---------------|
|   | Bills Generated for Domestic Category Consumers in a Year    | 99.0%     | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.0%    | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 4.5       | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 77.7%     | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y         | -                | -             |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%      | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | MPPsKVVCL | National Average | National Best |
|---|--|-----------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Rural)   | 384.7     | 329.5            | 22.8          |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4         | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 51.0%     | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 35.0      | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 49.3%     | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 3.1%      | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 67.2%     | 69.7%            | 100.0%        |
|   | Tariff Categories  | 103       | 70               | 13            |
|   | Prepaid Consumers (% Consumers)  | 0.0%      | 1.8%             | 66.4%         |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0       | 23.2             | 292.0         |

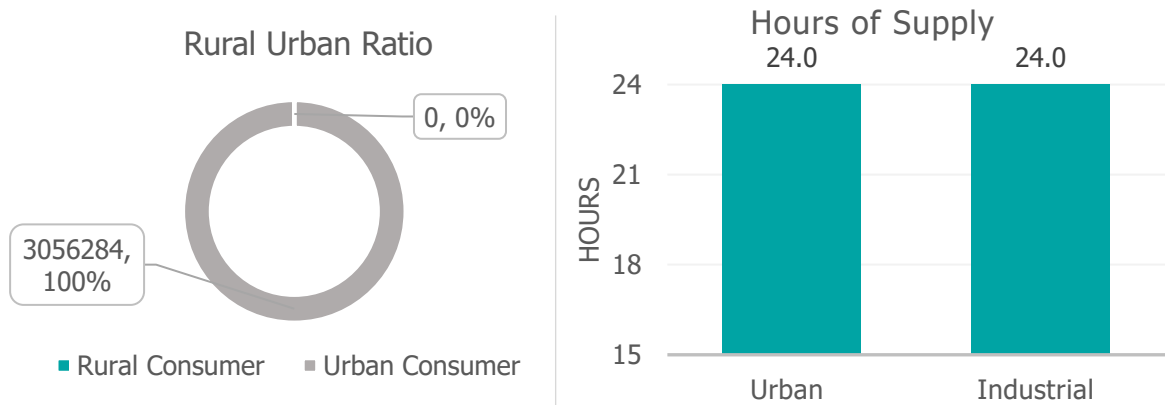
### DISCOM-wise Grade Comparison

| DISCOMs   | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|-----------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| MPMKVVCL  | A+                      | B                             | D                                | A   | B              |
| MPPoKVVCL | A                       | B+                            | D                                | C   | B              |
| MPPsKVVCL | A+                      | B+                            | D                                | A   | B              |

# Maharashtra

Adani Electricity Mumbai Limited (AEML)

**Grade-B+**



## Parameters Above National Average

| Parameter                        | Sub-Parameters   | AEML    | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0    | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 0.0     | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 0.3     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 0.3     | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 0.23%   | 6.93%            | 0.23%         |
| Connections and Other Services   | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -15.8%  | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 84.1%   | 78.0%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) |         | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 3       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 100.0%  | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 44      | 70               | 13            |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 44.4%   | 18.5%            | 100.0%        |
|                                  | Number of Consumers Paying Digitally (%)                               | 41.3%   | 27.3%            | 82.1%         |

| Parameter                                 | Sub-Parameters   | AEML  | National Average | National Best |
|---|--|-------|------------------|---------------|
|   | Consumers)   |       |                  |               |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)       | 8.7   | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 66.2% | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y     | -                | -             |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%  | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters  | AEML  | National Average | National Best |
|---|---|-------|------------------|---------------|
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7) | 5     | 5                | 7             |
|   | Prosumers (per Lakh)  | 28.8  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Consumers Receiving Billing Updates on Mobile (% Consumers)   | 66.2% | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)                               | 0.0%  | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                       | 81.6% | 93.4%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                        | 1.0   | 23.2             | 292.0         |

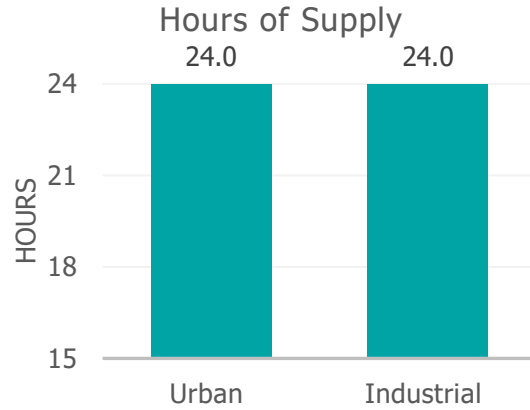
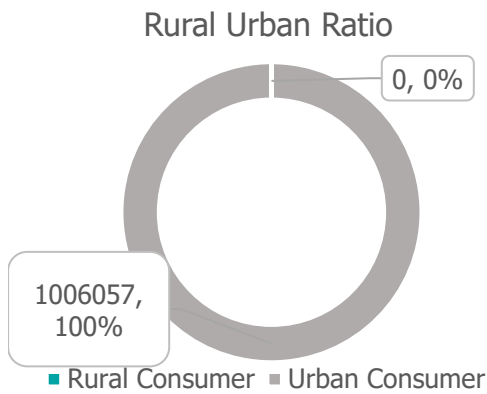
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AEML    | A+                      | B+                            | C                                | B+  | B+             |
| MSEDCL  | A                       | D                             | C+                               | A   | B+             |
| TPCL    | A+                      | B                             | C                                | A   | B+             |
| BEST    | A+                      | D                             | D                                | D   | C+             |

# Maharashtra

## Brihanmumbai Electric Supply and Transport (BEST)

### Grade-C+



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | BEST    | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0    | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 0.0     | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 7.9     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)                                      | 7.9     | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 0.55%   | 6.93%            | 0.23%         |
| Connections and Other Services   | Regulations Alignment with Industry Best Practices (Out of 7)        | 6       | 5                | 7             |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)           | Y       | -                | -             |
| Metering, Billing and Collection | Consumers Receiving Billing Updates on Mobile (% Consumers)          | 89.0%   | 69.7%            | 100.0%        |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year            | 100.0%  | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 36      | 70               | 13            |
|                                  | Number of Consumers Paying Digitally (% Consumers)                   | 38.6%   | 27.3%            | 82.1%         |



| Parameter                                 | Sub-Parameters   | BEST  | National Average | National Best |
|---|--|-------|------------------|---------------|
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 99.8% | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 89.0% | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%  | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y     | -                | -             |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | BEST  | National Average | National Best |
|---|--|-------|------------------|---------------|
| Connections and Other Services            | Applications Processed Online (% Consumers)                            | 1.3%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 12.7% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 30.8  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 71.4% | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%  | 18.5%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | -     | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 42    | 36               | 1             |
|   | Prepaid Consumers (% Consumers)  | 0.0%  | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | NA    | 38.0             | 3.8           |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0   | 23.2             | 292.0         |

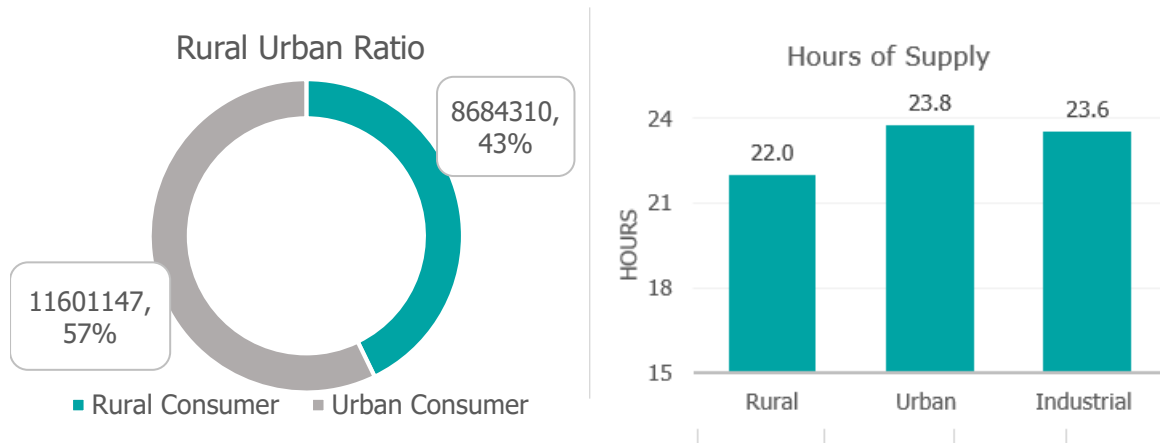
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AEML    | A+                      | B+                            | C                                | B+  | B+             |
| MSEDCL  | A                       | D                             | C+                               | A   | B+             |
| TPCL    | A+                      | B                             | C                                | A   | B+             |
| BEST    | A+                      | D                             | D                                | D   | C+             |

# Maharashtra

## Maharashtra State Electricity Distribution Company Limited (MSEDCL)

**Grade-B+**



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | MSEDCL  | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 22.0    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.6    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 113.2   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 18.9    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)                                      | 9.7     | 101.3            | 0.1           |
| Connections and Other Services   | Regulations Alignment with Industry Best Practices (Out of 7)        | 6       | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                          | 100.0%  | 67.6%            | 100.0%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)           | Y       | -                | -             |
| Metering, Billing and Collection | Consumers Receiving Billing Updates on Mobile (% Consumers)          | 91.7%   | 69.7%            | 100.0%        |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year            | 99%     | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 56      | 70               | 13            |

| Parameter                                 | Sub-Parameters   | MSEDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Number of Consumers Paying Digitally (% Consumers)           | 43.8%  | 27.3%            | 82.1%         |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.0% | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 91.7%  | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -                | -             |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%   | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | MSEDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                   | DT Failure Rate (%)  | 10.77% | 6.93%            | 0.23%         |
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 100.0% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 128.9  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 69.6%  | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 3.2%   | 18.5%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 115    | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 106    | 36               | 1             |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 54.4   | 38.0             | 3.8           |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 16.0   | 23.2             | 292.0         |

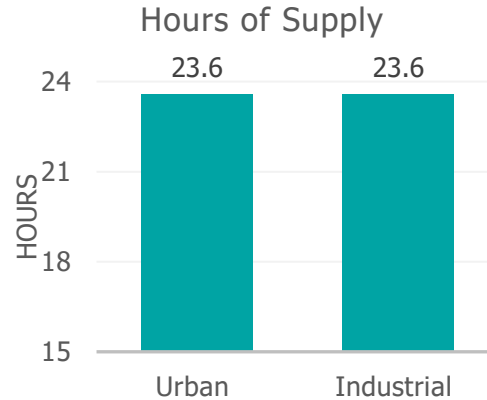
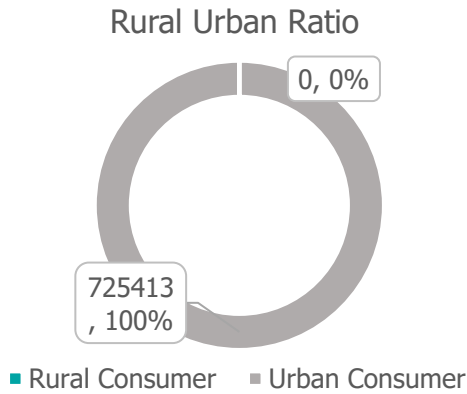
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AEML    | A+                      | B+                            | C                                | B+  | B+             |
| MSEDCL  | A                       | D                             | C+                               | A   | B+             |
| TPCL    | A+                      | B                             | C                                | A   | B+             |
| BEST    | A+                      | D                             | D                                | D   | C+             |

