

Format for "Quality of Service (Standards of Performance) of Distribution Licensees "

Report for FY: (2010-11)

Licensee: (RInfra - Distribution)

1.0 Reliability Indices: As per Regulations no.10 of SOP

1.1 Overall Performance Indices for the Company:

Month (of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
Apr-2010	9.93	0.36	27.60
May-2010	10.39	0.31	33.74
Jun-2010	16.39	0.31	52.21
Jul-2010	15.30	0.31	48.83
Aug-2010	10.72	0.21	51.52
Sep-2010	8.59	0.19	44.59
Oct-2010	8.28	0.21	38.72
Nov-2010	6.93	0.17	41.10
Dec-2010	5.44	0.15	36.39
Jan-2011	5.33	0.14	36.95
Feb-2011	4.70	0.16	29.57
Mar-2011	6.17	0.22	28.13
YTD	108.17	2.75	39.33

1.2 Zone / Circle/ Division-wise Performance Indices for the Company:

Month (of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
Apr-2010			
May-2010			
Jun-2010			
Jul-2010			
Aug-2010			
Sep-2010			
Oct-2010			
Nov-2010			
Dec-2010			
Jan-2011			
Feb-2011			
Mar-2011			
YTD	108.17	2.75	39.33

2.0 Quality of Service:

2.1 Provision of Supply: As per norms in Regulations 4.1 to 4.7 of SOP	1	2	3	4
	Total No. of requests received.	No. (%) where service was provided within stipulated time		
		Inspection of applicant's premises	Intimation of charges	Provision of supply
	163114	100%	100%	100%

2.2 Restoration of supply: As per norms in Regulations 6.1 to 6.4 of SOP	1	2	3	4	5	6	7	8
	Normal Fuse off calls		(33kV/ 22kV/ 11kV/ 415V) Overhead line breakdown		DTR Failure		Underground cable fault	
	No. of Incidences/ Events	No.(%) where supply was restored within stipulated time.	No. of Incidences/ Events	No.(%) where supply was restored within stipulated time.	No. of Incidences/ Events	No.(%) where supply was restored within stipulated time.	No. of Incidences/ Events	No.(%) where supply was restored within stipulated time.
	44797	100%	2	100%	256	100%	43192	100%

2.3 Restoration of supply in case of Burnt Meters, as per norms in Regulations 7.1 of SOP.	Total no. of Complaints Received	No.(%) where defect was rectified within stipulated time
	6067	100%

2.4 Reconnection of Disconnected Consumers as per SOP norms- Regulations 7.2 of SOP	Total no. of Requests/ Complaints Received	No.(%) where supply was restored within stipulated time.
	10408	100%

3.0 Quality of Supply:

3.1 Voltage related complaints, as per norms in Regulations 5.1 of SOP	Total No. of Incidences/ Events	
	Voltage Variation outside the specified range.	Harmonics beyond control level, at the point of supply
	0	N/A

4.0 Other services:

4.1	Time Period for other services, from the date of application, as per Provisions of Regulations 9 of SOP	1	2	3	4	5	6	7	8
		Change of Name, as per Regulation 9.2 of SOP.		Change of Tariff category, as per Regulation 9.2 of SOP		Reduction in Contract Demand, as per Regulation 9.3 of SOP.		Closure of Account, as per Regulation 9.3 of SOP.	
		Total no. of Requests/ Complaints Received	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received	No. (%) where service was provided within stipulated time.
		111368	100%	8488	100%	439	100%	4455	100%

5.0 Payment of Compensation to Persons/ Consumers:

	DETAILS/ DESCRIPTION	1	2	3	4	5	6	7	8
	(As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms.)	Total Number of cases of compensation paid by the Company.	Compensation actually paid to Applicants/ consumers for instances of violations of SOP norms.						Number of cases of compensation pending. (No.)
			By the Company on its own knowledge of default		On Applicant's claim for the compensation, without dispute		On decision by CGRF/ Ombudsman		
			Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	
5.1	For delay in period for provision/ giving supply, as per norms in Regulations 4.1 to 4.7 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.2	For delay in period for Restoration of supply, as per norms in Regulations 6.1 to 6.4 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.3	For delay in period for Restoration of supply for Metering/ Reconnection, as per norms in Regulations 7 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.4	For not maintaining the Quality of Supply as per norms for maintaining voltage level or control of Harmonics in Regulations 5.1 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.5	For not maintaining the Consumer Charter/ Services or Other Services as per norms in Regulations 8 as well as 9 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL