

CORRIGENDUM 1	Pre-Bid Queries & Clarifications
Date:	03/09/2025
BYPL NIT NO:	CMC/BY/25-26/RS/PM/VK/12 Dated: 13.08.2025
Work:	Business Functions-I for Electricity Distribution work in BYPL

Sl. No	NIT Clause Reference/ Page Number	Description	Bidder's Query	BYPL's Reply / Clarifications
1	Section V, SOW	Penalty	With reference to the clause regarding “ Penalty related to Score Card ”, we observed that while the methodology for evaluation through KPIs has been defined, the maximum monthly capping of penalty has not been specified.	The Bidder may refer the Revised Score card & penalty clauses which are attached along with this corrigendum.
2	Section V, SOW	Scope of work	In the tender document, Section Scope of Work, no provision or details have been specified regarding the consumer count on a division-wise. Further , the document does not provide any information concerning the count of bill distribution, including both hard copies and soft copies (e-bills). We therefore request the department to kindly provide clarity on the said queries in order to enable a better understanding of the project scope and the estimation of execution costs.	> The consumer base count circlewise, key business parameter jun'25, Revised Score card & penalty clauses which are attached along with this corrigendum.
3	Section V, SOW	RECOVERY & ENFORCEMENT	As per the Recovery and Enforcement Scope of Work, kindly confirm the number of manpower required , along with their specific roles and responsibilities.	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
4	General	NA	Pls share total number of employees per process and Average salary per process	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
5	General	NA	Tools and Tackles Quantity required for Recovery / Disconnection / Enforcement employee	> Bidders need to assess the requirement of tools & tackles as per the scope of work given in the NIT.
6	General	NA	Avg reimbursement cost for conveyance and mobile calling for recovery and disconnection employee	> Bidders need to assess as per scope of work and submit the bid accordingly.
7	General	NA	Kindly confirm are we supposed to raise the invoicing for e-billing	NO
8	General	NA	How will we implement electronic attendance system as most of the resources would be on the field	Tender conditions shall prevail.
9	General	NA	Reimbursement for insurance policies – GTLI / GMC / etc	All the insurance policies related cost shall be under the bidder scope. No separate reimbursement shall be given.
10	General	NA	Is MR and BD done thru mobile in any of the divisions of BYPL	Tender conditions shall prevail.
11	General	NA	what would be Category of Meter Reader and BD / Recovery and Enforcement manpower	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
12	General	NA	Avg Download percentage currently being achieved	> The division wise meter downloading % has been attached along with this corrigendum.
13	General	NA	Pls clarify as per page no. 94 -- "No additional billing or payment on account of addition/increase in number of consumer and location during the term of contract". Question : Whether we would not be able to raise invoice beyond the mentioned quantity in Price Bid, incase number of connections goes beyond	> This clause is related to the Part-B (Recovery & Enforcement Activity) of the price bid where the Tender conditions shall prevail.
14	General	NA	Qty mentioned in the Price bid is for three years based on current reading or projected reading	The quantity is based on the projected consumer counts.

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Date:		01/09/2025		
BYPL NIT NO:		CMC/BY/25-26/RS/PM/VK/12 Dated: 13.08.2025		
Work:		Business Functions-I for Electricity Distribution work in BYPL		
Sl. No	NIT Clause Reference/ Page Number	Description	Bidder's Query	BYPL's Reply / Clarifications
15	Section -III, SCC, clause no 8.3	Comprehensive Marine Storage cum Erection insurance policy:	Are we required to take marine storage cum erection insurance policy as per	> The clause no 8.3 is deleted.
16	General		Present Count required of SLCC, MLCC & E-Bill (Circle-wise).	> The details has been attached along with this corrigendum.
17	General		Manpower count required (Circle-wise).	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
18	General		Manpower monthly CTC required (including all variable payments if any) – Circle-wise.	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
19	General		Company's E-bill count target for the upcoming period.	Tender is very clear on this matter.
20	General		In case of an increase in e-bills in the future, who will bear the BD employee cost?	Tender is very clear on this matter.
21	General		Manpower count required (Activity-wise).	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
22	General		Manpower monthly CTC required (including all variable payments if any) – Activity-wise.	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
23	General		Whether the cost of mass raids and any additional payments other than CTC are included in the? If yes, kindly provide the monthly amount.	> Bidders need to assess the requirement of manpower and their salary as per skill & job profile & submit the bid accordingly.
24	Section-III, Clause no 6.3	6.3 If the contract value increases by more than 5%, the contractor shall enhance the CPBG value @5% of the enhanced contract value.	-	The clause no 6.3 has been revised as: 6.3 If the contract value increases by more than 5%, the contractor shall enhance the CPBG value @7.5% of the enhanced contract value.
25	Section -III, Special terms & Conditions (SCC) Clause No. 6, Contract Cum performance Security Bank Guarantee (CPBG) Point No. 6.7	In the event, in Company's sole judgement, the Contractor has fulfilled all its obligations under this Agreement, The CPBG shall be released without any interest after the expiry of CPBG and its claim period as mentioned above upon compulsory submission of i) No Demand Certificate ii) Indemnity Bond iii) Work completion certificate issued by BYPL iv) NOC issued by BYPL compliance cell	-	Revised Clause no 6.7: In the event, in Company's sole judgement, the Contractor has fulfilled all its obligations under this Agreement, The CPBG shall be released without any interest after the expiry of CPBG and its claim period as mentioned above upon compulsory submission of i) No Demand Certificate ii) Indemnity Bond (which shall be supported by a bank guarantee of 2% of the Contract Value for a period of one year or till fulfillment of all liabilities plus three month claim period from the end/expiry of the Contract, and which bank guarantee may at the sole discretion of the Company, be encashed to recover any and all losses (including any damages, liabilities, costs, expenses, interest, fine and/ or penalties) imposed on, sustained, incurred or suffered by, or asserted against Company, upon which encashment the bank guarantee shall be forthwith replenished to the full amount as aforesaid) iii) Work completion certificate issued by BYPL iv) NOC issued by BYPL compliance cell

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Work:		Business Functions-I for Electricity Distribution work in BYPL		
Sl. No	NIT Clause Reference/ Page Number	Description	Bidder's Query	BYPL's Reply / Clarifications
26	Section V, SOW, Part-I: Meter Reading & Bill distribution	New Clause Added	-	D. SALIENT FEATURE 1. The Company shall not entertain any loss on account of reduction in consumer base upto 10% of the current base due to execution of any new initiatives such as e-bill delivery, installations of Smart Meters, Meter Reading through Mobile or any via media which may be suitable as per the new technology. 2. If the order value is reduced due to reduction in the consumer count beyond 10% of the current base of the respective categories due to execution of any new initiatives as mentioned above, the same shall be addressed separately by management. 3. Any additional expenses on account of tracking of Bill Delivery using mobile application, or any other such initiative shall not be entertained unless preceded by a formal amendment to the work order.
27	Section- V , SOW, Part XIII – PERFORMANCE EVALUATION & SCORE CARD	2.2 DEDUCTION ON THE BASIS OF PERFORMANCE - KPI: Deduction as specified below shall be made from the monthly payment of contractor on the basis of his performance		The claus no 2.2 has been replaced by new clause mentioned herewith:. 2.2 INCENTIVE / DEDUCTION ON THE BASIS OF PERFORMANCE MEASUREMENT/SCORE CARD: Incentive or deduction as specified below shall be made from the monthly payment of Contractor on the basis of his performance on Key performance indicator. (Monthly Score out of 100 - Incentive / Deduction) > More than or equal to 90 - Incentive of 3% on billed amount excluding levies and taxes. > More than or equal to 80 but less than 90 - Incentive of 1.5% on billed amount excluding levies and taxes. > More than or equal to 60 but less than 80 - No incentive or deduction. > More than or equal to 50 but less than 60 - Deduction of 1.5% on billed amount excluding levies and taxes. > Less than 50 - Deduction of 3% on billed amount excluding levies and taxes.
28	Section- V , SOW, Part XIII – PERFORMANCE EVALUATION & SCORE CARD, Performance Evaluation Score Card for 1. Recovery, B. Meter reading & Bill distribution, 3. Enforcement 4. Master score card			The Score card matrix has been revised and the revised matrix is attached along with this corrigendum. All the Performance evaluation score card shall be treated individually, i.e. A1. Meter reading , A2. Bill distribution, B. Recovery and C. Enforcement (for A1 & A2 Individual scorecards would be applicable at circle level). Penalty / incentive shall be applicable individually for A1, A2, B & C respectively. Any other scorec card related penalty mentioned in the tender shall be replaced with above penalty only.

Performance Evaluation Score card

A1. Performance Evaluation Score Card for Meter Reading								
Sr.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			85	10	5	0	
1	Downloading %	Total downloading % achieved as per AOP target	RCM	35	DL % = > 100	DL % >=99 & < 100	DL % < 99	
2	Reduction in provisional		BET					
2.1	1st Time	Total % provisionals added in current month		4	<1%	>=1% & < 1.2	>=1.2%	
2.2	2nd Time	Total % cases where reading not taken for 2 times		15	<0.2%	>=0.2% & <0.3%	>=0.3%	
2.3	Provisional hold cases (Provisional >= 3 times)	Total % cases where reading not taken for >=3 times		6	0%	N/A	>0%	
3	Adherence to schedule (Packing of cycles within predefined timelines)	Instances reported of delay in cycle packing	RCM	10	On time all cycle packing	If any cycle packing delays for only 1 day	In all other cases	
4	Submission of cross verification report	Cross verification report of 1.5% of the total not read cases of each cycle	Divisional Head	10	1.5% of total cases	N/A	If report not submitted or is < 1.5% of total cases	
5	Pasting of Disconnection Notices where non-accessibility to meter continues and reading request form in case of PL	Total notices pasted in all the provisional cases	Divisional Head	5	Pasted in 100% provisional cases	Pasted in >=90% provisional cases	If not pasted or <90% provisional cases	
B	Enablers for Contract performance			15				
6	Display of I-cards by vendor workforce	Verification of I-cards at field by the AMPS on monthly basis of at least 5 employees	Divisional Head	3	No instance of vendor workforce without I-card	N/A	1 or more instances of workforce without I-card	
7	PF A/C opened for employees	Contractor shall open PF A/C for all employees	Vendor	3	Should cover 100% workers	N/A	If 100% not covered	
8	Statutory compliance (Includes ESIC,Insurance)	Contractor shall take necessary steps for statutory compliances	HR	3	Should cover 100% workers	N/A	If 100% not covered	
9	Timely submission of invoice	Date of receipt of invoice (within one week of completion of work)	Divisional Head	3	Submission of invoice by due date	N/A	Submission of invoice after due date	
10	Reward and Recognition policy based on score card has to be on monthly basis	Agency has to implement reward and recognitions policy based on score card/performance of individual	Vendor	3	Done	N/A	Not done	

