

Format for "Quality of Service (Standards of Performance) of Distribution Licensees "**Report for FY: (2009-10)****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-2009	20.89	0.50	42.16
May-2009	16.76	0.43	39.27
June-2009	18.87	0.37	51.12
July-2009	32.26	0.48	67.14
Aug-2009	15.36	0.31	50.25
Sept.-2009	16.42	0.31	53.34
Oct-2009	13.85	0.29	47.02
Nov-2009	11.62	0.29	40.51
Dec-2009	11.04	0.30	37.30
Jan-2010	8.77	0.24	36.20
Feb-2010	6.98	0.20	35.04
Mar-2010	10.24	0.30	34.34
YTD	183.06	4.02	45.54

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

Month (of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
Apr-2009			
May-2009			
June-2009			
July-2009			
Aug-2009			
Sept.-2009			
Oct-2009			
Nov-2009			
Dec-2009			
Jan-2010			
Feb-2010			
Mar-2010			
YTD	183.06	4.02	45.54

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
		169355	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.
		42757	100%	3	100%	324	100%	43920	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
		5606	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.
		10605	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.
	106001	100%	11094	100%	789	100%	4573	100%

5.0 Payment of Compensation to Persons/ Consumers:

DETAILS/ DESCRIPTION (As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms.)	1	2		3		4		5		6		7		8
	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.	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	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	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	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	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	NIL	NIL	NIL	NIL	NIL	NIL