

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

Report for FY: (2008-09)

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-2008	22.47	0.53	42.77
May-2008	25.87	0.78	33.29
June-2008	35.86	0.62	58.28
July-2008	27.18	0.46	59.60
Aug-2008	20.83	0.39	53.71
Sept.-2008	22.13	0.47	47.29
Oct-2008	15.40	0.34	45.48
Nov-2008	14.94	0.35	42.09
Dec-2008	14.47	0.35	41.34
Jan-2009	12.35	0.33	37.02
Feb-2009	12.07	0.31	38.75
Mar-2009	15.08	0.47	32.35
YTD	238.65	5.38	44.32

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

Month (of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
Apr-2008			
May-2008			
June-2008			
July-2008			
Aug-2008			
Sept.-2008			
Oct-2008			
Nov-2008			
Dec-2008			
Jan-2009			
Feb-2009			
Mar-2009			
YTD	238.65	5.38	44.32

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.	<u>No. (%) where service was provided within stipulated time</u>		
		Inspection of applicant's premises	Intimation of charges	Provision of supply
	182842	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.
	45105	100%	0	-	412	100%	53117	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
	6080	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.
	16907	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.
		214689	100%	6882	100%	1012	100%	6087	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