A2. Performance Evaluation Score Card for Bill Distribution								
S.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			75	10	5	0	
1	% No. of delivered Bills	Total bills delivered to the consumer with and without acknowledgement	Divisional Head	20	100% Delivered	>=99.5% and <100	<99.5%	
2	% No. of delivered Bills with acknowledgement	Total bills delivered with acknowledgement	Divisional Head	20	>=99% Delivered	>=98% and <99%	<98%	
3	% No. of delivered Bills without acknowledgement	Total bills delivered without acknowledgement	Divisional Head	5	<=1% Delivered	>1% and <=2% Del	>2%	
4	Submission of cross verification report (Cross verification report of 1.5% of the total undelivered bills of each cycle)	% Count of cases attended for cross verification	Divisional Head	5	1.5% of total cases	N/A	If report not submitted or is < 1.5% of total cases	
5	Adherence to schedule	Bill distribution of cycles within predefined timelines	RCM	10	On time (i.e. within 2 days)	If delay is for only 1 day of any cycle	In all other cases	
6	Consumer complaints of "Bill not received"	Total complaints received in system of Bill Not Received	BET	15	0 Complains	N/A	If complaints is more than 0	
B	Enablers for Contract performance			25				
7	Display of I-cards by vendor workforce	Verification of I-cards at field by the AMPS on monthly basis of at least 5 employees	Divisional Head	5	No instance of vendor workforce without I-card	N/A	1 or more instances of workforce without I-card	
8	PF A/C opened for employees	Contractor shall open PF A/C for all employees	Vendor	5	Should cover 100% workers	N/A	If 100% not covered	
9	Reward and Recognition policy based on score card has to be on monthly basis	Agency has to implement reward and recognitions policy based on score card/performance of individual	Vendor	5	Done	N/A	Not done	
10	Statutory compliance (Includes ESIC,Insurance)	Contractor shall take necessary steps for statutory compliances	HR	5	Should cover 100% workers	N/A	If 100% not covered	
11	Timely submission of invoice	Date of receipt of invoice (within one week of completion of work)	Divisional Head	5	Submission of invoice by due date	N/A	Submission of invoice after due date	

B. Performance Evaluation Score Card for Recovery									
S.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT				Remarks
A	Operational Performance			80	15	10	5	0	
1	Overall Collection Efficiency	Total collection efficiency achieved for the month	Business	20	>115%	<115% & >=110%	<110% & >=100%	Below 100%	
2	Opening outstanding of defaulters (old arrears) for the month	Total amount recovered from the total allocation (workable) of old defaulters	BET	25	>=75%	>=60% & <75%	>=50% & <65%	Below 50 %	
3	Chronic Cases	Resolution of allocated chronic cases for >6 Months & >5K	BET	20	>=75%	>=60% & <75%	>=50% & <65%	Below 50 %	
4	FE Productivity (100% Resolution of allocated cases)	% of cases resolve and upadted/punched in system on daily basis	BET	15	100%	>=90% & <100%	>=80% & <90%	Below 80%	
B	Enablers for Contract performance			20					
5	Reward and Recognition policy based on productivity of FE's	Agency has to implement reward and recognitions policy based on performance of individuals.	Vendor	5	Done	N/A	N/A	Not Done	
6	FE's Underperformer Tracking	Issuance of Memo & Disciplinary action	Vendor	5	Issued	N/A	N/A	Not Issued after 2 or more instances	
7	Vendor Manpower Discipline Compliance	Contractor shall take necessary action to resolve divisions grievances.	Divisional Head	5	Grievance resolution within specific timeframe.		N/A	2 or more instances without resoluion	
8	Statutory compliance (Includes ESIC,Insurance)	Contractor shall take necessary steps for statutory compliances	HR	5	Should cover 100% workers	N/A	N/A	If 100% not covered	

C. Performance Evaluation Score Card for Enforcement									
S.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT				Remarks
A	Operational Performance			85	10	5	0		
I	Enforcement - I Dept (Inspection)								
1	Manpower availability	Instances reported in following categories by team leaders							
1.1		Not providing inspection team for odd hours (5:30 PM to 09:00 AM) or holiday	Enforcement-I	6	No instance	N/A	1 or more such instances		
1.2		Non providing substitute in absence of any personnel / manpower	Enforcement-I	6	No instance	N/A	1 or more such instances		
1.3		Non adhering to the stipulated office timings	Enforcement-I	6	No instance	2 Instance	more than 2 instances		
2	Instances of mistakes / errors / delays	Instances reported in following categories by team leaders							
2.1		Inspection assistance	Enforcement-I	5	No instance	1 Instance	more than 1 instances		
2.2		Punching assistance	Enforcement-I	5	No instance	1 instance	more than 1 instances		
2.3		Store assistance	Enforcement-I	3	No instance	1 Instance	more than 1 instances		
2.4		Backend support	Enforcement-I	3	No instance	1 Instance	more than 1 instances		
3	Removal of service line	Removal of service line at the time of booking of a theft case, where ever required.	Enforcement-I	9	No instance	N/A	1 or more such instances		
4	Corruption/Malpractices	Any complaint received regarding indulgence of any employee of vendor in corruption/ malpractices	Enforcement-I	9	No instance	N/A	1 or more such instances		
5	Dropping of cases	Cases dropped due to the reasons attributed to Vendor.	Enforcement-II	9	No instance	N/A	1 or more such instance		
II	Enforcement - II Dept (Billing)								
6	Instances of mistakes / errors / delays	Instances reported in following categories by AO							
6.1		Punching assistance	Enforcement-II	8	No instance	1 Instance	more than 1 instances		
6.2		Assessment assistance	Enforcement-II	4	No instance	1 Instance	more than 1 instances		
6.3		Video upload delay	Enforcement-II	6	No instance	1 Instance	more than 1 instances		
6.4		File scan delay	Enforcement-II	6	No instance	1 Instance	more than 1 instances		
B	Enablers for Contract performance			15					
7	Display of I-cards by Enf-I vendor workforce	Verification of I-cards at field by the Circle Head on monthly basis of at least 10 employees	Enforcement-I	7	No instance of vendor workforce without I-card	N/A	1 or more instances of workforce without I-card		
9	Reward and Recognition policy based on score card has to be on monthly basis	Agency has to implement reward and recognitions policy based on score card/performance of individual	Vendor	4	Done	N/A	Not done		
10	Statutory compliance (Includes ESIC,Insurance)	Contractor shall take necessary steps for statutory compliances	HR	4	Should cover 100% workers	N/A	If 100% not covered		

Division wise Meter Downloading % FY 24-25												
Division	Apr'24	May'24	Jun'24	Jul'24	Aug'24	Sep'24	Oct'24	Nov'24	Dec'24	Jan'25	Feb'25	Mar'25
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
CCK	99.25%	99.38%	99.24%	99.13%	99.20%	99.26%	99.25%	99.21%	99.31%	99.32%	99.35%	99.27%
DRG	99.64%	99.66%	99.61%	99.55%	99.55%	99.53%	99.57%	99.55%	99.63%	99.59%	99.60%	99.70%
PHG	99.45%	99.36%	99.35%	99.26%	99.26%	99.25%	99.19%	99.22%	99.32%	99.34%	99.44%	99.47%
PNR	99.58%	99.53%	99.52%	99.49%	99.50%	99.51%	99.50%	99.47%	99.39%	99.28%	99.46%	99.54%
SRD	99.15%	99.30%	99.10%	98.92%	98.94%	99.23%	99.10%	99.10%	99.25%	99.22%	99.41%	99.42%
CENTRAL	99.41%	99.45%	99.36%	99.27%	99.29%	99.36%	99.32%	99.31%	99.38%	99.35%	99.45%	99.48%
GTR	99.70%	99.72%	99.68%	99.57%	99.56%	99.39%	99.38%	99.46%	99.45%	99.46%	99.64%	99.74%
KWR	99.69%	99.68%	99.63%	99.53%	99.53%	99.39%	99.36%	99.35%	99.40%	99.37%	99.58%	99.61%
NNG	99.62%	99.68%	99.62%	99.60%	99.60%	99.54%	99.56%	99.63%	99.65%	99.64%	99.78%	99.75%
YVR	99.45%	99.45%	99.36%	99.30%	99.30%	99.30%	99.35%	99.36%	99.32%	99.28%	99.40%	99.43%
N EAST	99.62%	99.63%	99.57%	99.50%	99.50%	99.41%	99.41%	99.45%	99.45%	99.44%	99.60%	99.63%
KKD	99.78%	99.77%	99.64%	99.68%	99.69%	99.64%	99.72%	99.76%	99.69%	99.65%	99.74%	99.75%
KNR	99.40%	99.45%	99.33%	99.28%	99.29%	99.24%	99.20%	99.04%	99.08%	99.14%	99.25%	99.20%
LNR	99.68%	99.69%	99.61%	99.53%	99.54%	99.56%	99.55%	99.61%	99.56%	99.57%	99.62%	99.64%
MVR	99.72%	99.73%	99.65%	99.62%	99.62%	99.69%	99.69%	99.68%	99.66%	99.60%	99.71%	99.80%
VSE	99.78%	99.56%	99.52%	99.44%	99.44%	99.31%	99.28%	99.37%	99.38%	99.45%	99.59%	99.75%
S EAST	99.67%	99.64%	99.55%	99.51%	99.52%	99.49%	99.49%	99.49%	99.47%	99.48%	99.58%	99.63%
BYPL	99.56%	99.57%	99.49%	99.42%	99.43%	99.42%	99.41%	99.42%	99.44%	99.42%	99.54%	99.58%

Meter Downloading % FY 25-26				
Division	Apr'25	May'25	Jun'25	Jul'25
	Actual	Actual	Actual	Actual
CCK	99.23%	99.32%	99.25%	99.27%
DRG	99.62%	99.67%	99.52%	99.48%
PHG	99.46%	99.48%	99.29%	99.40%
PNR	99.47%	99.43%	99.34%	99.37%
SRD	99.49%	99.46%	99.64%	99.63%
CENTRAL	99.45%	99.47%	99.41%	99.43%
GTR	99.73%	99.74%	99.73%	99.69%
KWR	99.65%	99.60%	99.62%	99.66%
NNG	99.70%	99.66%	99.64%	99.71%
YVR	99.40%	99.34%	99.35%	99.36%
N EAST	99.62%	99.59%	99.59%	99.61%
KKD	99.73%	99.69%	99.65%	99.71%
KNR	99.24%	99.28%	99.27%	99.22%
LNR	99.63%	99.64%	99.54%	99.63%
MVR	99.84%	99.80%	99.79%	99.78%
VSE	99.65%	99.60%	99.65%	99.66%
S EAST	99.62%	99.60%	99.58%	99.60%
BYPL	99.56%	99.55%	99.52%	99.54%

Consumer Base as in March'25		
Sl. No	Division Name	SLCC (Nos)
1	ESKKD	94449
2	ESKNR	197647
3	ESLNR	203549
4	ESMVR	121907
5	ESVSE	90211
	South East	707763
1	ENGTR	118635
2	ENKWR	258755
3	ENNNG	187059
4	ENYVR	236978
	North East	801427
1	CECCK	99264
2	CEDRG	75353
3	CEPHG	108195
4	CEPNR	110555
5	CESRD	64645
	Central	458012
	Grand Total	1967202