# Maharashtra

Tata Power Company Ltd (TPCL)

**Grade-B+**



## Parameters Above National Average

| Parameter                        | Sub-Parameters   | TPCL    | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.6    | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 23.6    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | -       | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 0.1     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 0.1     | 101.3            | 0.1           |
|                                  | DT Failure Rate (%)  | 0.31%   | 6.93%            | 0.23%         |
| Connections and Other Services   | Regulations Alignment with Industry Best Practices (Out of 7)          | 6       | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 77.2%   | 69.7%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 17      | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 100%    | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 62      | 70               | 13            |
|                                  | Number of Consumers Paying Digitally (%)                               | 63.5%   | 27.3%            | 82.1%         |

| Parameter                                 | Sub-Parameters   | TPCL   | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Consumers)   |        |                  |               |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.0% | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 14.2   | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 77.2%  | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -                | -             |
|   | Deviation from SOP (Call Center Complaints)                  | 1.0%   | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | TPCL  | National Average | National Best |
|---|--|-------|------------------|---------------|
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 13.4% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 44.1  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 76.9% | 79.2%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 12.0% | 18.5%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | -     | 44               | 3.5           |
|   | Prepaid Consumers (% Consumers)  | 0.0%  | 1.8%             | 66.4%         |
| Fault Rectification & Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0   | 23.2             | 292.0         |

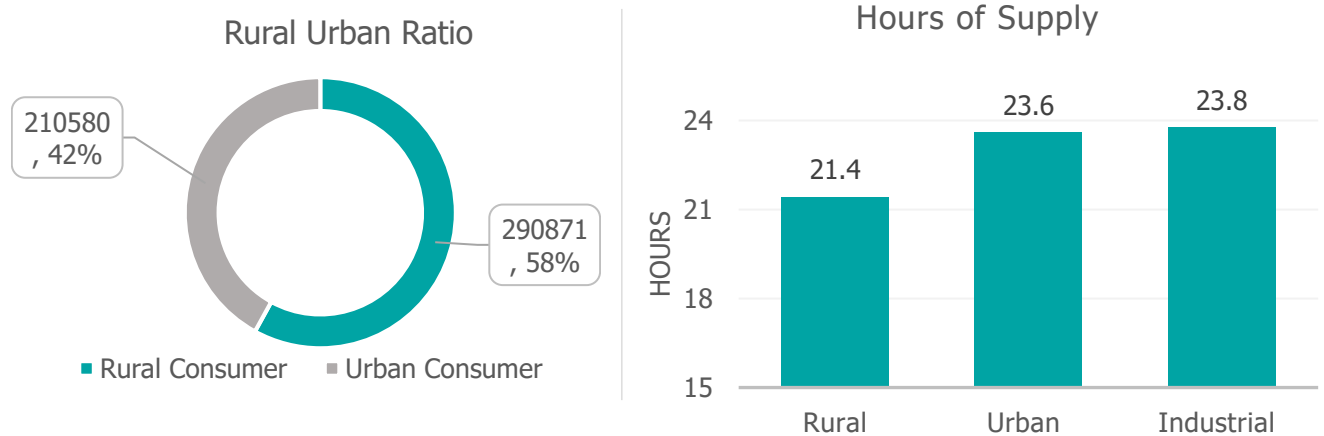
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AEML    | A+                      | B+                            | C                                | B+  | B+             |
| MSEDCL  | A                       | D                             | C                                | A   | B+             |
| TPCL    | A+                      | B                             | C                                | A   | B+             |
| BEST    | A+                      | D                             | D                                | D   | C+             |

# Manipur

## Manipur State Power Company Limited (MSPDCL)

### Rating-B



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | MSPDCL  | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.6    | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 21.4    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.8    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 37.4    | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 73.2    | 127.8            | 0.1           |
|                                  | DT Failure Rate (%)  | 1.66%   | 6.93%            | 0.23%         |
| Connection and Other Services    | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -31.3%  | -2.3%            | -88.2%        |
|                                  | Prosumers (per Lakh)   | 158.7   | 153.2            | 1480.9        |
| Metering, Billing and Collection | Prepaid Consumers (% Consumers)  | 66.4%   | 1.8%             | 66.4%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 10      | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 2       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 99.9%   | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 19      | 70               | 13            |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 30.5%   | 27.3%            | 82.1%         |

| Parameters                                  | Sub-Parameters   | MSPDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds) | 32.4   | 38.0             | 3.8           |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | MSPDCL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Industrial)  | 259.0  | 101.3            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 36.6%  | 67.6%            | 100.0%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | N      | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 77.6%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 9.4%   | 69.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 31.1%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 13.9%  | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | N      | -                | -             |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 0.0    | 23.2             | 292.0         |

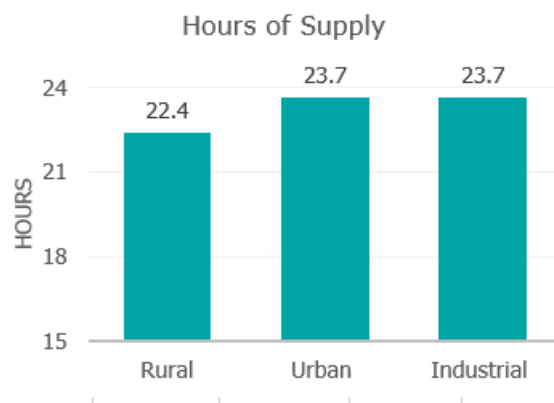
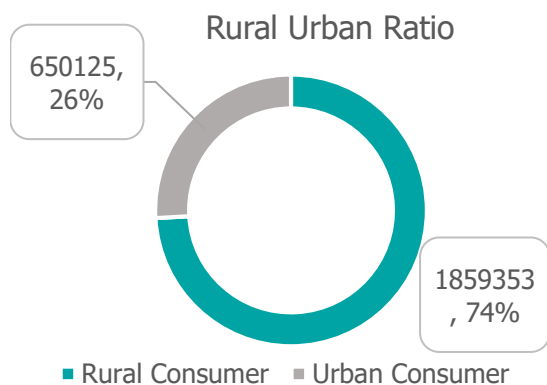
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| MSPDCL  | A                       | C+                            | D                                | D   | B              |

# Odisha

## Tata Power Central Odisha Distribution Limited (TPCODL)

**Grade-C+**



### Parameters Above National Average

| Parameter                                 | Sub-Parameters   | TPCODL  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)  | 23.7    | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 22.4    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 23.7    | 23.4             | 24.0          |
|   | Interruption Index (Rural)   | 260.2   | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 104.2   | 127.8            | 0.1           |
|   | DT Failure Rate (%)  | 4.81%   | 6.93%            | 0.23%         |
| Connection and Other Services             | Presence of Predetermined Demand Charges up to 150kW (Y/N)           | Y       | -                | -             |
| Metering, Billing and Collection          | Consumers Receiving Billing Updates on Mobile (% Consumers)          | 100.0%  | 69.7%            | 100.0%        |
|   | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -                | -             |
|   | Tariff Categories  | 54      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                              | 100.0%  | 93.4%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                          | 0.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)         | Y       | -                | -             |



## Parameters Below National Average

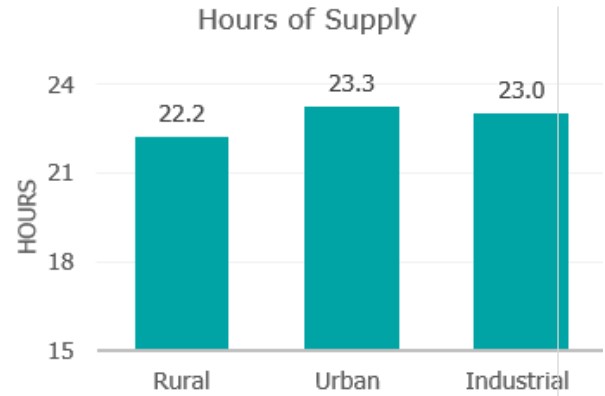
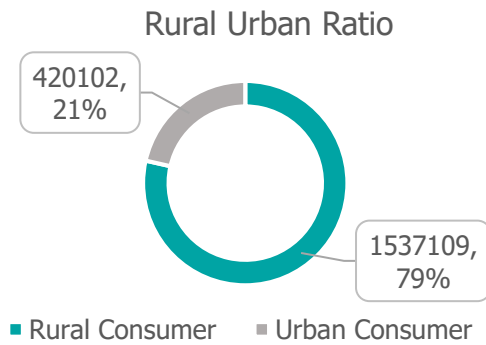
| Parameter                                 | Sub-Parameters   | TPCODL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                   | Interruption Index (Industrial)  | 104.2  | 101.3            | 0.1           |
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 1.9%   | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 0.0%   | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 12.2   | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 63.3%  | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.1%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 763    | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 976    | 36               | 1             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 95%    | 91.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 5.7%   | 27.3%            | 82.1%         |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | NA     | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 52.2%  | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 5.0    | 23.2             | 292.0         |

## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TPCODL  | A+                      | D                             | D                                | D   | C+             |
| TPNODL  | B+                      | B                             | D                                | D   | C+             |
| TPWODL  | A+                      | B                             | D                                | D   | C+             |
| TPSODL  | A                       | D                             | D                                | D   | C              |

# Odisha

## Tata Power Northern Odisha Distribution Limited (TPNODL) Grade-C+



### Parameters Above National Average

| Parameter                                 | Sub-Parameters  | TPNODL  | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Rural)   | 22.2    | 20.9             | 23.9          |
|   | DT Failure Rate (%)   | 3.43%   | 6.93%            | 0.23%         |
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%) | -77.6%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)            | Y       | -                | -             |
| Metering, Billing and Collection          | Consumers Receiving Billing Updates on Mobile (% Consumers)           | 87.2%   | 69.7%            | 100.0%        |
|   | Billing Frequency for Domestic Category Consumers as per Regulations  | Monthly | -                | -             |
|   | Tariff Categories   | 54      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                               | 100.0%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)            | 87.2%   | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)          | Y       | -                | -             |

### Parameters Below National Average

| Parameter               | Sub-Parameters               | TPNODL | National Average | National Best |
|-------------------------|------------------------------|--------|------------------|---------------|
| Operational Reliability | Hours of Supply (Urban)      | 23.3   | 23.5             | 24.0          |
|                         | Hours of Supply (Industrial) | 23.0   | 23.4             | 24.0          |
|                         | Interruption Index (Rural)   | 581.5  | 329.5            | 22.8          |

