

Name of DISCOM : Cochin Port Authority

Period : October 2024 to December 2024

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

(See regulation 19)

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

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
1.	Normal fuse off	Urban areas	0	45	45	45	45	0	45	0
		Rural areas	Not applicable							
		Difficult areas	Not applicable							
2.	Overhead Line/Cable breakdowns	Urban areas	0	33	33	33	33	0	33	0
		Rural areas	Not applicable							
		Difficult areas	Not applicable							
3.	Under ground cable break down	Urban areas	0	0	7	7	7	0	7	0
		Rural areas	Not applicable							
		Difficult areas	Not applicable							
4.	Distribution Transformer Failure	Urban areas	0	0	0	0	0	0	0	0
		Rural areas	Not applicable							
		Difficult areas	Not applicable							

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28/1/25
EE (E/c)

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

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28/1/25
EE(Etc)

Sl.No.	Guaranteed standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)	
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed		
8.	Voltage fluctuations in case erection of substation required	0	0	0	0	0	0	0	0	0	
9.	Meter Reading		0	0	0	0	0	0	0	0	
10.	Meter inspection	Urban areas	0	0	0	0	0	0	0	0	
		Rural areas	Not applicable								
		Difficult areas	Not applicable								
11.	Meter Replacement (LT)	Urban areas	0	11	11	11	11	0	11	0	
		Rural areas	Not applicable								
		Difficult areas	Not applicable								
12.	Meter Replacement (HT)	Urban areas	0	0	0	0	0	0	0	0	
		Rural areas	Not applicable								
		Difficult areas	Not applicable								
13.	Shifting of meter/service line		0	3	3	3	3	0	3	0	

Sayali
28/11/25
EE(ER)

Sl.No.	Guaranteed standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter(No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.	New connection/ additional load where supply can be provided from existing network	0	22	22	22	22	0	22	0
15.	New connection/ additional load where supply can be provided after extension/ aug mentation of network	0	0	0	0	0	0	0	0
16.	Erection of substation to extend supply	0	0	0	0	0	0	1	0
17.	Transfer of ownership	0	0	0	0	0	0	0	0
18.	Change of category	0	1	1	1	1	0	1	0

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28/1/25
(EECE/c)

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
19.	Issue of temporary connection		0	5	5	5	5	0	5	0
20.	Billing complaint		0	0	0	0	0	0	0	0
21.	Disconnection of supply		0	4	4	4	0	0	4	0
22.	Refund of security deposit , issue of no dues certificate		0	4	4	4	4	0	4	0
23.	Reconnection of supply disconnected due to non-payment of bills		0	65	65	65	65	0	65	0
24	Average Service Reliability Index (ASAI)	Urban areas							99.5	
		Rural areas	Not applicable							
		Difficult areas								

Sanjay B
28/1/25
(EECE)

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

Guaranteed standard Reference No.	Guaranteed standard parameter	Response to the calls (No.) 85	
		Within stipulated time	More than stipulated time
1.	First response against consumer call	85	0
2.	Registration of Consumer Call and issue of complaint Number	Nil	Nil

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28/1/25
EE (Ele)

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

No Complaints received for compensation during this quarter

S. No.	Complain t number	Date of filing of Complaint	Consume r number	Name and Address of consumer	Nature of complain t	Reference to Guarantee d standard	Amount of Compensatio n paid (Rs.)	Date of payment of Compensation
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
3	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Jay Lal B
28/1/25
(EE/Ele)

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

(See regulation 19)

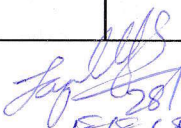
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:

Name of DISCOM : Cochin Port Trust
Quarter : October 2024 to December 2024


Overall standards reference no.	Overall standard parameter		Number of complaints pending at the start of the quarter(A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
1.	Normal fuse off	Urban areas	0	45	45	45	0
		Rural areas					
		Difficult areas					
2.	Overhead Line/Cable Breakdowns	Urban areas	0	33	33	33	0
		Rural areas					
		Difficult areas					
3.	Underground Cable Breakdowns	Urban areas	0	7	7	7	0
		Rural areas					
		Difficulty areas					
4.	Distribution Transformer Failures	Urban areas	0	0	0	0	0
		Rural areas					
		Difficult areas					
5.	Reconnection of Supply following disconnection due to non-payment of bills	Urban areas	0	65	65	65	0
		Rural areas					
		Difficult areas					