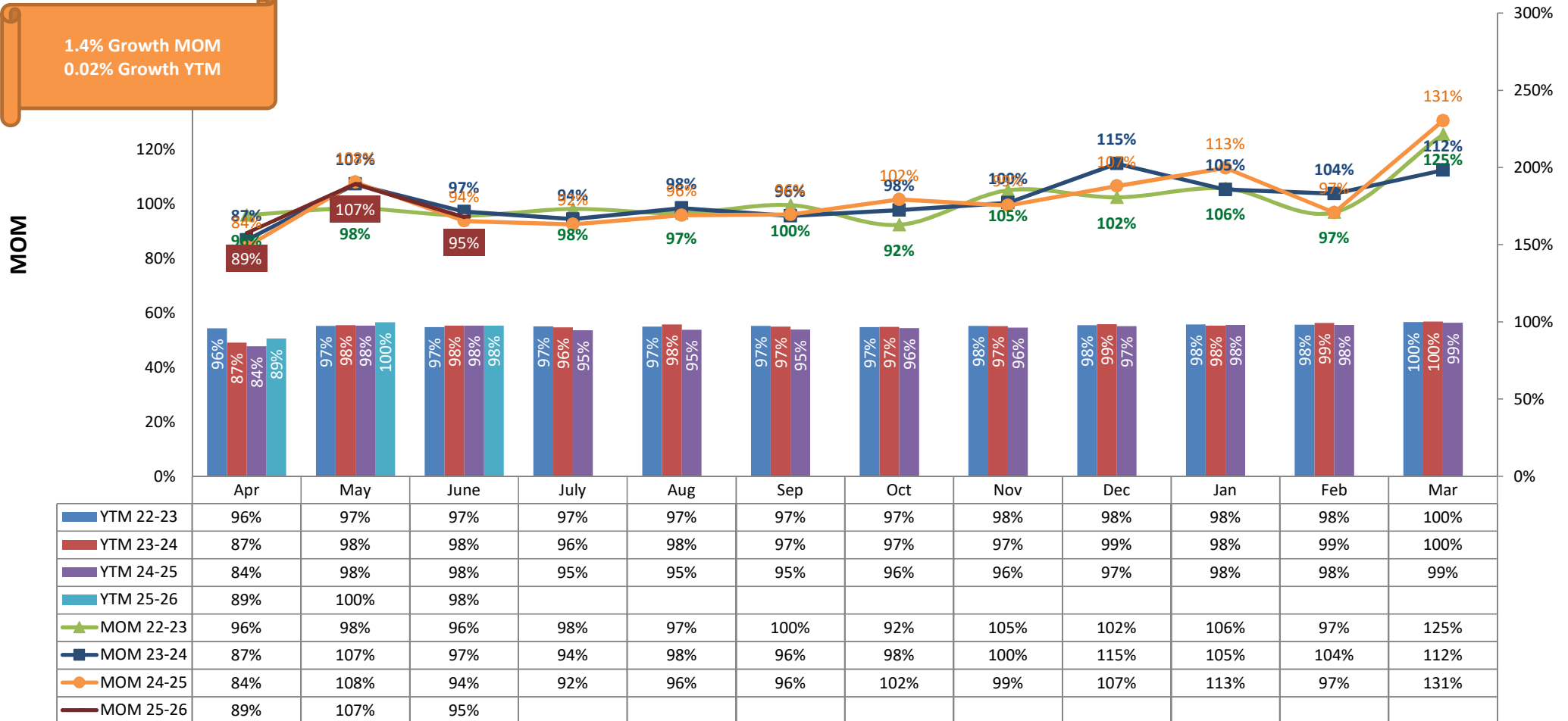
Key Business Parameters BYPL

Jun-25

Trend

Collection(CE%) –Due Date Basis(Without St.Light)(Crs)

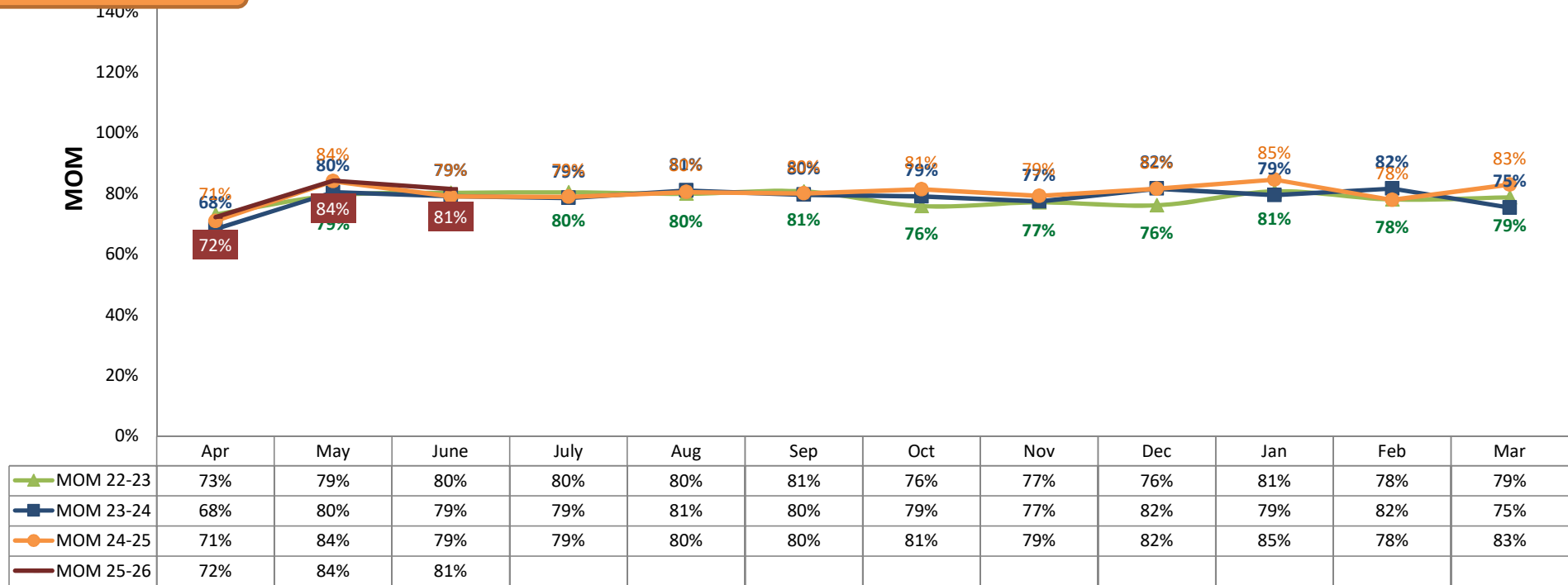
1.4% Growth MOM
0.02% Growth YTM



BSES

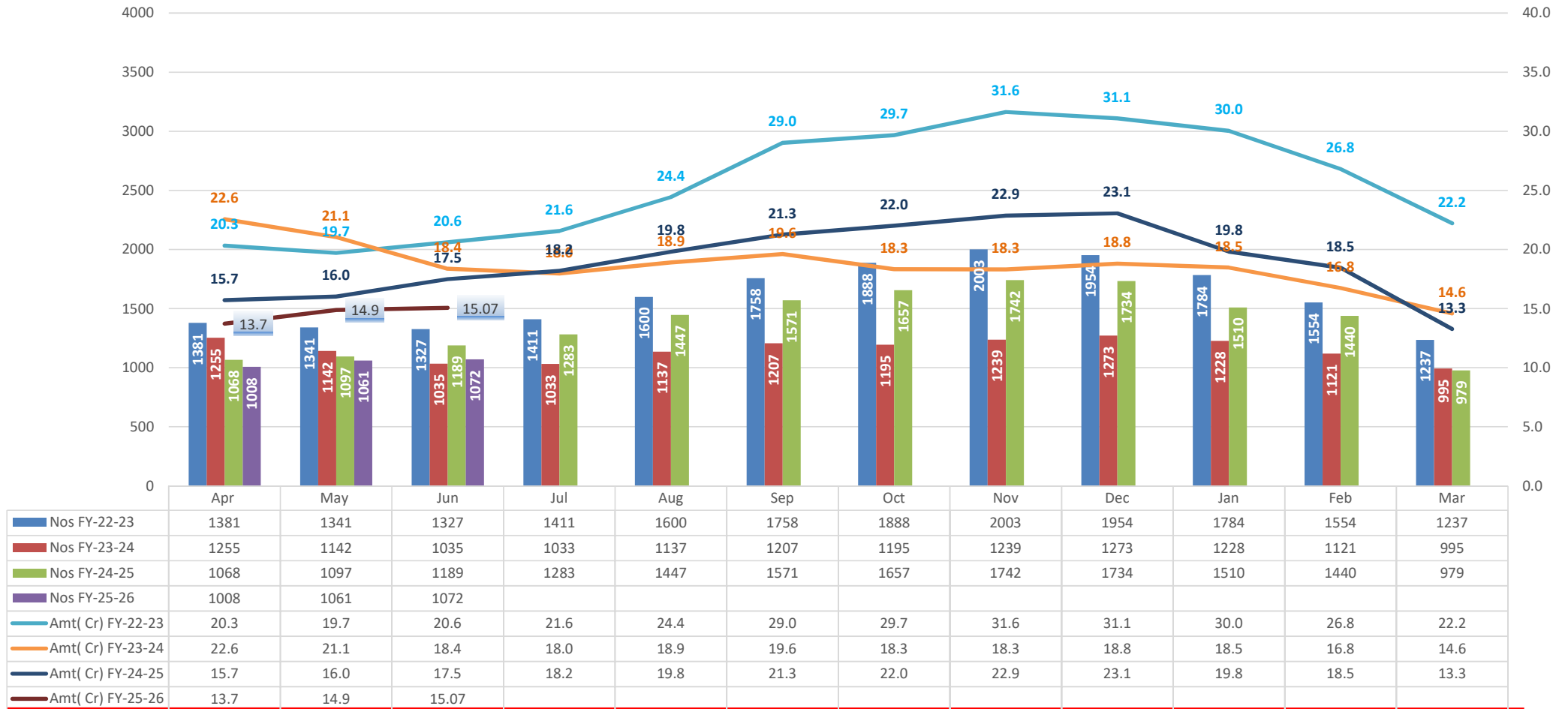
Collection(CD%) –Due Date Basis(With St.Light)(Crs)