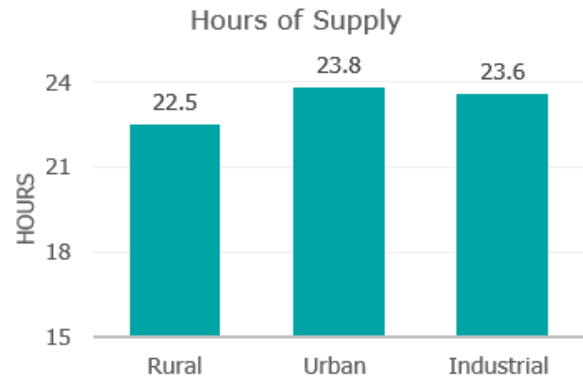
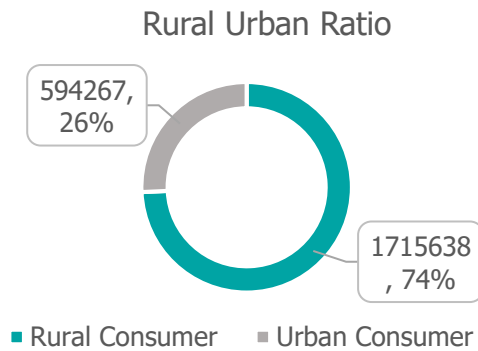
| Parameter                                 | Sub-Parameters   | TPNODL | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Interruption Index (Urban)   | 441.5  | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 144.3  | 101.3            | 0.1           |
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 4.0%   | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 0.9    | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 58.8%  | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.1%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 4.7%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 162    | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 85     | 36               | 1             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 90.5%  | 91.7%            | 100.0%        |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | NA     | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                            | 40.0%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 2.0    | 23.2             | 292.0         |

### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TPCODL  | A+                      | D                             | D                                | D   | C+             |
| TPNODL  | B+                      | B                             | D                                | D   | C+             |
| TPWODL  | A+                      | B                             | D                                | D   | C+             |
| TPSODL  | A                       | D                             | D                                | D   | C              |

# Odisha

## Tata Power Southern Odisha Distribution Limited (TPSODL) Grade-C



### Parameters Above National Average

| Parameter                                 | Sub-Parameters   | TPSODL  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 22.5    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 23.6    | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 2.56%   | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 276.6   | 329.5            | 22.8          |
| Connection and Other Services             | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection          | Average Time taken for Replacement of Defective Meters in Days (Urban) | 30      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 54      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

### Parameters Below National Average

| Parameter                      | Sub-Parameters  | TPSODL | National Average | National Best |
|--------------------------------|---|--------|------------------|---------------|
| Operational Reliability        | Interruption Index (Urban)                                    | 326.6  | 127.8            | 0.1           |
|                                | Interruption Index (Industrial)                               | 326.6  | 101.3            | 0.1           |
| Connections and Other Services | Regulations Alignment with Industry Best Practices (Out of 7) | 4      | 5                | 7             |

| Parameter                                 | Sub-Parameters   | TPSODL | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | Applications Processed Online (% Consumers)                            | 26.2%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 41.0%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 1.8    | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 60.1%  | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%   | 18.5%            | 100.0%        |
|   | Bills Generated for Domestic Category Consumers in a Year              | 90%    | 91.7%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 47.4%  | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 3.2%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 60     | 44               | 3.5           |
|   |  |        |                  |               |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | NA     | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 12.5%  | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | NA     | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 2.0    | 23.2             | 292.0         |

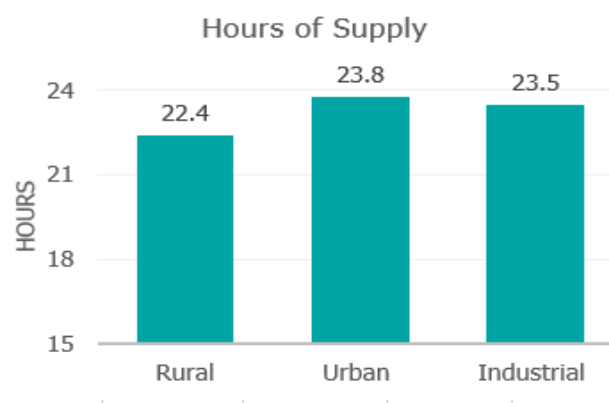
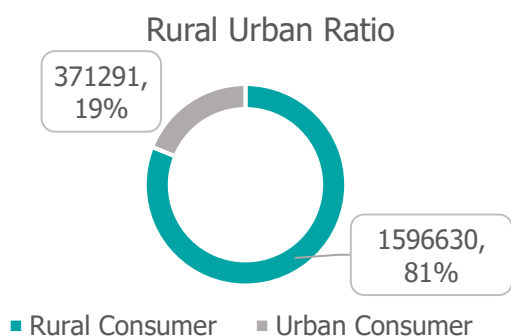
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TPCODL  | A+                      | D                             | D                                | D   | C+             |
| TPNODL  | B+                      | B                             | D                                | D   | C+             |
| TPWODL  | A+                      | B                             | D                                | D   | C+             |
| TPSODL  | A                       | D                             | D                                | D   | C              |

# Odisha

## Tata Power Western Odisha Distribution Limited (TPWODL)

### Grade-C+



### Parameters Above National Average

| Parameter                                 | Sub-Parameters   | TPWODL  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 22.4    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 23.5    | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 4.92%   | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 213.8   | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 32.4    | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 98.1    | 101.3            | 0.1           |
| Connections and Other Services            | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -73.0%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection          | Average Time taken for Replacement of Defective Meters in Days (Rural) | 0       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 0       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 93.0%   | 91.7%            | 100.0%        |
|   | Tariff Categories  | 54      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

## Parameters Below National Average

| Parameter                                 | Sub-Parameters   | TPWOD L | National Average | National Best |
|---|--|---------|------------------|---------------|
| Connections and Other Services            | Regulations Alignment with Industry Best Practices (Out of 7)          | 4       | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 3.3%    | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 2.1     | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 52.8%   | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%    | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 49.7%   | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%    | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 3.3%    | 27.3%            | 82.1%         |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | NA      | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 47.7%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | NA      | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 3.0     | 23.2             | 292.0         |

## DISCOM-wise Grade Comparison

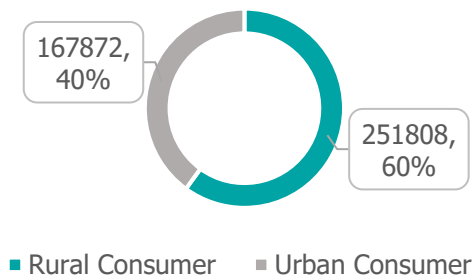
| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TPCODL  | A+                      | D                             | D                                | D   | C+             |
| TPNODL  | B+                      | B                             | D                                | D   | C+             |
| TPWODL  | A+                      | B                             | D                                | D   | C+             |
| TPSODL  | A                       | D                             | D                                | D   | C              |

# Puducherry

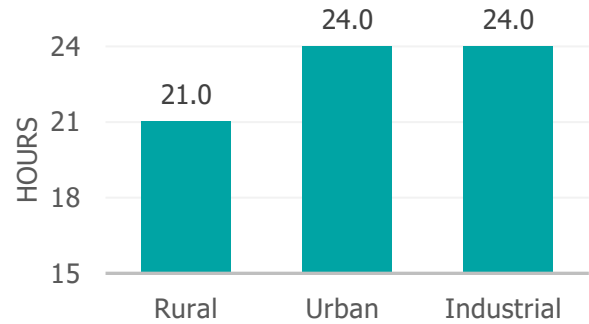
## Puducherry Electricity department (PED)

### Rating-C+

Rural Urban Ratio



Hours of Supply



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | PED     | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 24.0    | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 21.0    | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 1.81%   | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 135.6   | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 54.8    | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 54.8    | 101.3            | 0.1           |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Average Time taken for Replacement of Defective Meters in Days (Rural) | 15      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 15      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 96.6%   | 91.7%            | 100.0%        |
|   | Tariff Categories  | 35      | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |



| Parameters | Sub-Parameters   | PED | National Average | National Best |
|------------|--|-----|------------------|---------------|
|            | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y   | -                | -             |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | PED   | National Average | National Best |
|---|--|-------|------------------|---------------|
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4     | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 0.1%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 28.1% | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 54.8  | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 73.6% | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 5.7%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 6.3%  | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%  | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 12.1% | 27.3%            | 82.1%         |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 29.9% | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1     | 23               | 292           |

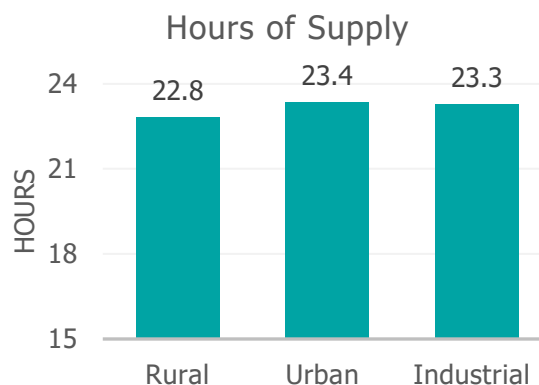
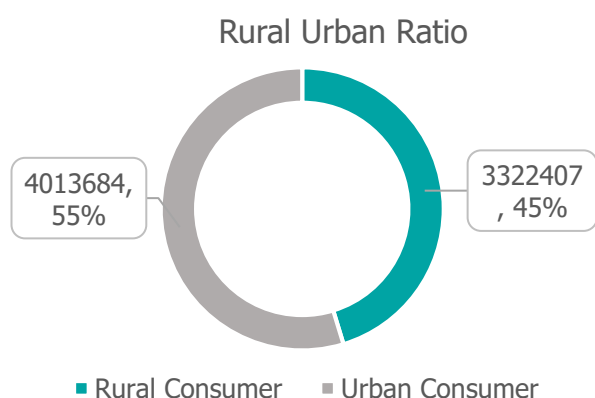
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| PED     | A+                      | D                             | D                                | D   | C+             |

# Punjab

Punjab State Power Corporation Limited (PSPCL)

**Grade-C+**



## Parameters Above National Average

| Parameters                                  | Sub-Parameters   | PSPCL  | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)  | 22.80  | 20.89            | 23.9          |
|   | DT Failure Rate (%)  | 6.85%  | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 217.2  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 91.8   | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 35.0   | 101.3            | 0.1           |
| Connection and Other Services               | Prosumers (per Lakh)   | 182.9  | 153.2            | 1480.9        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 92.1%  | 78%              | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | -      | 36               | 1             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 97.9%  | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0% | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 8.1    | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%   | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y      | -                | -             |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | PSPCL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.35      | 23.52            | 24.0          |
|   | Hours of Supply (Industrial)   | 23.28      | 23.43            | 24.0          |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4          | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 33.1%      | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 78.4%      | -2.3%            | -88.2%        |
| Metering, Billing and Collection            | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%       | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 37.8%      | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 26.4%      | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 48         | 44               | 3.5           |
|   | Tariff Categories  | 81         | 70               | 13            |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%       | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 2.0        | 23.2             | 292.0         |

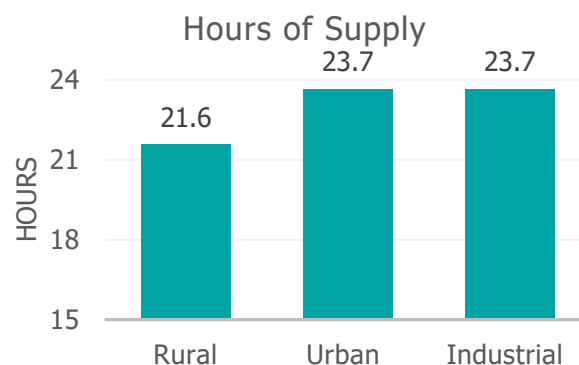
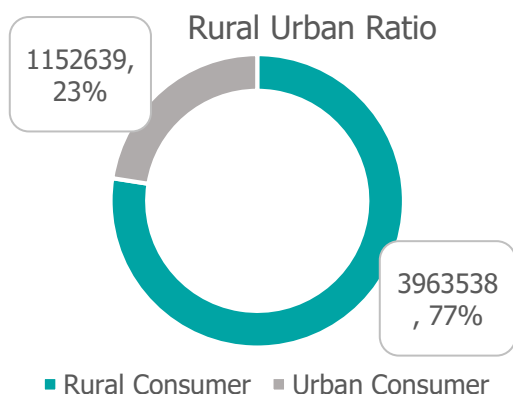
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| PSPCL   | A                       | D                             | D                                | B+  | C+             |

