# "Quality of Service (Standards of Performance) of Distribution Licensees"

Licensee: RInfra-D

Report for FY: 2011-12

**1.0** <u>Reliability Indices:</u> As per Regulations no. 10 of SOP.

# 1.1 Overall Performance Indices for the Company:

For the FY	<u>SAIFI</u>	<u>SAIDI</u>	CAIDI
	(No.)	(Minutes)	(Minutes)
April'2011 – March'2012	2.55	95.91	37.63

#### 2.0 Quality of service:

Provision of supply:	1	2	3	4		
As per norms in Regulations 4.1 to 4.7 of SOP.	Total No. of	No. (%) where service was provided within stipulated time.				
	requests received.	Inspection of applicant's premises	Intimation of charges	Provision of supply		
FY 2011-12	155376	100 %	100 %	100 %		

2.2		1	2	3	4	5	6	7	8
	As per norms in Regulations 6.1 to 6.4 of	Normal Fuse off calls		(33kV/ 22kV/ 11kV/ 415v) Overhead line Breakdown		DTR failure		Underground cable fault	
	SOP.	No. of	No. (%) where	No. of	No. (%) where	No. of	No. (%) where	No. of	No. (%) where
		Incidences/	supply was	Incidences/	supply was	Incidences/	supply was	Incidences/	supply was
		Events	restored	Events	restored	Events	restored	Events	restored
			within		within		within		within
			stipulated		stipulated		stipulated		stipulated
			time.		time.		time.		time.
	FY 2011-12	37119	100 %	2	100 %	232	100 %	38941	100 %

2.3	<b>Restoration of supply</b> in case of <b>Burnt Meters</b> , as per norms in Regulations 7.1 of SOP.	Total no. of Complaints Received.	No. (%) where defect was rectified within stipulated time.
	FY 2011-12	6142	100 %

2.4	Reconnection of Disconnected Consumers, as per SOP norms-Regulations 7.2 of	Total no. of Requests/ Complaints	No. (%) where service was restored within
	SOP.	Received.	stipulated time.
	FY 2011-12	5266	100 %

### 3.0 Quality of Supply:

3.1	Voltage related complaints , as per	Total No. of Incidences/ Events.			
	norms in Regulations 5.1 of SOP.)	Voltage variation outside the specified range.	Harmonics beyond control level, at the point of supply		
	FY 2011-12	NIL	N/A		

#### 4.0 Other Services:

4.1	<b>Time Period for other</b> <b>services</b> , from the date of application, as per Provisions of Regulations	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.	
	9 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.
	FY 2011-12	106109	100 %	7887	100 %	417	100 %	4442	100 %

# 5.0 Payment of Compensation to Persons/ Consumers:

		1	2	3	4	5	6	7	8
	DETAILS/ DESCRIPTION	Total Number	Penalty actually paid to Applicants/ Consumers for instances of violations of SOP norms.					Number of	
	(As per Regulation 12 and Appendix 'A' of SOP,	of cases of compensation paid by the	By the Company on its own knowledge of default		On Applicant's claim for the compensation without dispute		On decision by CGRF/ Ombudsman		cases of compensation
	for instances of violation of SOP norms.)	Company. (No.)	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	pending. (No.)
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 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 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 maintaing 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