2.4% Growth MOM



BSES

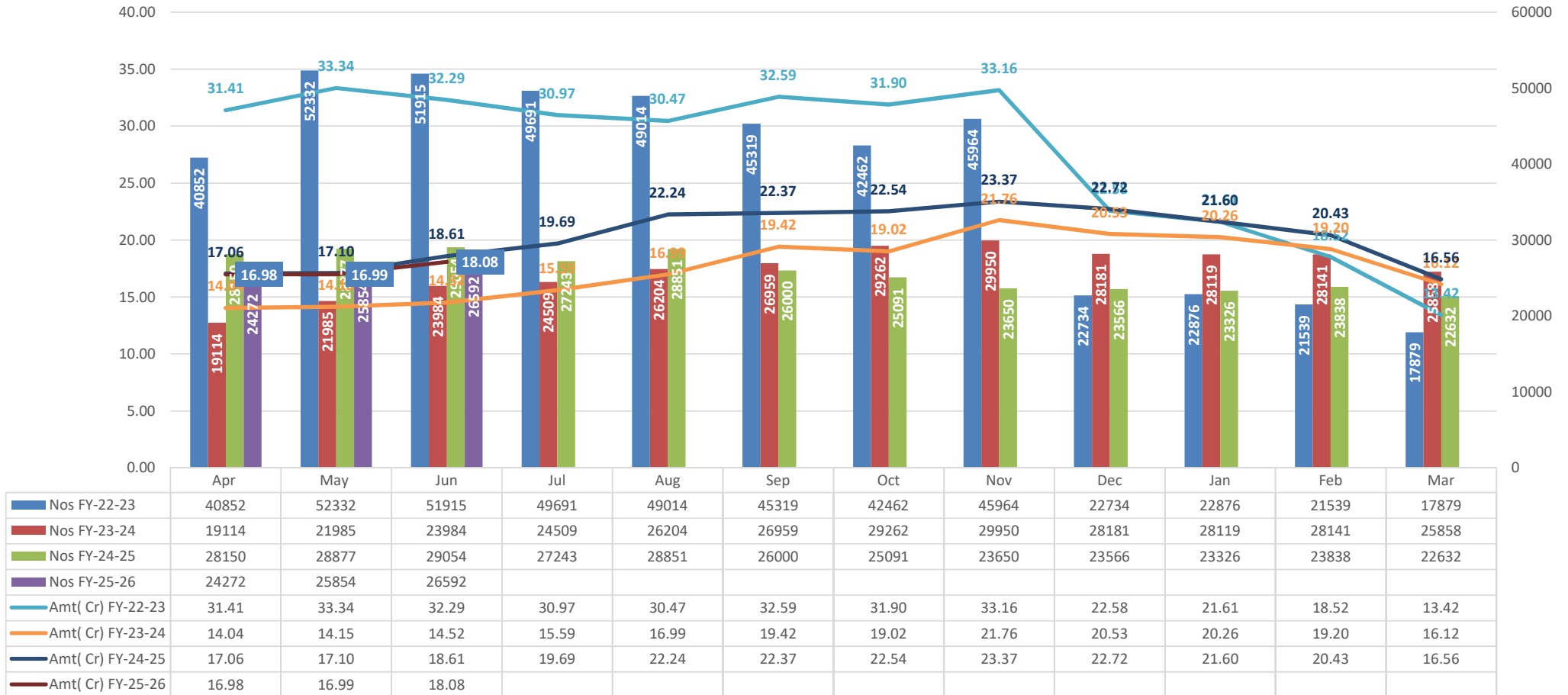
Sticky Dues(>6M+>50K+>500 Credit Rating)



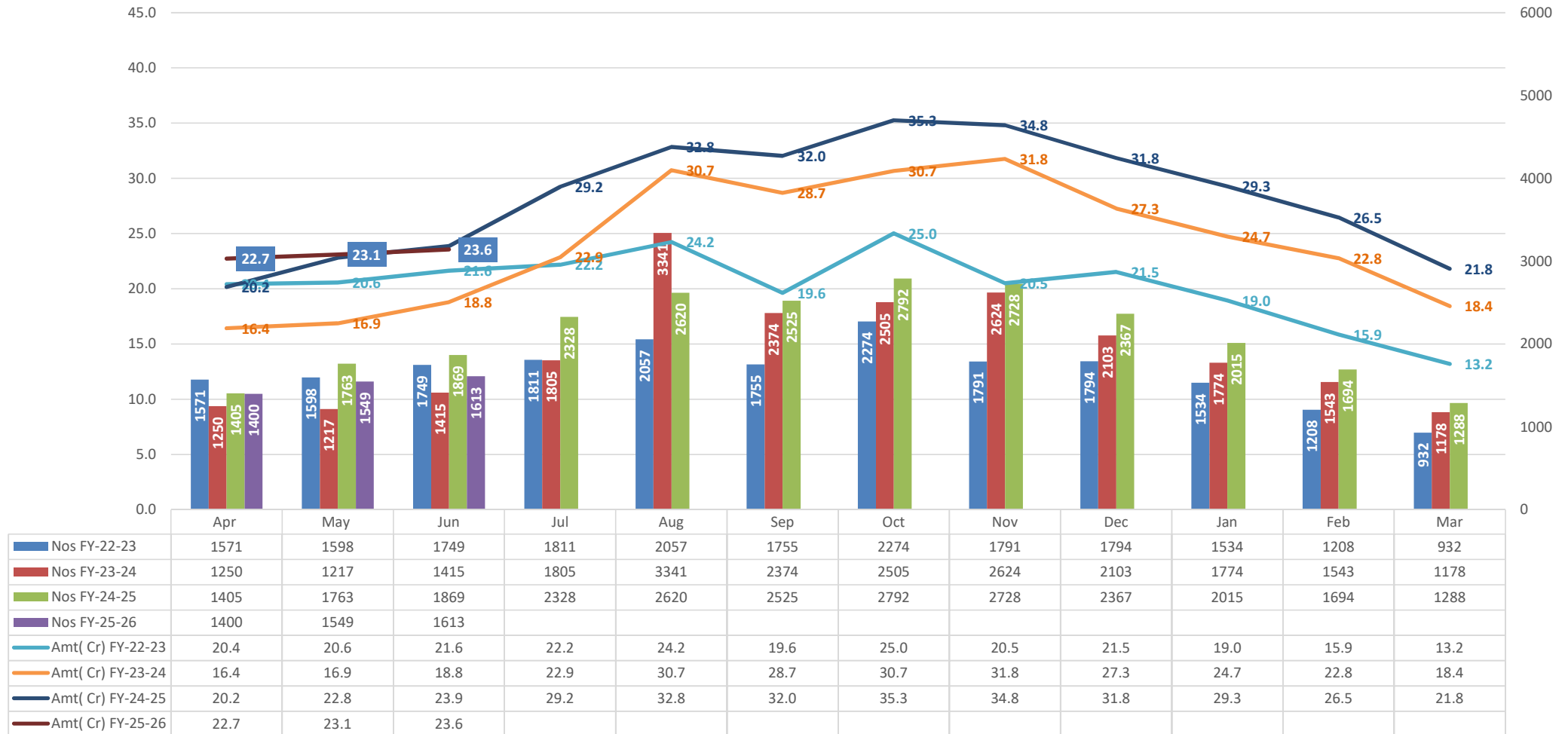
BSES

Chronic Dues(>6 Month+<50K)

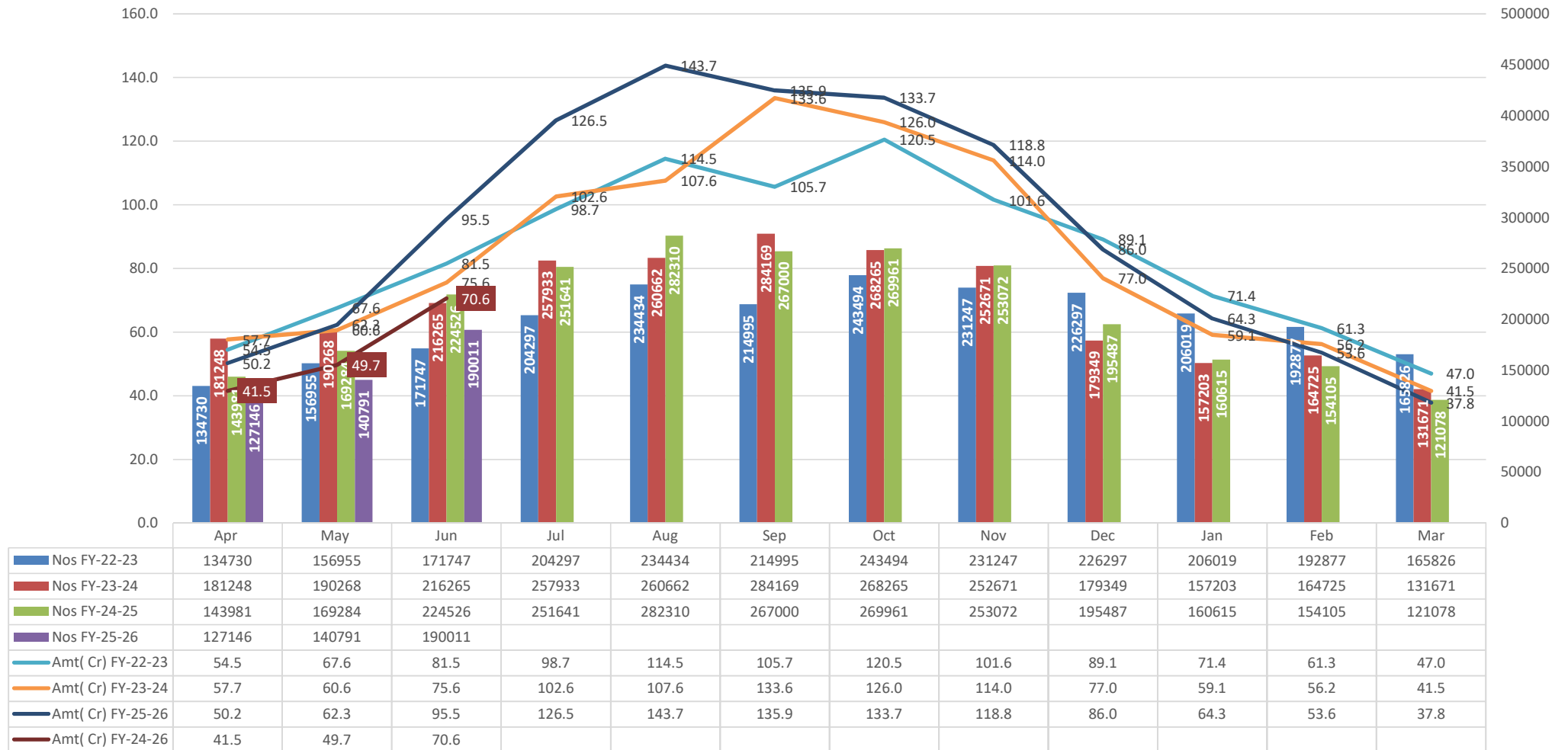
Chronic Def (<6M)