# Rajasthan

Ajmer Vidyut Vitran Nigam Limited (AVVNL)

**Rating-B<sup>+</sup>**



## Parameters Above National Average

| Parameters                       | Sub-Parameters   | AVVNL  | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.7   | 23.5             | 24.00         |
|                                  | Hours of Supply (Rural)  | 21.6   | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.7   | 23.4             | 24.00         |
|                                  | Interruption Index (Urban)   | 91.3   | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 56.2   | 101.3            | 0.1           |
| Connections and Other Services   | Alignment of Regulations with Industry Best Practices (Out of 7)       | 6      | 5                | 7             |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -29.9% | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
| Metering, Billing and Collection | Number of Consumers Paying Digitally (% Consumers)                     | 48.1%  | 27.3%            | 82.1%         |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 85.4%  | 69.7%            | 100.00%       |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 33     | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 12     | 36               | 1             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 100%   | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 65     | 70               | 13            |

| Parameters                                | Sub-Parameters   | AVVNL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.00% | 93.4%            | 100.00%       |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 85.4%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%    | 14.3%            | 0.0%          |
|   | Number of CGRF's (per 1 Lakh Consumers)                      | 255.0   | 23.2             | 292.0         |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y       | -                | -             |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | AVVNL      | National Average | National Best |
|---|--|------------|------------------|---------------|
| Operational Reliability                   | DT Failure Rate (%)  | 10.1%      | 6.9%             | 0.2%          |
|   | Interruption Index (Rural)   | 557.2      | 329.5            | 22.8          |
| Connections and Other Services            | Applications Processed Online (% Consumers)                            | 37.7%      | 67.6%            | 100%          |
|   | Prosumers (per Lakh)   | 45.0       | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 75.9%      | 78.0%            | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 3.0%       | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.4%       | 1.8%             | 66.4%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Secs)                    | 54.8       | 38.0             | 3.8           |

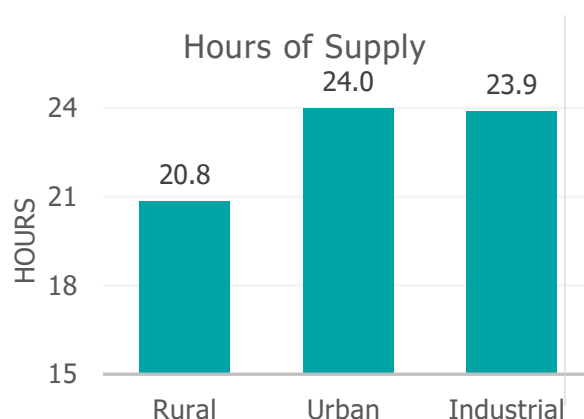
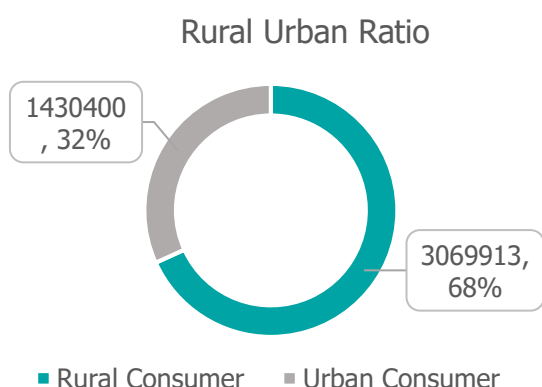
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AVVNL   | B+                      | B+                            | C+                               | A   | B+             |
| JVVNL   | A                       | A                             | B                                | A+  | B+             |
| JDVVNL  | B+                      | B+                            | C+                               | A+  | B              |

# Rajasthan

Jodhpur Vidyut Vitran Nigam Limited (JDVVNL)

## Rating-B



### Parameters Above National Average

| Parameter                                 | Sub-Parameters   | JDVVNL  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Urban)  | 24.0    | 23.12            | 24.00         |
|   | Hours of Supply (Industrial)   | 23.9    | 22.93            | 24.00         |
|   | Interruption Index (Urban)   | 40.0    | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 92.6    | 101.3            | 0.1           |
| Connections and Other Services            | Alignment of Regulations with Industry Best Practices (Out of 7)       | 6       | 5                | 7             |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -64.9%  | -2.21%           | -88.16%       |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection          | Bills Generated Based on Actual Meter Reading (% Consumers)            | 80.6%   | 78.0%            | 100.00%       |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 87.5%   | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 30.4%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 16      | 36               | 1             |
|   | Tariff Categories  | 65      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.00% | 93.4%            | 100.00%       |
|   | Average Call Waiting Time at the Call Center (Secs)                    | 13.3%   | 38.0%            | 3.8%          |

| Parameter | Sub-Parameters   | JDVVNL | National Average | National Best |
|-----------|--|--------|------------------|---------------|
|           | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 87.5%  | 64.3%            | 100%          |
|           | Deviation from SOP (Call Center Complaints)                  | 0.0%   | 14.3%            | 0.00%         |
|           | Number of CGRF's (per 1 Lakh Consumers)                      | 235.0  | 23.2             | 292.0         |
|           | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y      | -                | -             |

### Parameters Below National Average

| Parameter                        | Sub-Parameters   | JDVVNL     | National Average | National Best |
|----------------------------------|--|------------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Rural)  | 20.8       | 20.9             | 23.9          |
|                                  | DT Failure Rate (%)  | 10.6%      | 6.9%             | 0.2%          |
|                                  | Interruption Index (Rural)   | 598.8      | 329.5            | 22.8          |
| Connections and Other Services   | Applications Processed Online (% Consumers)                            | 21.3%      | 67.6%            | 100%          |
|                                  | Prosumers (per Lakh)   | 122.1      | 153.2            | 1480.9        |
| Metering, Billing and Collection | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.8%       | 18.5%            | 100%          |
|                                  | Prepaid Consumers (% Consumers)  | 0.1%       | 1.8%             | 66.4%         |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 46         | 44               | 3.5           |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 86%        | 91.7%            | 100.0%        |

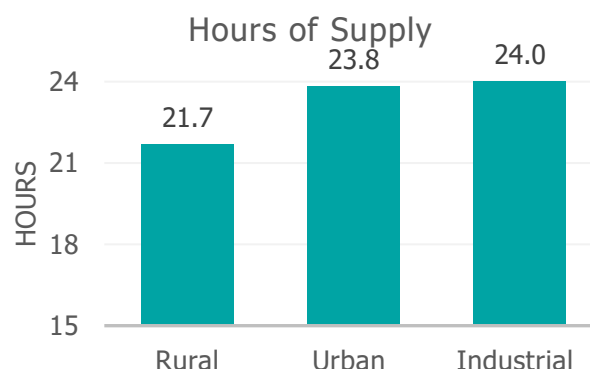
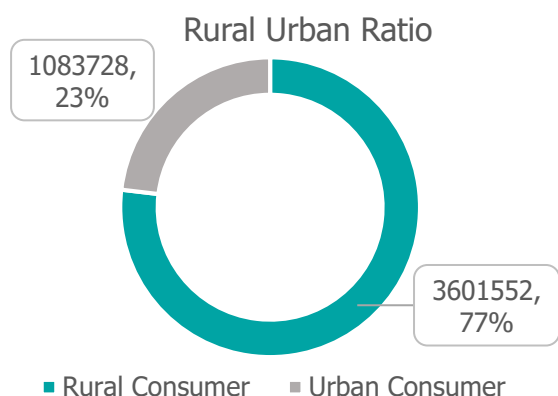
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AVVNL   | B+                      | B+                            | C+                               | A   | B+             |
| JVVNL   | A                       | A                             | B                                | A+  | B+             |
| JDVVNL  | B+                      | B+                            | C+                               | A+  | B              |

# Rajasthan

Jaipur Vidyut Vitran Nigam Limited (JVVNL)

**Rating-B<sup>+</sup>**



## Parameters Above National Average

| Parameter                        | Sub-Parameters   | JVVNL   | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.8    | 23.5             | 24.00         |
|                                  | Hours of Supply (Rural)  | 21.7    | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.00         |
| Connections and Other Services   | Alignment of Regulations with Industry Best Practices (Out of 7)       | 6       | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 94.9%   | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -55.9%  | -2.3%            | -88.2%        |
|                                  | Prosumers (per Lakh)   | 180.4   | 153.2            | 1480.9        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 95.4%   | 78.0%            | 100.00%       |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 36.4%   | 27.3%            | 82.1%         |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 97.8%   | 69.7%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 18      | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 1       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |



| Parameter                                 | Sub-Parameters   | JVVNL   | National Average | National Best |
|---|--|---------|------------------|---------------|
|   | Tariff Categories  | 65      | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.00% | 93.4%            | 100.00%       |
|   | Average Call Waiting Time at the Call Center (Secs)          | 16.0    | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 100.0%  | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%    | 14.3%            | 0.00%         |
|   | Number of CGRF's (per 1 Lakh Consumers)                      | 278.0   | 23.2             | 292.0         |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y       | -                | -             |

### Parameters Below National Average

| Parameter                        | Sub-Parameters   | JVVNL | National Average | National Best |
|----------------------------------|--|-------|------------------|---------------|
| Operational Reliability          | DT Failure Rate (%)  | 9.2%  | 6.9%             | 0.2%          |
|                                  | Interruption Index (Rural)   | 537.5 | 329.5            | 0.0           |
|                                  | Interruption Index (Urban)   | 181.8 | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 161.1 | 101.3            | 0.1           |
| Metering, Billing and Collection | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.1%  | 18.5%            | 100%          |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 73.0% | 91.7%            | 100.0%        |
|                                  | Prepaid Consumers (% Consumers)  | 0.1%  | 1.8%             | 66.4%         |

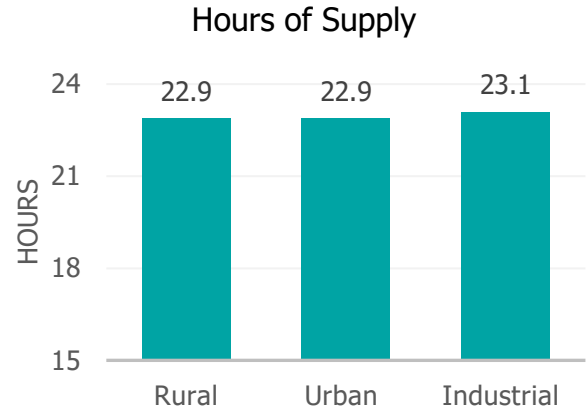
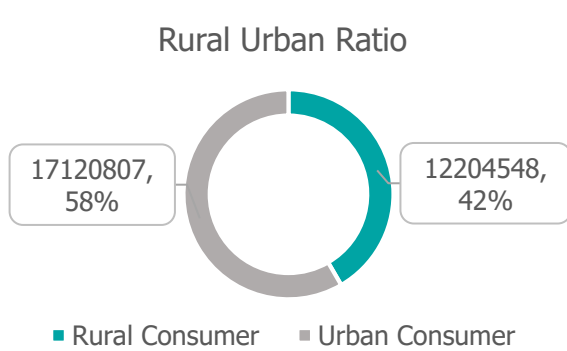
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| AVVNL   | B+                      | B+                            | C+                               | A   | B+             |
| JVVNL   | A                       | A                             | B                                | A+  | B+             |
| JDVVNL  | B+                      | B+                            | C+                               | A+  | B              |