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28/11/25
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Sl.No.	Overall standard Parameter	Number of complaints pending at the start of the quarter(A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
6.	Period of scheduled outages	0	0	0	0	0
7.,	Rectification of voltage variations with in seven days where no expansion or enhancement of network is required	0	0	0	0	0
8.	Rectification of voltage variations with in one hundred and twenty days where upgradation of distribution system is required	0	0	0	0	0
9.,	Inspection, checking and rectification of defects of meter except replacement within five working days of receipt of complaint	0	0	0	0	0
10.	Replacement of defective LT meter owned by the licensee within seven working days of the detection of defects	0	11	11	11	0
11.	Replacement of defective HT meter owned by the licensee within seven working days of the detection of defects	0	0	0	0	0


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12	Adherence to time lines specified for,-				
	a) New connection	0	22	22	0
	b) Temporary Connection	0	5	5	0
	c) Seasonal connection	0	0	0	0
	d) Enhancement or reduction of connected load or contract demand	0	0	0	0
	e) Transfer of service connection	0	0	0	0
	f) Conversion of service connection	0	0	0	0
	g) Shifting of electric line or electrical plant	3	3	3	0
	h) Dismantling and removal of electric line or electrical plant which are not in use	0	0	0	0
	i) Change of category as specified in Kerala Electricity Supply Code, 2014	0	1	1	0
13	Adherence to time lines specified for,-				
	a) Resolution of grievances relating to disputed bills	0	0	0	0
	b) Disconnection of supply on the request of consumer	0	4	4	0
	c) Refund of security deposit on termination of service	0	4	4	0


 28/11/25
 EE (Ele)

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

No. of faulty meters at the start of the quarter	No. of faulty meters detected during the quarter	Total no. of faulty meters	No. of meters rectified/ replaced	No. of faulty meters pending at the end of the quarter
0	11	11	11	0

Fajal
28/1/25
EE (Elec)

NAME OF DISCOM

COCHIN PORT AUTHORITY

Period

III rd Quarter 2024-25(OCT 2024 to DEC 2024)

Sl. No.	Feeder name	Nr i = Connected consumers of i th feeder affected each interruption	Ai= Total number of sustained interruptions (each longer than 5	Ni= Total number of consumers served (1)	= (Ai* Ni) for all 11kV feeders excluding agriculture feeders	SAIFI= (2) / (1)
			minutes) on i th feeder for the month		(2)	
1	Q9-2	305	3	1232	915	0.7427
2	Q9-3	5	1	1232	5	0.0041
3	ALL FEEDERS	1232	2	1232	2464	2.0000
4	UTL	318	2	1232	636	0.5162
5	MH FEEDER	5	2	1232	10	0.0081

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28/11/25
EE (Ele)

NAME OF DISCOM

COCHIN PORT AUTHORITY

Period

III rd Quarter 2024-25(OCT 2024 to DEC 2024)

Sl. No.	Feeder Name	Nr i = Connected consumers of i th feeder affected each interruption	Bi = duration of interruption in that feeder in minute	Nt = Total number of consumers served (1)	(Bi * Ni) for all 11kV feeders excluding agriculture feeders	SAIDI= (2) / (1)
					(2)	
1	MNC	38	3	1232	114	0.0925
2	UTL	318	61	1232	19398	15.7451
3	ALL FEEDERS	1232	79	1232	97328	79.0000
4	Q9-3	5	9	1232	45	0.0365
5	Q9-2	305	224	1232	68320	55.4545
6	MH	5	28	1232	140	0.1136

Signature
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EEL(e)

Name of DISCOM

COCHIN PORT AUTHORITY

Period III rd Quarter 2024-25(OCT 2024 to DEC 2024)

Sl. No.	Month	Nr i = Connected consuers of i th feeder affected each interruption	C _i = Total number of momentary interruptions (each less than or equal to 5	N _i = Total number of consumers served (1)	= (C _i * N _i) for all 11kV feeders excluding agricultural feeders (2)	MAIFI= (2) / (1)
			minutes) on i th feeder for the month			
1	MNC	38	1	1232	38	0.0308
2	UTL	318	5	1232	1590	1.2906
3	Q9-3	5	1	1232	5	0.0041
4	Q9-2	315	5	1232	1575	1.2784
5	MH	5	1	1232	5	0.0041

Signature
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