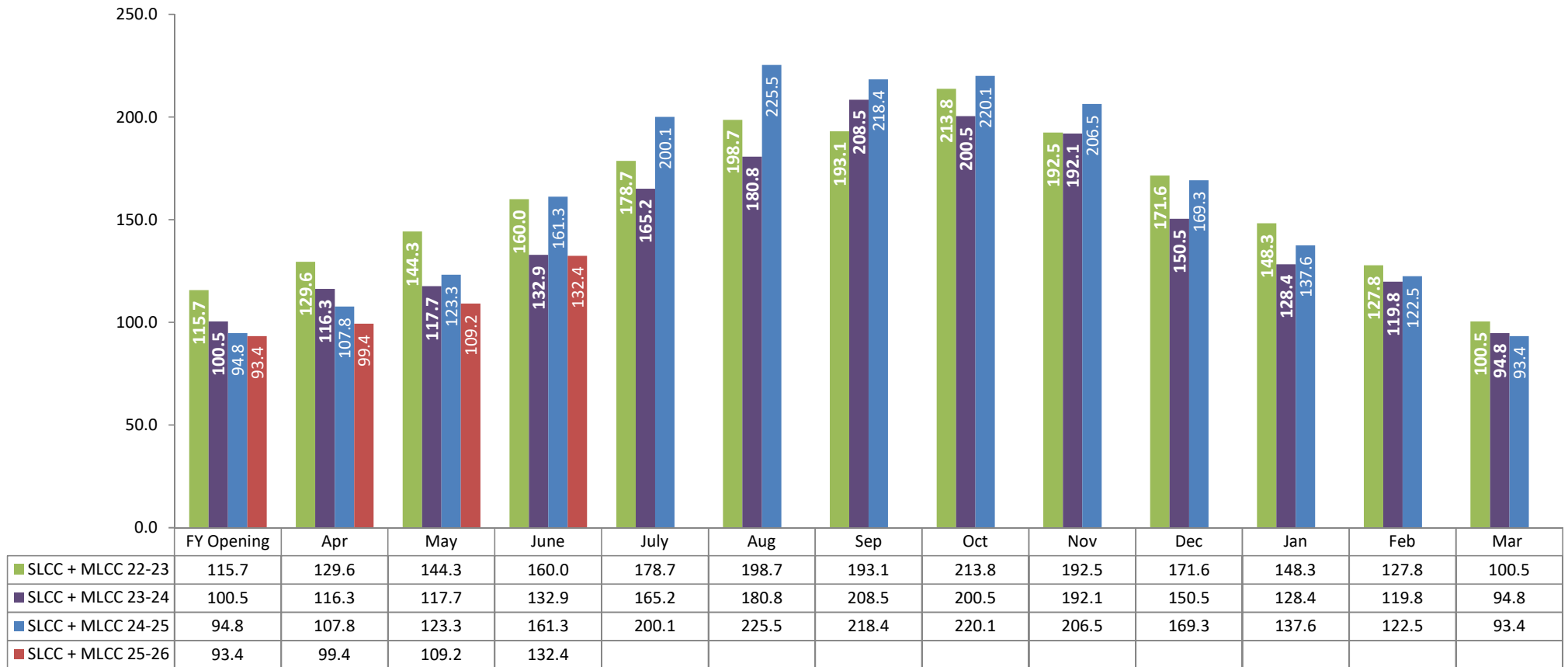
Focused Dues(<6M+>50K+<500 Credit Rating)



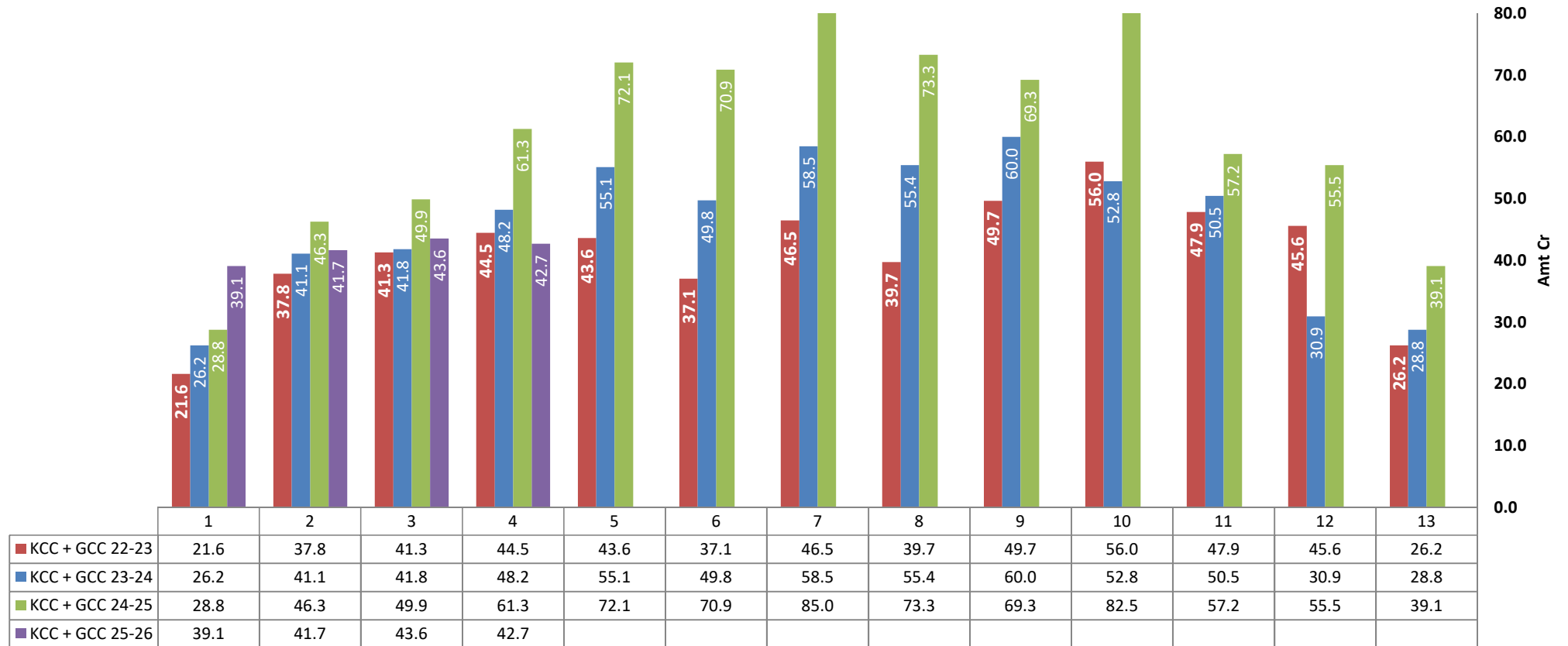
Defaulter Dues(Excluding Sticky +Focus + Chronic)



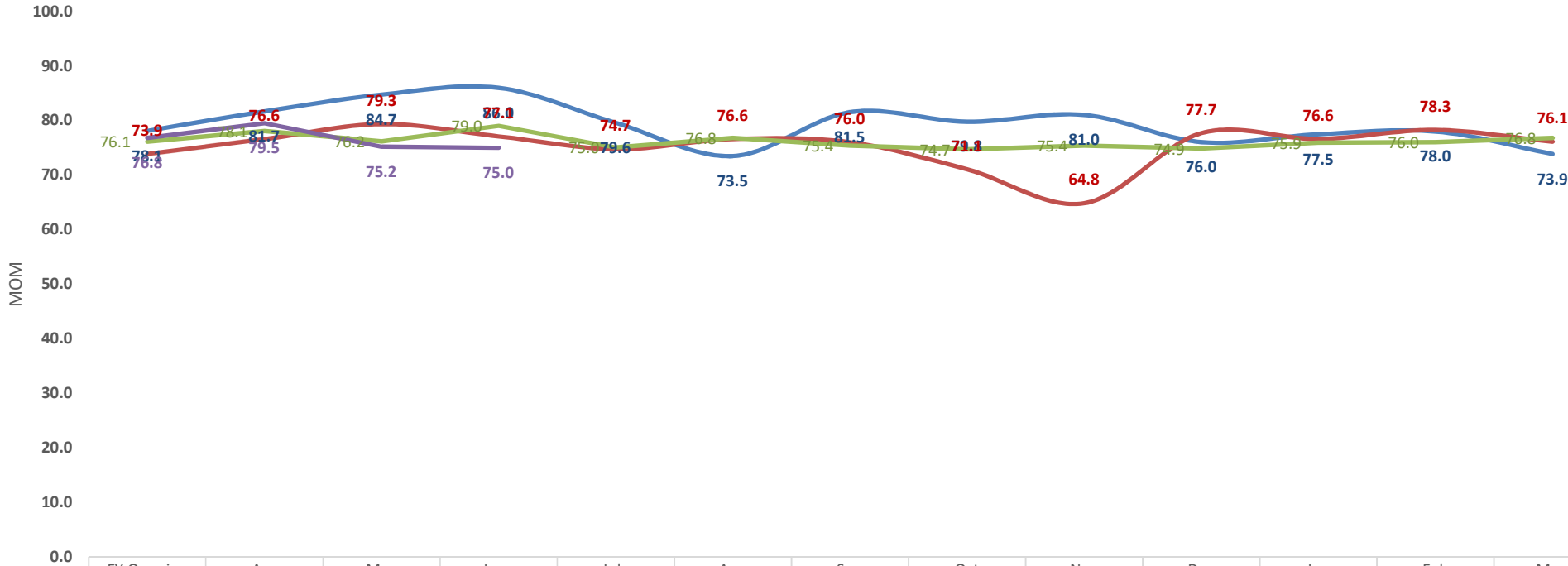
Defaulter Movement(SLCC+MLCC)