# Tamil Nadu

## Tamil Nadu Generation and Distribution Corporation Limited (TANGEDCO)

### Rating-B



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | TANGEDCO | National Average | National Best |
|----------------------------------|--|----------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Rural)  | 22.9     | 20.9             | 23.9          |
|                                  | DT Failure Rate (%)  | 2.16%    | 6.9%             | 0.2%          |
|                                  | Interruption Index (Rural)   | 82.3     | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 13.0     | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 14.0     | 101.3            | 0.1           |
| Connections and Other Services   | Applications Processed Online (% Consumers)                            | 100.0%   | 67.6%            | 100.0%        |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 5        | 5                | 7             |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -81.3%   | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y        | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 89.7%    | 78%              | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 86.0%    | 69.7%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 15       | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 18       | 36               | 1             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 98.9%    | 91.7%            | 100.0%        |

| Parameter                                 | Sub-Parameters   | TANGEDCO | National Average | National Best |
|---|--|----------|------------------|---------------|
| Metering, Billing and Collection          | Tariff Categories  | 49       | 70               | 13            |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                      | 100.0%   | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)       | 19.17    | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 86.0%    | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 0.0%     | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                       | 44.0     | 23.2             | 292.0         |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y        | -                | -             |

### Parameters Below National Average

| Parameter                        | Sub-Parameters   | TANGEDCO   | National Average | National Best |
|----------------------------------|--|------------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 22.9       | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 23.1       | 23.4             | 24.0          |
| Connections and Other Services   | Prosumers (per Lakh)   | 9.6        | 153.2            | 1480.9        |
| Metering, Billing and Collection | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.0%       | 18.5%            | 100.0%        |
|                                  | Prepaid Consumers (% Consumers)  | 0.0%       | 1.8%             | 66.4%         |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 27.1%      | 27.3%            | 82.1%         |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Bi-Monthly | -                | -             |

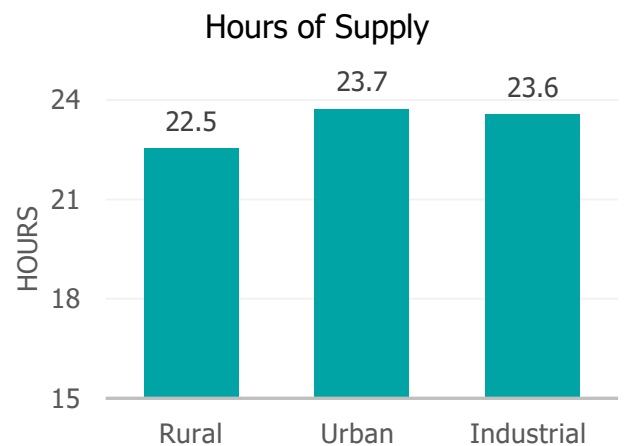
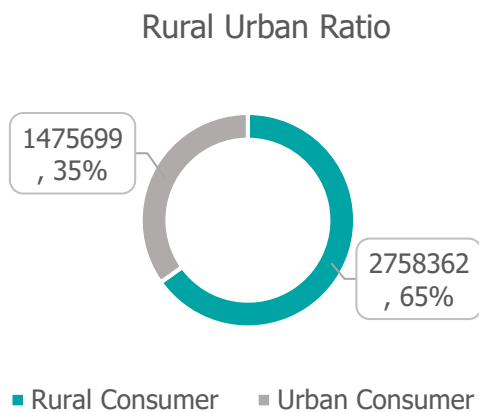
### DISCOM-wise Grade Comparison

| DISCOMs  | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|----------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TANGEDCO | A                       | A                             | D                                | A   | B              |

# Telangana

The Northern Power Distribution Company of Telangana Limited (TSNPDCL)

## Rating-B



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | TSNPDCL | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.73   | 23.52            | 24.0          |
|                                  | Hours of Supply (Rural)  | 22.54   | 20.89            | 23.9          |
|                                  | Hours of Supply (Industrial)   | 23.57   | 23.43            | 24.0          |
|                                  | Interruption Index (Rural)   | 172.5   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 37.0    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 11.4    | 101.3            | 0.1           |
| Connections and Other Services   | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 5       | 5                | 7             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 79.0%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 59.5%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 74.2%   | 69.7%            | 100.0%        |

| Parameter                                 | Sub-Parameters   | TSNPDCL | National Average | National Best |
|---|--|---------|------------------|---------------|
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 22      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 16      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 97%     | 91.7%            | 100.0%        |
| Fault Rectification & Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 30.5    | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 74.2%   | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

### Parameters Below National Average

| Parameter                                   | Sub-Parameters  | TSNPDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)   | 10.68%  | 6.93%            | 0.2%          |
| Connections and Other Services              | Average Deviation from SOP in Time Taken for Providing Connection (%) | 75.4%   | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)  | 19.7    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)                                       | 0.24%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                    | 18.9%   | 27.3%            | 82.1%         |
|   | Tariff Categories   | 130     | 70               | 13            |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                           | 88.0%   | 14.3%            | 0.0%          |
|   | Number of CGRF's (per 1 Lakh Consumers)                               | 2       | 23.2             | 292.0         |

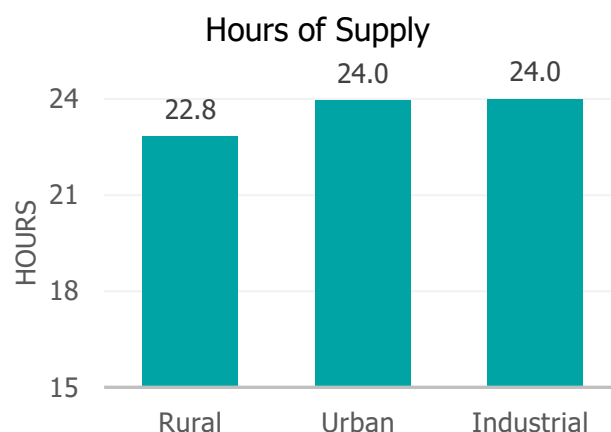
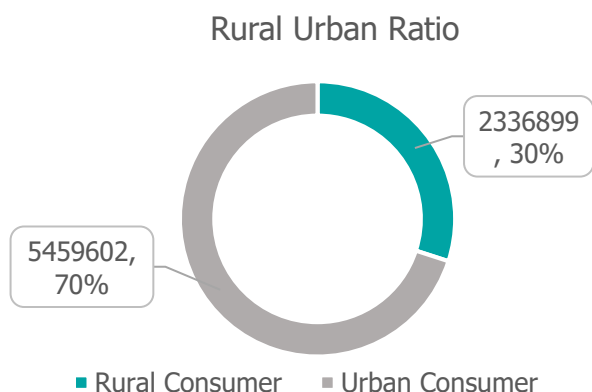
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TSNPDCL | A                       | D                             | C+                               | C   | B              |
| TSSPDCL | A+                      | A                             | B+                               | B+  | A              |

# Telangana

## Telangana State Southern Power Distribution Company Limited (TSSPDCL)

### Rating-A



### Parameters Above National Average

| Parameter                        | Sub-Parameters   | TSSPDCL | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.96   | 23.5             | 24.0          |
|                                  | Hours of Supply (Rural)  | 22.83   | 20.9             | 23.9          |
|                                  | Hours of Supply (Industrial)   | 24.0    | 23.4             | 24.0          |
|                                  | Interruption Index (Rural)   | 177.6   | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 36.8    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 36.8    | 101.3            | 0.1           |
| Connections and Other Services   | Regulations Alignment with Industry Best Practices (Out of 7)          | 5       | 5                | 7             |
|                                  | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -19.4%  | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 98.3%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 82.2%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 92.7%   | 69.7%            | 100.0%        |

| Parameter                                 | Sub-Parameters   | TSSPDCL | National Average | National Best |
|---|--|---------|------------------|---------------|
|   | Number of Consumers Paying Digitally (% Consumers)                     | 35.9%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 5       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 99%     | 91.7%            | 100.0%        |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 22.17   | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 92.7%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 4.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

### Parameters Below National Average

| Parameter                                   | Sub-Parameters                          | TSSPDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)                     | 10.7%   | 6.9%             | 0.2%          |
| Connections and Other Services              | Prosumers (per Lakh)                    | 84.4    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)         | 0.16%   | 1.8%             | 66.4%         |
|   | Tariff Categories                       | 130     | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers) | 58.9%   | 93.4%            | 100.0%        |
|   | Number of CGRF's (per 1 Lakh Consumers) | 2       | 23.2             | 292           |

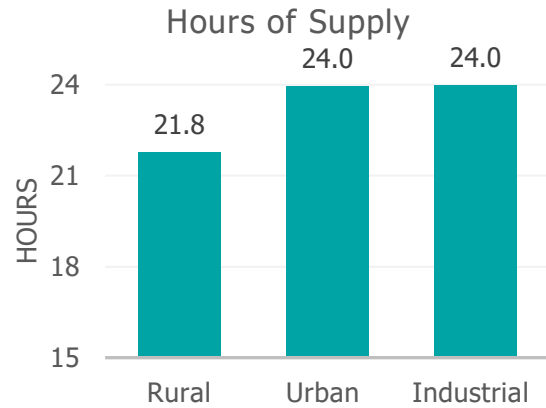
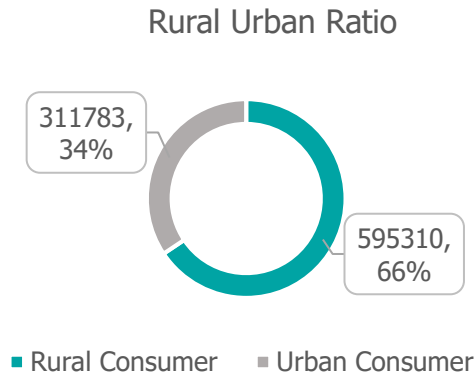
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TSSPDCL | A+                      | A                             | B+                               | B+  | A              |
| TSNPDCL | A                       | D                             | C+                               | C   | B              |

# Tripura

Tripura State Electricity Corporation Limited (TSECL)

**Grade-C+**



## Parameters Above National Average

| Parameters                                  | Sub-Parameters   | TSECL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.96   | 23.52            | 24.0          |
|   | Hours of Supply (Rural)  | 21.78   | 20.89            | 23.9          |
|   | Hours of Supply (Industrial)   | 24.00   | 23.43            | 24.0          |
|   | Interruption Index (Rural)   | 132.6   | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 38.3    | 127.8            | 0.1           |
|   | Interruption Index (Industrial)  | 38.3    | 101.3            | 0.1           |
| Connection and Other Services               | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -17.6%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection            | Prepaid Consumers (% Consumers)  | 14.3%   | 1.8%             | 66.4%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 14      | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 11      | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Tariff Categories  | 38      | 70               | 13            |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 23.6    | 38.0             | 3.8           |



| Parameters | Sub-Parameters                              | TSECL | National Average | National Best |
|------------|---|-------|------------------|---------------|
|            | Deviation from SOP (Call Center Complaints) | 0.0%  | 14.3%            | 0.0%          |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | TSECL | National Average | National Best |
|---|--|-------|------------------|---------------|
| Operational Reliability                     | DT Failure Rate (%)  | 9.83% | 6.93%            | 0.23%         |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 3     | 5                | 7             |
|   | Applications Processed Online (% Consumers)                            | 41.8% | 67.6%            | 100.0%        |
|   | Prosumers (per Lakh)   | 3.9   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 69.2% | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 6.3%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 9.2%  | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 5.5%  | 27.3%            | 82.1%         |
|   | Bills Generated for Domestic Category Consumers in a Year              | 88.6% | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 0.0%  | 64.3%            | 100.0%        |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 0.0   | 23.2             | 292.0         |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | N     | -                | -             |

