

## Precautions to be followed while generating D1 to D4 Reports

**Note:** For RPM of Nov'15 the report shall be uploaded till 31<sup>st</sup> Oct'15 & reporting month to be filled as Oct'15. Same to be followed for subsequent RPMs.

1. Row and Column as defined in the standard format are to be strictly maintained.
2. Name of all R-APDRP towns to be provided in 1<sup>st</sup> report. Name of the towns (spelling, space etc.) once provided in 1<sup>st</sup> reports shall not be changed in subsequent reports.
3. No row shall be left blank in data table.
4. Cumulative Billing Efficiency, Collection Efficiency and AT&C loss shall be on 12 month rolling average basis. (Eg. In the report month of Oct'15, Utilities shall provide report of AT&C loss corresponding to Input energy of cumulative period from Aug'14 to Jul'15. Similarly in the month of Nov'15 the report shall be for period Sep'14 to Aug'15)
5. In towns where 12 months have not passed, the report shall be on cumulative basis w.e.f. reports available after Go-live, till 12 months are over.
6. E-Payment: Utility level E-payment (% Consumers and % Amount) shall be directly posted in R-APDRP web portal. Cash collection kiosk shall not be considered as E-Payment
  - % Consumers = Nos. of consumers paying through E-Payment / Total nos. of consumers.
  - % Amount = Amount collected through E-Payment / Total amount collected.
7. Report shall have 10% worst feeders of each town (Minimum 01 feeder & maximum 05 feeders).
8. Worst feeders to be selected at the beginning of FY and fixed for the Financial Year.
9. For D2 & D3 reports the period shall be monthly. (Eg. In the report month of Oct'15, Utilities shall provide report of D2 & D3 for period 1<sup>st</sup> Sept'15 to 30<sup>th</sup> Sept'15).
10. Reports to filled compulsorily by last day of the reporting month.
11. Separate single sheet excel files for D1, D2, D3, D4 should be uploaded.
12. If data is not available, respective cell should be left blank.
13. Preferably, the consumer complaints to be treated as closed only after verification has been done through a call back to the consumer. (Maharashtra and Karnataka are already following the good practice of call back to the consumer).
14. Font of the report formats uploaded on Utility web portal to be maintained uniformly (Font - Arial 12).