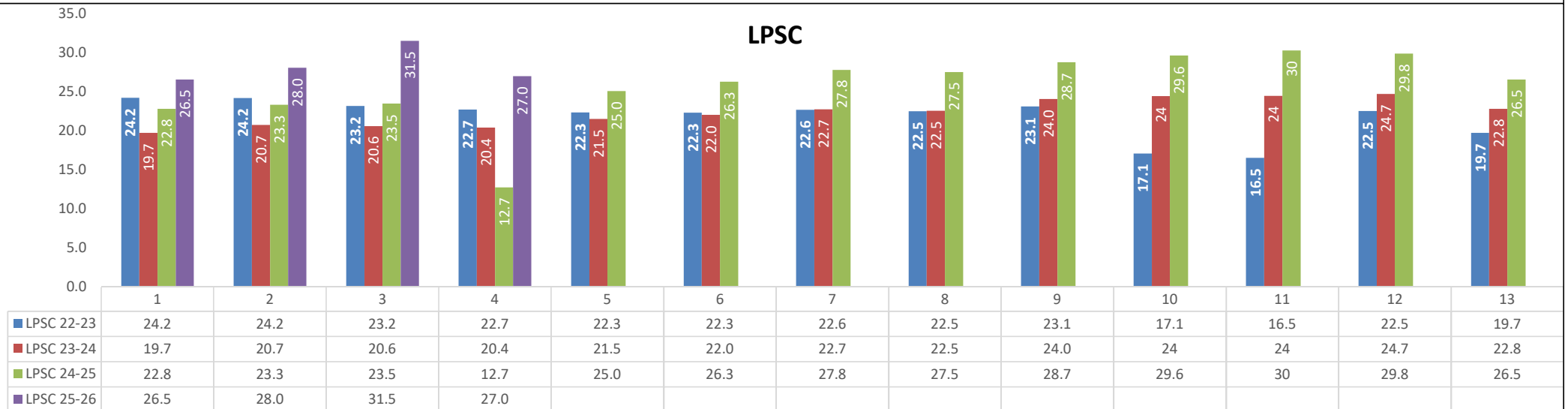
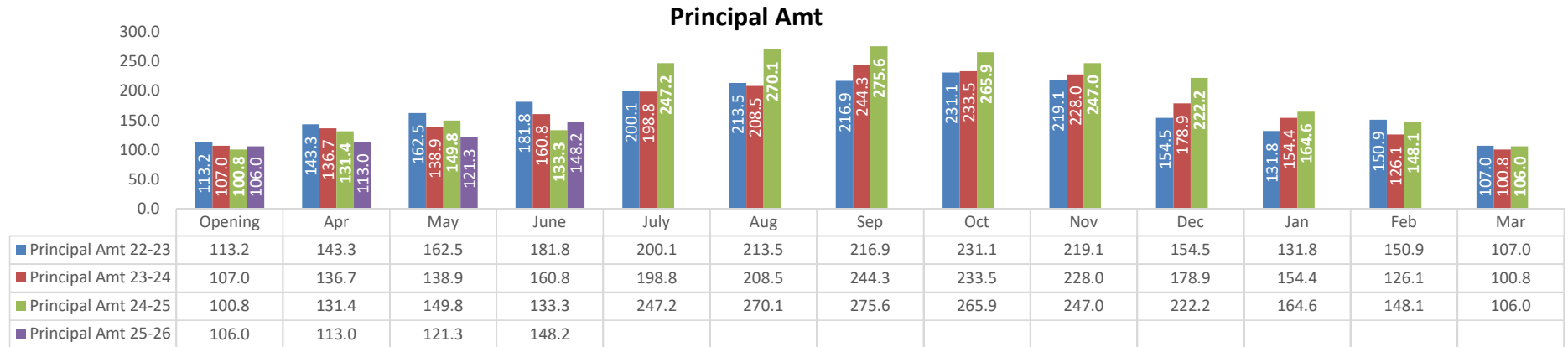
Defaulter Movement(KCC+GCC)



Defaulter Movement(St Light)



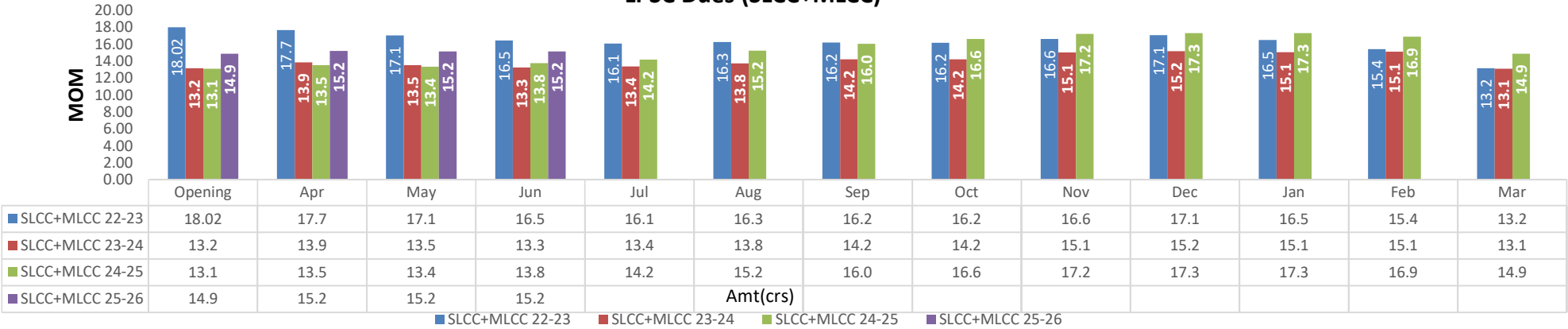
Defaulter Movement(Principal & LPSC)



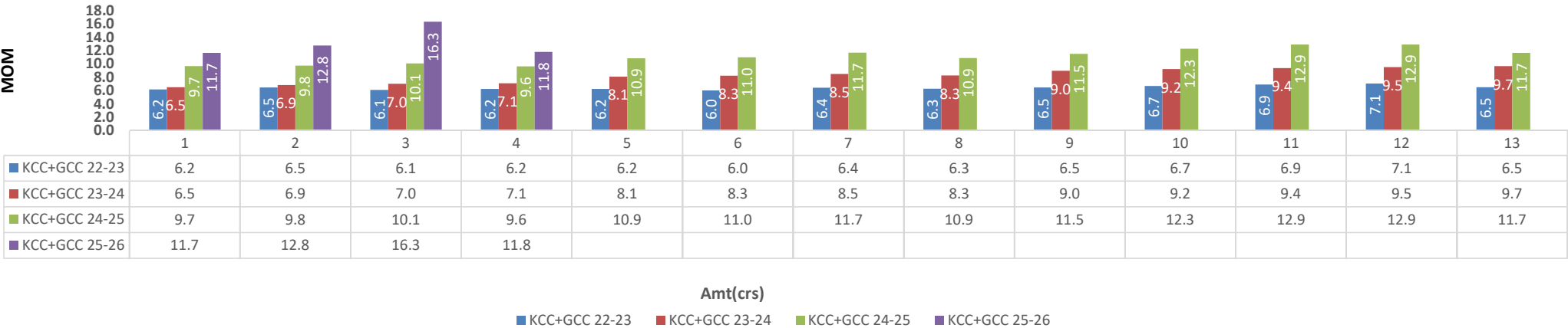
BSES

LPSC Movement

LPSC Dues (SLCC+MLCC)



LPSC Dues (KCC+GCC)