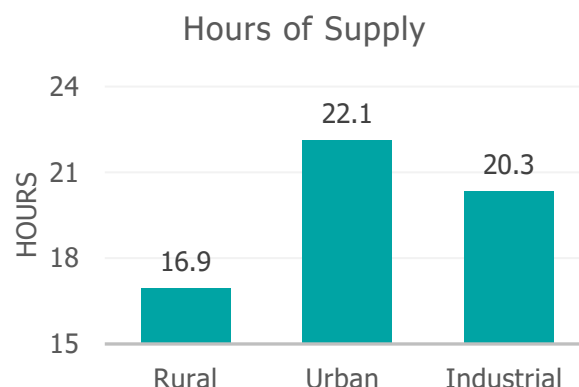
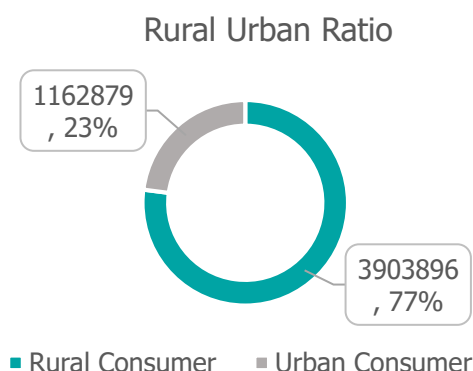
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| TSECL   | A+                      | B                             | D                                | D   | C+             |

# Uttar Pradesh

Dakshinanchal Vidyut Vitran Nigam Limited (DVVNL)

## Rating-D



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | DVVNL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Industrial)                                      | 86.2    | 101.3            | 0.1           |
| Connection and Other Services               | Applications Processed Online (% Consumers)                          | 100.0%  | 67.6%            | 100.0%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)           | Y       | -                | -             |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)          | 82.6%   | 69.7%            | 100.0%        |
|   | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year            | 97.4%   | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                              | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)               | 11.6    | 38.0             | 3.8           |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)         | Y       | -                | -             |

### Parameters Below National Average

| Parameters              | Sub-Parameters               | DVVNL | National Average | National Best |
|-------------------------|------------------------------|-------|------------------|---------------|
| Operational Reliability | Hours of Supply (Urban)      | 22.1  | 23.5             | 24.0          |
|                         | Hours of Supply (Rural)      | 16.9  | 20.9             | 23.9          |
|                         | Hours of Supply (Industrial) | 20.3  | 23.4             | 24.0          |

| Parameters                                  | Sub-Parameters   | DVVNL  | National Average | National Best |
|---|--|--------|------------------|---------------|
|   | DT Failure Rate (%)  | 12.11% | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 525.5  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 531.2  | 127.8            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 82.2%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 1.9    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 70.9%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 6.7%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.3%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 6.8%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 170    | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 95     | 36               | 1             |
|   | Tariff Categories  | 134    | 70               | 13            |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 13.2%  | 64.3%            | 100.0%        |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 5.0    | 23.2             | 292.0         |

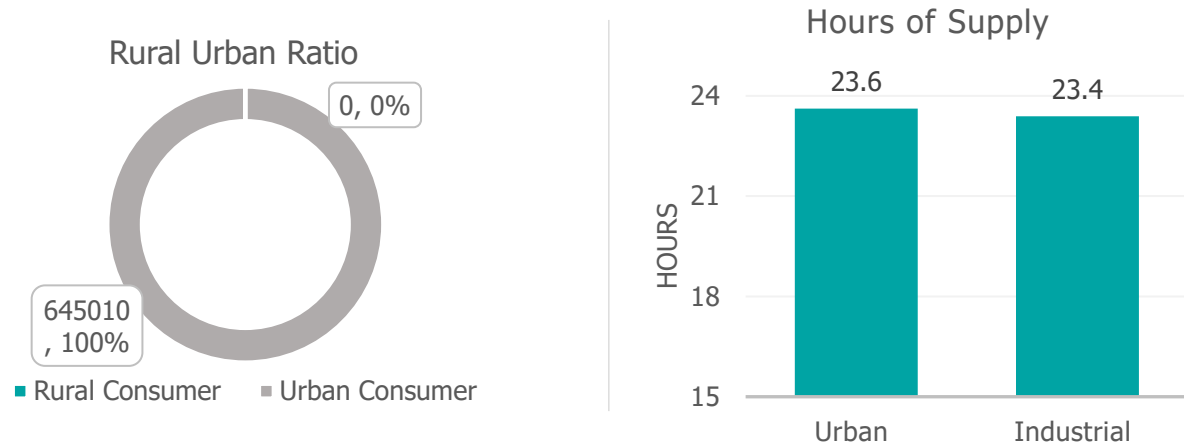
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DVVNL   | D                       | D                             | C                                | B+  | D              |
| KESCo   | A                       | A                             | B+                               | B+  | A              |
| MVVNL   | D                       | D                             | C                                | C   | D              |
| NPCL    | B                       | B+                            | B+                               | A   | B              |
| PsVVNL  | D                       | A                             | C                                | B   | C              |
| PuVVNL  | D                       | D                             | D                                | A   | C              |

# Uttar Pradesh

## Kanpur Electricity Supply Limited (KESCO)

### Rating-A



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | MVVNL   | National Average | National Best |
|----------------------------------|--|---------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 23.6    | 23.5             | 24.0          |
|                                  | Interruption Index (Rural)   | -       | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 34.8    | 127.8            | 0.1           |
|                                  | Interruption Index (Industrial)  | 29.7    | 101.3            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -61.79% | -2.30%           | -88.16%       |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 93.5%   | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 97.0%   | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 91.8%   | 69.7%            | 100.0%        |
|                                  | Prepaid Consumers (% Consumers)  | 3.4%    | 1.8%             | 66.4%         |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 4       | 36               | 1             |
|                                  | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 99%     | 91.7%            | 100.0%        |
| Fault Rectification              | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |

| Parameters                                  | Sub-Parameters   | MVVNL | National Average | National Best |
|---|--|-------|------------------|---------------|
| and Grievance Redressal                     | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 91.8% | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                  | 6.0%  | 14.3%            | 0.0%          |
| Fault Rectification and Grievance Redressal | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y     | -                | -             |

### Parameters Below National Average

| Parameter                                 | Sub-Parameters   | KESCO | National Average | National Best |
|---|--|-------|------------------|---------------|
| Operational Reliability                   | Hours of Supply (Industrial)   | 23.39 | 23.43            | 24.00         |
|   | DT Failure Rate (%)  | 7.32% | 6.93%            | 0.23%         |
| Connections and Other Services            | Alignment of Regulations with Industry Best Practices (Out of 7)       | 4     | 5                | 7             |
|   | Prosumers (per Lakh)   | 65.4  | 153.2            | 1480.9        |
| Metering, Billing and Collection          | Number of Consumers Paying Digitally (% Consumers)                     | 25.5% | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | -     | 44               | 3.5           |
|   | Tariff Categories  | 134   | 70               | 13            |
| Fault Rectification & Grievance Redressal | Average Call Waiting Time at the Call Center (Secs)                    | 67.8  | 38.0             | 3.8           |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 1.0   | 23.2             | 292.0         |

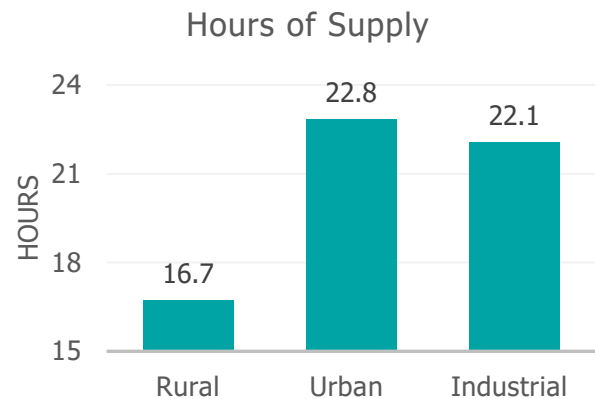
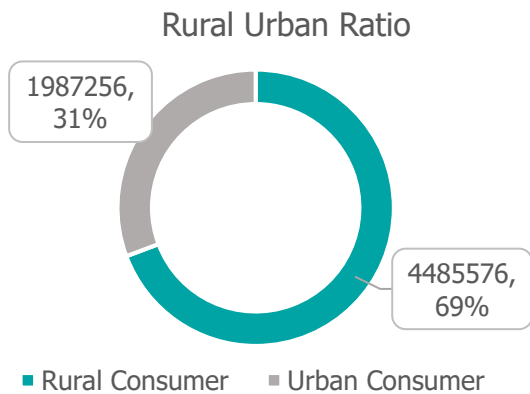
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DVVNL   | D                       | D                             | C                                | B+  | D              |
| KESCO   | A                       | A                             | B+                               | B+  | A              |
| MVVNL   | D                       | D                             | C                                | C   | D              |
| NPCL    | B                       | B+                            | B+                               | A   | B              |
| PsVVNL  | D                       | A                             | C                                | B   | C              |
| PuVVNL  | D                       | D                             | D                                | A   | C              |

# Uttar Pradesh

Madhyanchal Vidyut Vitaran Nigam Limited (MVVNL)

**Rating-D**



## Parameters Above National Average

| Parameters                                  | Sub-Parameters   | MVVNL   | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Urban)   | 99.3    | 127.8            | 0.1           |
| Connection and Other Services               | Presence of Predetermined Demand Charges up to 150kW (Y/N)           | Y       | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7)        | 4       | 5                | 7             |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)          | 78.5%   | 69.7%            | 100.0%        |
|   | Billing Frequency for Domestic Category Consumers as per Regulations | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year            | 97%     | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                              | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)               | 18.8    | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)           | 73.6%   | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)         | Y       | -                | -             |

## Parameters Below National Average

| Parameters  | Sub-Parameters          | MVVNL | National Average | National Best |
|-------------|-------------------------|-------|------------------|---------------|
| Operational | Hours of Supply (Urban) | 22.8  | 23.5             | 24.0          |

| Parameters                                  | Sub-Parameters   | MVVNL  | National Average | National Best |
|---|--|--------|------------------|---------------|
| Reliability                                 | Hours of Supply (Rural)  | 16.7   | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 22.1   | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 13.21% | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 657.6  | 329.5            | 22.8          |
|   | Interruption Index (Industrial)  | 131.6  | 101.3            | 0.1           |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 23.9%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 62.4%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 42.1   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 74.5%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 14.2%  | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.2%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 6.0%   | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 135    | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 102    | 36               | 1             |
|   | Tariff Categories  | 134    | 70               | 13            |
| Fault Rectification and Grievance Redressal | Deviation from SOP (Call Center Complaints)                            | 54.6%  | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 5.0    | 23.2             | 292.0         |

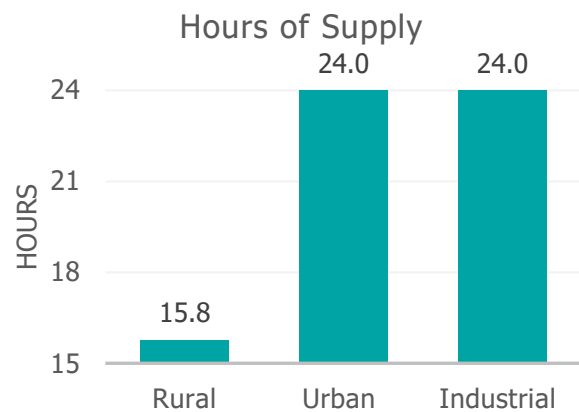
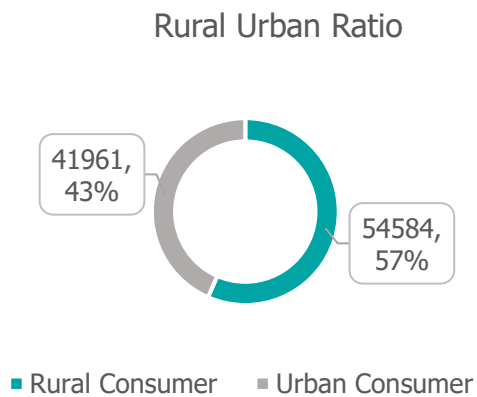
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DVVNL   | D                       | D                             | C                                | B+  | D              |
| KESCo   | A                       | A                             | B+                               | B+  | A              |
| MVVNL   | D                       | D                             | C                                | C   | D              |
| NPCL    | B                       | B+                            | B+                               | A   | B              |
| PsVVNL  | D                       | A                             | C                                | B   | C              |
| PuVVNL  | D                       | D                             | D                                | A   | C              |

# Uttar Pradesh

## Noida Power Company Limited (NPCL)

### Rating-B



### Parameters Above National Average

| Parameters                       | Sub-Parameters   | NPCL   | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Urban)  | 24.0   | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 24.0   | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 1.21%  | 6.93%            | 0.23%         |
|                                  | Interruption Index (Rural)   | 108.4  | 329.5            | 22.8          |
|                                  | Interruption Index (Urban)   | 33.4   | 127.8            | 0.1           |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -52.6% | -2.3%            | -88.2%        |
|                                  | Prosumers (per Lakh)   | 171.2  | 153.2            | 1480.9        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
|                                  | Regulations Alignment with Industry Best Practices (Out of 7)          | 4      | 5                | 7             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 93.3%  | 78%              | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 29.6%  | 18.5%            | 100.0%        |
|                                  | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 89.2%  | 69.7%            | 100.0%        |
|                                  | Prepaid Consumers (% Consumers)  | 4.7%   | 1.8%             | 66.4%         |
|                                  | Number of Consumers Paying Digitally (% Consumers)                     | 65.7%  | 27.3%            | 82.1%         |



| Parameters                                  | Sub-Parameters   | NPCL    | National Average | National Best |
|---|--|---------|------------------|---------------|
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 5       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 6       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 100%    | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 5.6     | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 89.2%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters                         | NPCL  | National Average | National Best |
|---|--|-------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Rural)                | 15.8  | 20.9             | 23.9          |
|   | Interruption Index (Industrial)        | 110.1 | 101.3            | 0.1           |
| Metering, Billing and Collection            | Tariff Categories                      | 129   | 70               | 13            |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers) | 1.0   | 23.2             | 292.0         |

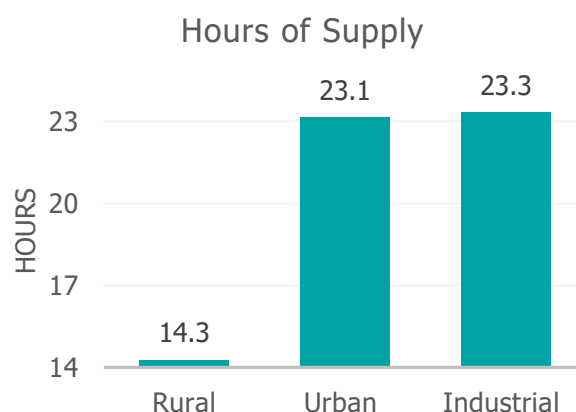
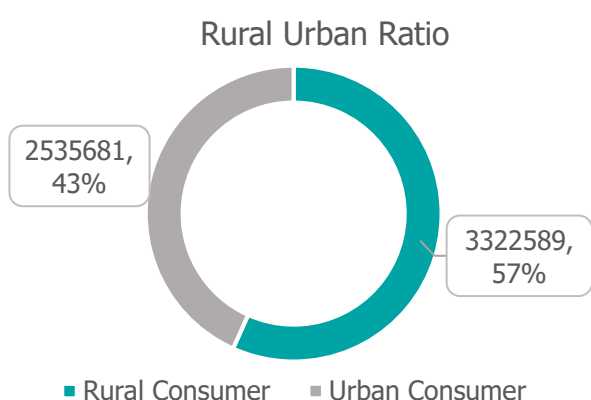
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DVVNL   | D                       | D                             | C                                | B+  | D              |
| KESCo   | A                       | A                             | B+                               | B+  | A              |
| MVVNL   | D                       | D                             | C                                | C   | D              |
| NPCL    | B                       | B+                            | B+                               | A   | B              |
| PsVVNL  | D                       | A                             | C                                | B   | C              |
| PuVVNL  | D                       | D                             | D                                | A   | C              |

# Uttar Pradesh

Pashchimanchal Vidyut Vitran Nigam Limited (PsVVNL)

**Rating-C**



## Parameters Above National Average

| Parameters                                  | Sub-Parameters  | PsVVNL  | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Urban)  | 37.8    | 127.8            | 0.1           |
| Connection and Other Services               | Applications Processed Online (% Consumers)                           | 100.0%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%) | -19.1%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)            | Y       | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7)         | 4       | 5                | 7             |
| Metering, Billing and Collection            | Billing Frequency for Domestic Category Consumers as per Regulations  | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year             | 96%     | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                               | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                | 4.2     | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                           | 4.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)          | Y       | -                | -             |

## Parameters Below National Average

| Parameters  | Sub-Parameters          | PsVVNL | National Average | National Best |
|-------------|-------------------------|--------|------------------|---------------|
| Operational | Hours of Supply (Urban) | 23.1   | 23.5             | 24.0          |

| Parameters                                  | Sub-Parameters   | PsVVNL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Reliability                                 | Hours of Supply (Rural)  | 14.3   | 20.9             | 23.9          |
|   | Hours of Supply (Industrial)   | 23.3   | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 10.29% | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 686.6  | 329.5            | 22.8          |
|   | Interruption Index (Industrial)  | 162.0  | 101.3            | 0.1           |
| Connection and Other Services               | Prosumers (per Lakh)   | 14.6   | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 76.0%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 11.0%  | 18.5%            | 100.0%        |
|   | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 55.0%  | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.2%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 15.2%  | 27.3%            | 82.1%         |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 98     | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 83     | 36               | 1             |
|   | Tariff Categories  | 134    | 70               | 13            |
| Fault Rectification and Grievance Redressal | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 24.0%  | 64.3%            | 100.0%        |
|   | Number of CGRF's (per 1 Lakh Consumers)                                | 3.0    | 23.2             | 292.0         |

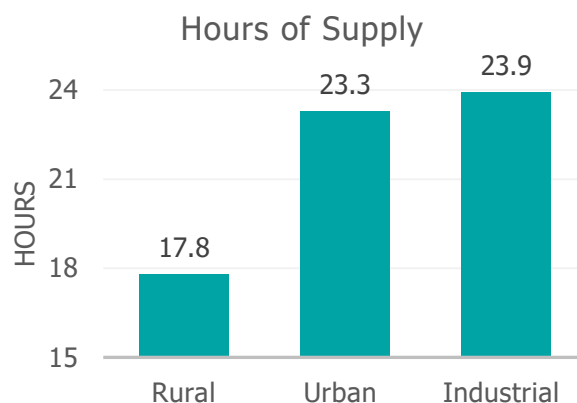
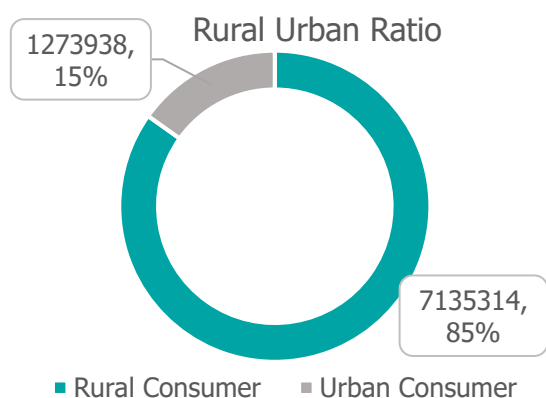
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DVVNL   | D                       | D                             | C                                | B+  | D              |
| KESCo   | A                       | A                             | B+                               | B+  | A              |
| MVVNL   | D                       | D                             | C                                | C   | D              |
| NPCL    | B                       | B+                            | B+                               | A   | B              |
| PsVVNL  | D                       | A                             | C                                | B   | C              |
| PuVVNL  | D                       | D                             | D                                | A   | C              |

# Uttar Pradesh

Purvanchal Vidyut Vitaran Nigam Limited (PuVVNL)

## Rating-C



### Parameters Above National Average

| Parameters                                  | Sub-Parameters   | PuVVNL  | National Average | National Best |
|---|--|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Industrial)   | 23.9    | 23.4             | 24.0          |
|   | Interruption Index (Industrial)  | 2.1     | 101.3            | 0.1           |
| Connection and Other Services               | Applications Processed Online (% Consumers)                            | 100.0%  | 67.6%            | 100.0%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y       | -                | -             |
|   | Regulations Alignment with Industry Best Practices (Out of 7)          | 4       | 5                | 7             |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)            | 80.1%   | 69.7%            | 100.0%        |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | -       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | -       | 36               | 1             |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Monthly | -                | -             |
|   | Bills Generated for Domestic Category Consumers in a Year              | 100.0%  | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                                | 100.0%  | 93.4%            | 100.0%        |
|   | Average Call Waiting Time at the Call Center (Seconds)                 | 27.0    | 38.0             | 3.8           |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)             | 80.1%   | 64.3%            | 100.0%        |
|   | Deviation from SOP (Call Center Complaints)                            | 0.0%    | 14.3%            | 0.0%          |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)           | Y       | -                | -             |

## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | PuVVNL | National Average | National Best |
|---|--|--------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)  | 23.3   | 23.5             | 24.0          |
|   | Hours of Supply (Rural)  | 17.8   | 20.9             | 23.9          |
|   | DT Failure Rate (%)  | 14.48% | 6.93%            | 0.23%         |
|   | Interruption Index (Rural)   | 591.4  | 329.5            | 22.8          |
|   | Interruption Index (Urban)   | 397.8  | 127.8            | 0.1           |
| Connection and Other Services               | Average Deviation from SOP in Time Taken for Providing Connection (%)  | 70.4%  | -2.3%            | -88.2%        |
|   | Prosumers (per Lakh)   | 7.6    | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 63.2%  | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 6.2%   | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.1%   | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                     | 3.9%   | 27.3%            | 82.1%         |
|   | Tariff Categories  | 134    | 70               | 13            |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0    | 23.2             | 292.0         |