New Connection Trend

YTM No's 24810

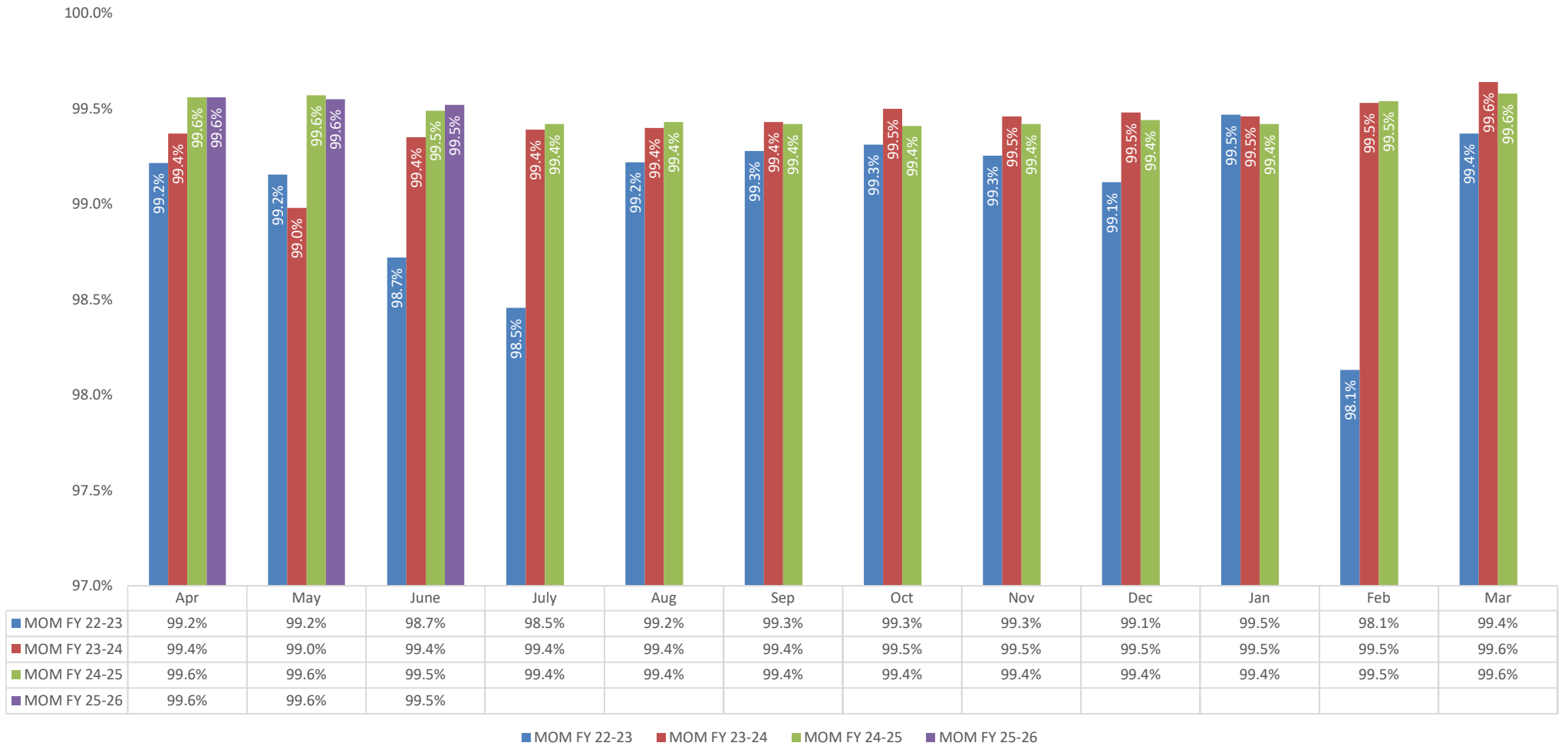


Digital Payment Trend

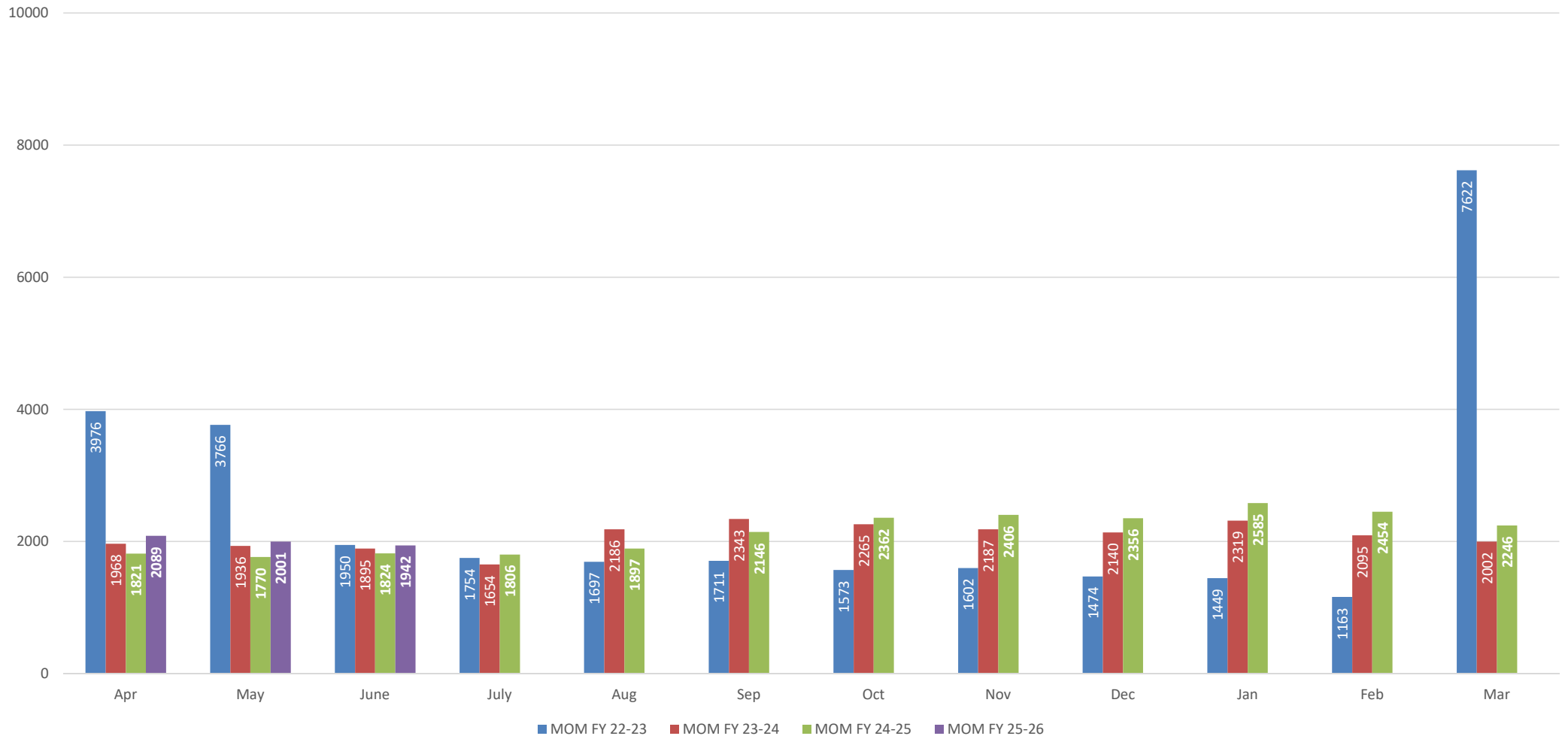


■ MOM FY 22-23 ■ MOM FY 23-24 ■ MOM FY 24-25 ■ MOM FY 25-26

Meter Downloading %

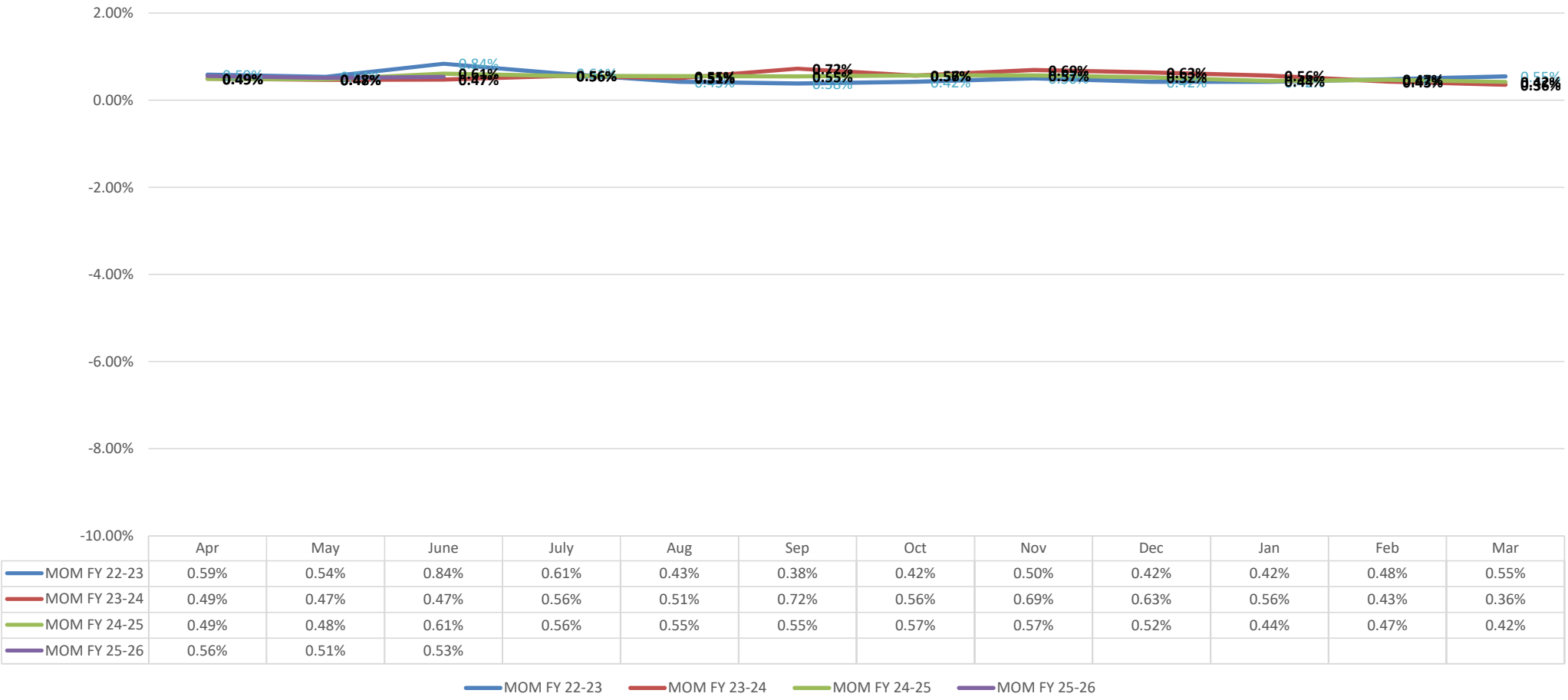


>2 Time Not Downloaded Meter

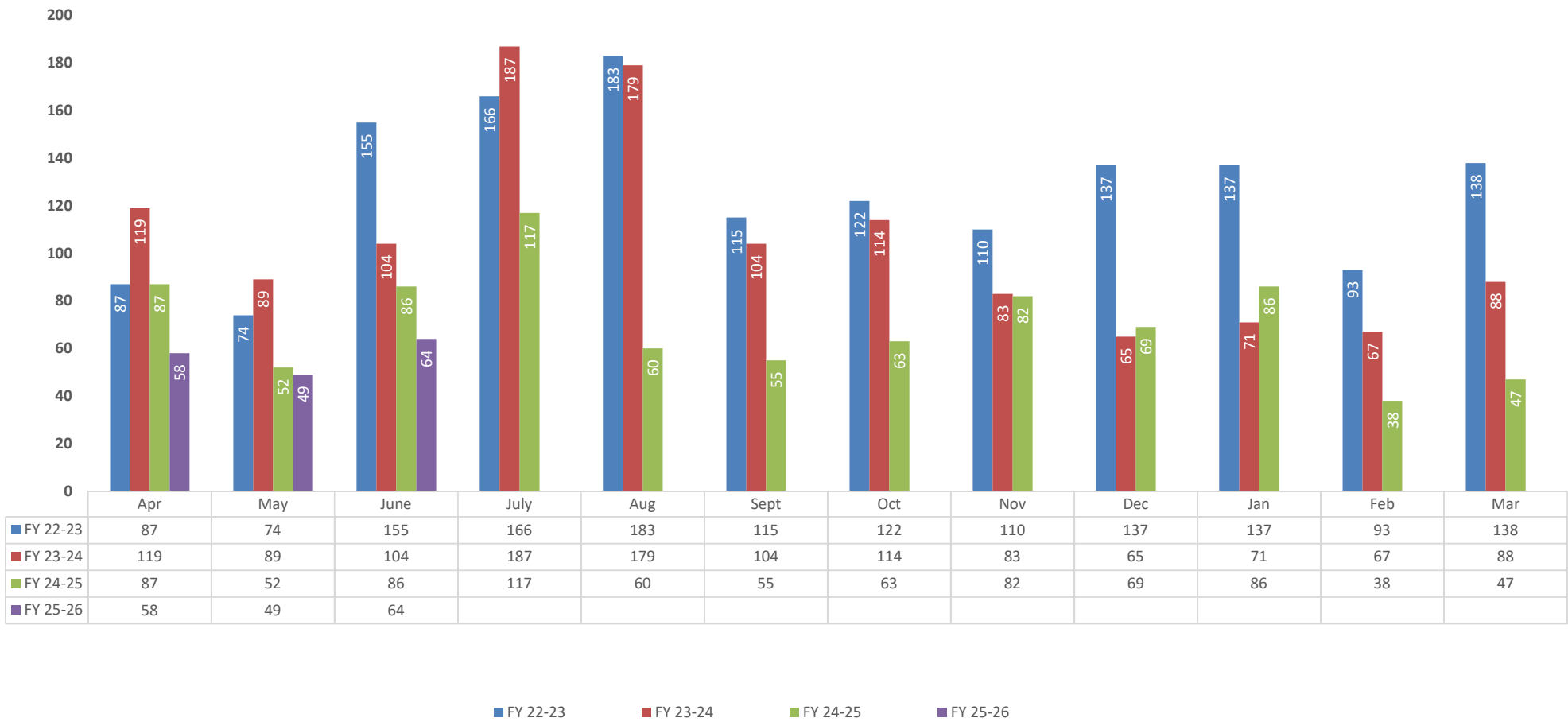


Provisional %

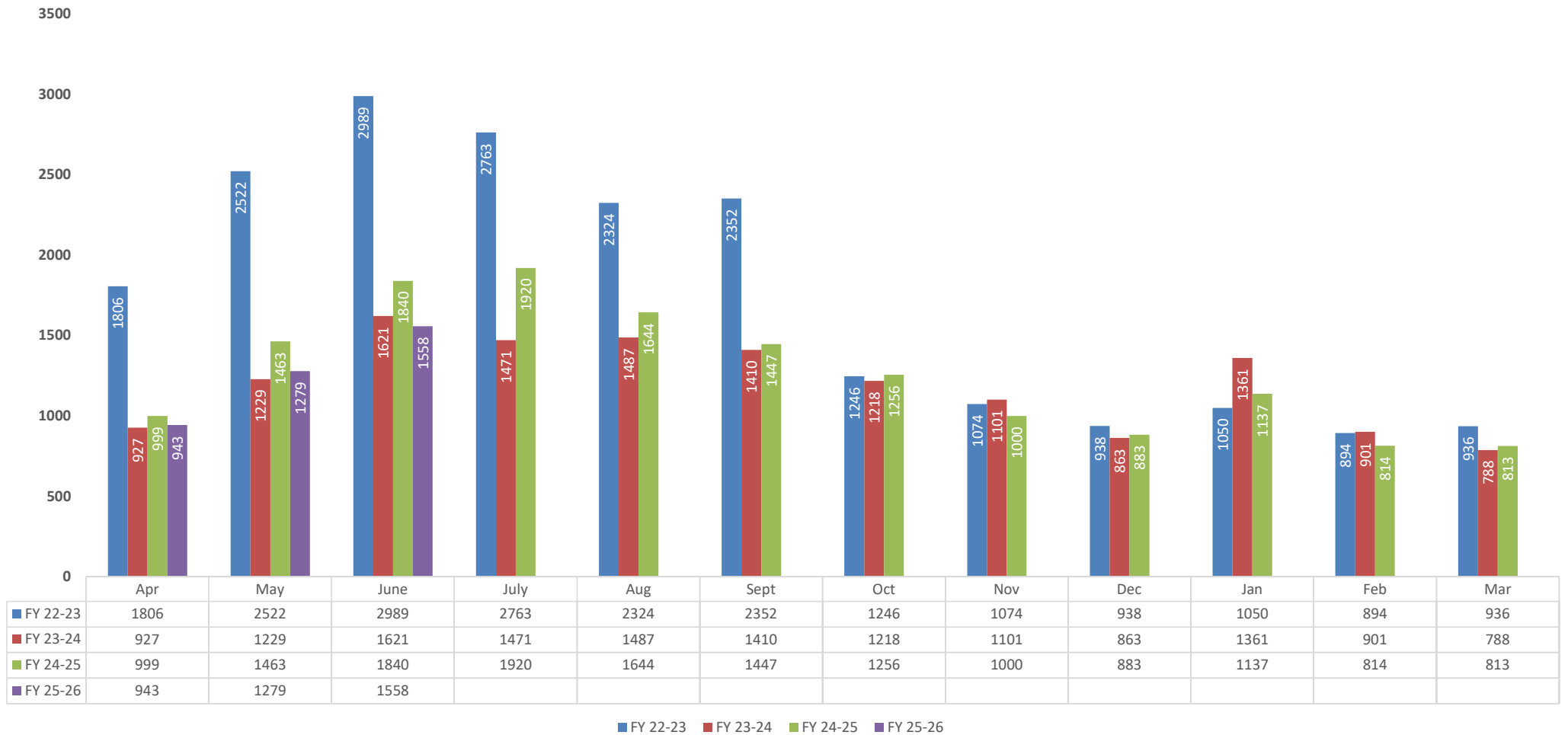
Provisional Billing



Customer Care - Billing Complaint



Customer Care - Metering Complaint



Customer Care - Forum Complaint

CGRF

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 22-23	19	15	11	40	11	19	9	24	25	28	68	55
FY 23-24	35	47	29	26	32	20	36	34	35	50	42	32
FY 24-25	70	71	60	62	53	55	55	65	39	13	22	44
FY 25-26	59	47	16									

Ombudsman

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 22-23	0	0	0	4	2	4	2	1	0	2	4	0
FY 23-24	2	2	1	2	4	1	1	0	3	2	0	1
FY 24-25	1	4	1	2	2	2	2	1	4	2	13	1
FY 25-26	1	13	2									

PG Commission

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 22-23	0	2	1	3	0	1	0	0	0	0	0	0
FY 23-24	0	0	0	0	0	0	0	0	0	0	0	0
FY 24-25	0	0	0	0	0	0	0	0	0	0	0	0
FY 25-26	0	0	1									

BSES