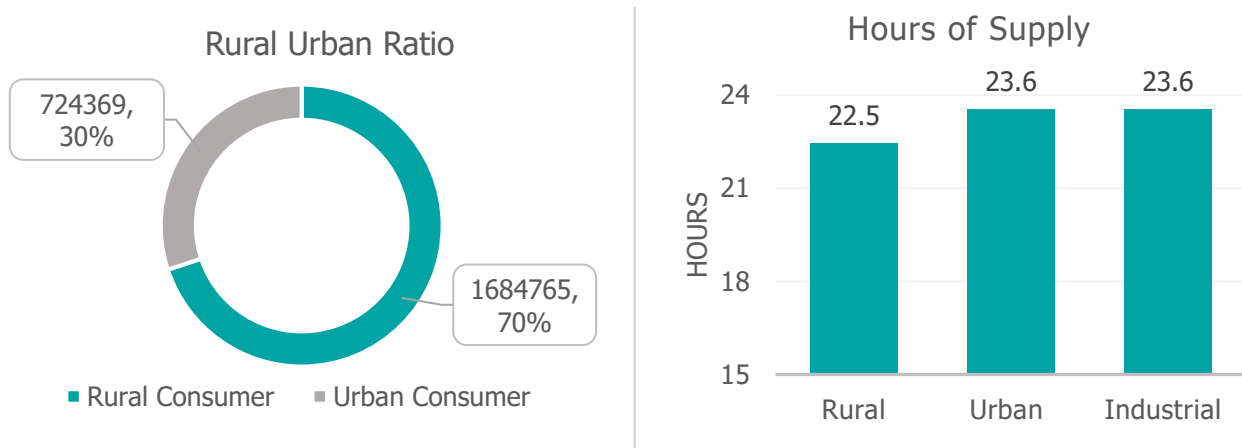
## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| DVVNL   | D                       | D                             | C                                | B+  | D              |
| KESCo   | A                       | A                             | B+                               | B+  | A              |
| MVVNL   | D                       | D                             | C                                | C   | D              |
| NPCL    | B                       | B+                            | B+                               | A   | B              |
| PsVVNL  | D                       | A                             | C                                | B   | C              |
| PuVVNL  | D                       | D                             | D                                | A   | C              |

# Uttarakhand

Uttarakhand Power Corporation Ltd (UPCL)

**Rating- B+**



## Parameters Above National Average

| Parameters                       | Sub-Parameters   | UPCL   | National Average | National Best |
|----------------------------------|--|--------|------------------|---------------|
| Operational Reliability          | Hours of Supply (Rural)  | 22.47  | 20.9             | 23.9          |
|                                  | Hours of Supply (Urban)  | 23.6   | 23.5             | 24.0          |
|                                  | Hours of Supply (Industrial)   | 23.6   | 23.4             | 24.0          |
|                                  | DT Failure Rate (%)  | 6.16%  | 6.9%             | 0.23%         |
|                                  | Interruption Index (Rural)   | 226.3  | 329.5            | 22.8          |
| Connection and Other Services    | Applications Processed Online (% Consumers)                            | 100.0% | 67.6%            | 100.0%        |
|                                  | Average Deviation from SOP in Time Taken for Providing Connection (%)  | -62.2% | -2.3%            | -88.2%        |
|                                  | Presence of Predetermined Demand Charges up to 150kW (Y/N)             | Y      | -                | -             |
| Metering, Billing and Collection | Bills Generated Based on Actual Meter Reading (% Consumers)            | 83.0%  | 78.0%            | 100.0%        |
|                                  | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 50.5%  | 18.5%            | 100.0%        |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Rural) | 35     | 44               | 3.5           |
|                                  | Average Time taken for Replacement of Defective Meters in Days (Urban) | 32     | 36               | 1             |
|                                  | Bills Generated for Domestic Category Consumers in a Year              | 92.1%  | 91.7%            | 100.0%        |
|                                  | Tariff Categories  | 57     | 70               | 13            |
| Fault                            | 24X7 Call Centre Facility (% Consumers)                                | 100.0% | 93.4%            | 100.0%        |

| Parameters                            | Sub-Parameters   | UPCL  | National Average | National Best |
|---------------------------------------|--|-------|------------------|---------------|
| Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)       | 10.3  | 38.0             | 3.8           |
|                                       | Consumers Receiving Outage Updates on Mobile (% Consumers)   | 66.3% | 64.3%            | 100.0%        |
|                                       | Deviation from SOP (Call Center Complaints)                  | 0.0%  | 14.3%            | 0.0%          |
|                                       | Availability of Two-Tier Grievance Redressal Mechanism (Y/N) | Y     | -                | -             |

### Parameters Below National Average

| Parameters                                  | Sub-Parameters   | UPCL       | National Average | National Best |
|---|--|------------|------------------|---------------|
| Operational Reliability                     | Interruption Index (Urban)   | 282.6      | 127.8            | 0.1           |
|   | Interruption Index (Industrial)                                      | 282.6      | 101.3            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)        | 3          | 5                | 7             |
|   | Prosumers (per Lakh)   | 127.0      | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)          | 66.3%      | 69.7%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)                                      | 0.4%       | 1.8%             | 66.4%         |
|   | Number of Consumers Paying Digitally (% Consumers)                   | 23.57%     | 27.30%           | 82.1%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations | Bi-Monthly | -                | -             |
| Fault Rectification and Grievance Redressal | Number of CGRFs (per 1 Lakh Consumers)                               | 9.0        | 23.2             | 292.0         |

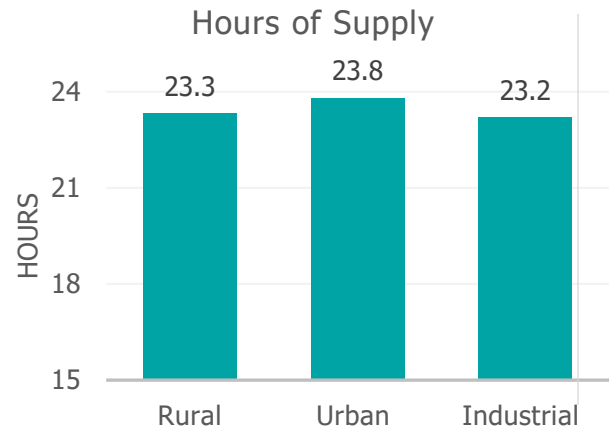
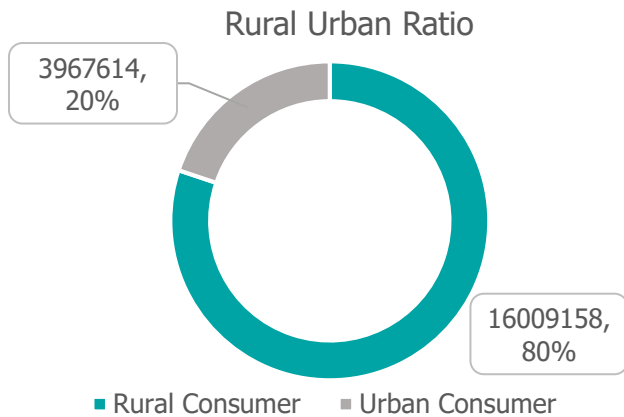
### DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| UPCL    | A                       | B+                            | C+                               | A   | B+             |

# West Bengal

## West Bengal State Electricity Distribution Company (WBSEDCL)

**Rating-B+**



### Parameters Above National Average

| Parameters                                  | Sub-Parameters  | WBSEDCL | National Average | National Best |
|---|---|---------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Urban)   | 23.8    | 23.5             | 24.0          |
|   | Hours of Supply (Rural)   | 23.3    | 20.9             | 23.9          |
|   | Interruption Index (Rural)  | 178.1   | 329.5            | 22.8          |
|   | Interruption Index (Urban)  | 114.2   | 127.8            | 0.1           |
| Connection and Other Services               | Regulations Alignment with Industry Best Practices (Out of 7)         | 6       | 5                | 7             |
|   | Applications Processed Online (% Consumers)                           | 100.0%  | 67.6%            | 100.0%        |
|   | Average Deviation from SOP in Time Taken for Providing Connection (%) | -27.2%  | -2.3%            | -88.2%        |
|   | Presence of Predetermined Demand Charges up to 150kW (Y/N)            | Y       | -                | -             |
| Metering, Billing and Collection            | Consumers Receiving Billing Updates on Mobile (% Consumers)           | 83.6%   | 69.7%            | 100.0%        |
|   | Number of Consumers Paying Digitally (% Consumers)                    | 57.3%   | 27.3%            | 82.1%         |
|   | Bills Generated for Domestic Category Consumers in a Year             | 96.8%   | 91.7%            | 100.0%        |
| Fault Rectification and Grievance Redressal | 24X7 Call Center Facility (% Consumers)                               | 100.0%  | 93.4%            | 100.0%        |
|   | Consumers Receiving Outage Updates on Mobile (% Consumers)            | 83.6%   | 64.3%            | 100.0%        |
|   | Availability of Two-Tier Grievance Redressal Mechanism (Y/N)          | Y       | -                | -             |



## Parameters Below National Average

| Parameters                                  | Sub-Parameters   | WBSEDCL   | National Average | National Best |
|---|--|-----------|------------------|---------------|
| Operational Reliability                     | Hours of Supply (Industrial)   | 23.2      | 23.4             | 24.0          |
|   | DT Failure Rate (%)  | 7.02%     | 6.93%            | 0.23%         |
|   | Interruption Index (Industrial)  | 114.2     | 101.3            | 0.1           |
| Connection and Other Services               | Prosumers (per Lakh)   | 1.5       | 153.2            | 1480.9        |
| Metering, Billing and Collection            | Bills Generated Based on Actual Meter Reading (% Consumers)            | 73.2%     | 78%              | 100.0%        |
|   | Bills Generated on the Basis of Non-manual Meter Reading (% Consumers) | 0.2%      | 18.5%            | 100.0%        |
|   | Prepaid Consumers (% Consumers)  | 0.1%      | 1.8%             | 66.4%         |
|   | Billing Frequency for Domestic Category Consumers as per Regulations   | Quarterly | -                | -             |
|   | Average Time taken for Replacement of Defective Meters in Days (Rural) | 103       | 44               | 3.5           |
|   | Average Time taken for Replacement of Defective Meters in Days (Urban) | 90        | 36               | 1             |
|   | Tariff Categories  | 150       | 70               | 13            |
| Fault Rectification and Grievance Redressal | Average Call Waiting Time at the Call Center (Seconds)                 | 85.5      | 38.0             | 3.8           |
|   | Deviation from SOP (Call Center Complaints)                            | -         | 14.3%            | 0.0%          |
|   | Number of CGRFs (per 1 Lakh Consumers)                                 | 1.0       | 23.2             | 292.0         |

## DISCOM-wise Grade Comparison

| DISCOMs | Operational Reliability | Connection and Other Services | Metering, Billing and Collection | Fault Rectification and Grievance Redressal | Overall Grades |
|---------|-------------------------|-------------------------------|----------------------------------|---|----------------|
| WBSEDCL | A                       | A                             | C+                               | C   | B+             |