Customer Care – Data Enrichment

Mobile Nos Updation

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 22-23	4405	5305	6412	6049	7456	10683	7246	8291	7574	7177	7760	7768
FY 23-24	5622	6348	7179	14851	9135	7999	8238	7129	8285	6507	8076	7867
FY 24-25	7042	8084	7647	9417	8358	8151	6103	6870	7852	8089	5541	6709
FY 25-26	7703	8870	8183									

Whats App Nos Updation

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 22-23	607	8146	609	568	23316	671	378	13560	396	270	199	489
FY 23-24	333	518	472	136	121	3	101	106	254	3863	1265	4534
FY 24-25	3885	6778	537	3125	610	2000	340	534	358	780	670	1623
FY 25-26	366	1011	304023									

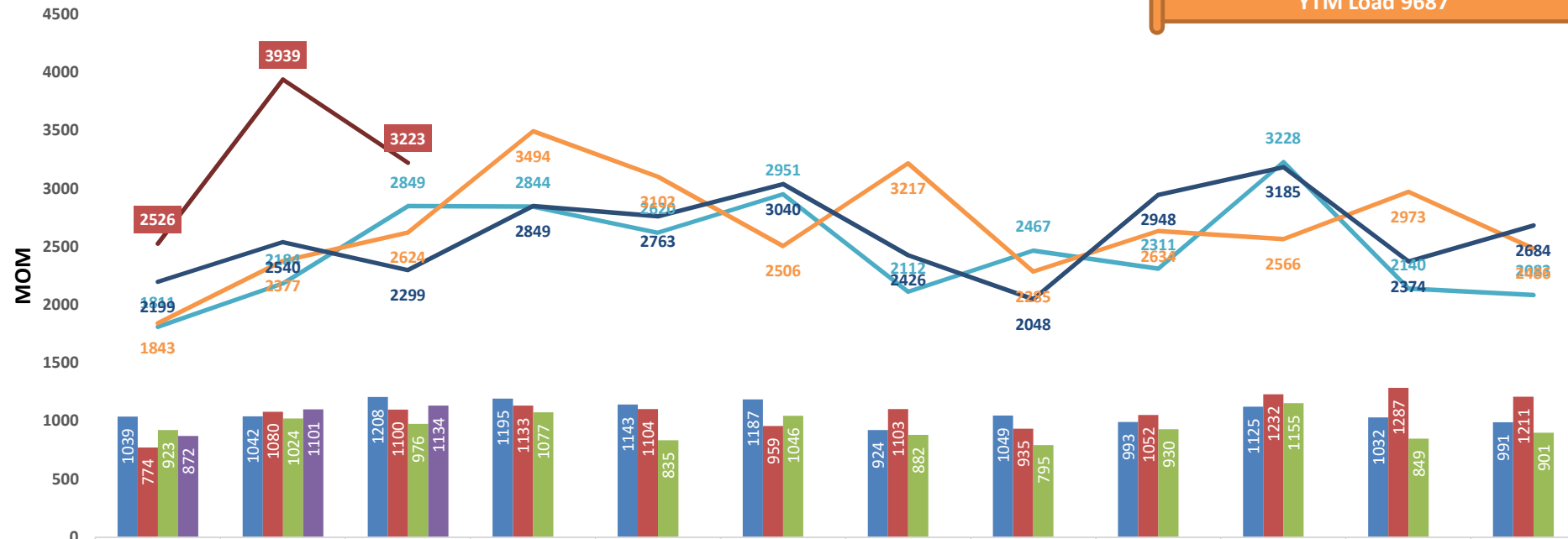
E-Mail Updation

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 22-23	1600	5960	1662	1850	3423	1949	1410	2554	1546	1858	1919	1799
FY 23-24	1467	1658	2479	3998	3551	3721	4850	3533	4665	3510	3185	4139
FY 24-25	2915	3971	3291	4649	1700	7920	3393	4841	4241	4134	2651	2961
FY 25-26	3087	3761	3223									

BSES

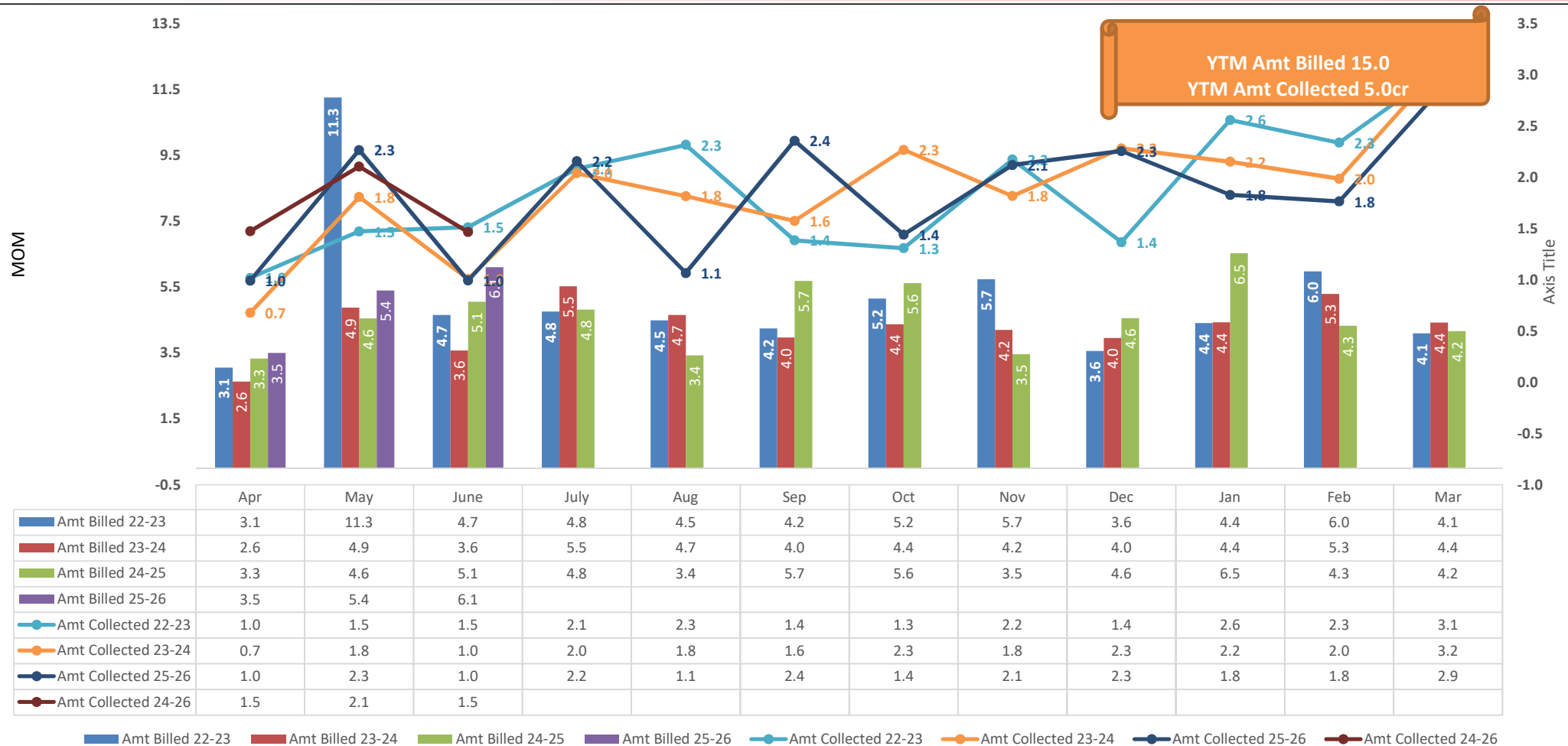
Enforcement Booking(Nos) & Load(Kw)

YTM No's 3107
YTM Load 9687



BSES

Enforcement Billing & Collection (Cr)



BSES