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

Licensee: RInfra-D

Report for FY: 2012-13

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'12– March'13	2.83	126.62	44.72

2.0 Quality of service:

2.1	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 2012-13	157451	100%	100%	100%		

2.2	Restoration of supply:	1	2	3	4	5	6	7	8	
	As per norms in Regulations 6.1 to 6.4 of SOP.	Normal Fu			(33kV/ 22kV/ 11kV/ 415v) Overhead line Breakdown		DTR failure		Underground cable fault	
		No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.							
	FY 2012-13	40133	100%	2	100%	376	100%	38223	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.
	FY 2012-13	5052	100%

2.4	Reconnection of		No. (%) where
	Disconnected	Total no. of	service was
	Consumers, as per SOP	Requests/	restored
	norms-Regulations 7.2 of	Complaints	within
	SOP.	Received.	stipulated
			time.
	FY 2012-13	4016	100%

3.0 Quality of Supply:

3.1	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 2012-13	NIL	N/A		

4.0 Other Services:

4.1	Time Period for other	1	2	3	4	5	6	7	8
	services, from the date	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		Closure of Account, as per Regulation 9.3 of SOP.	
	of application, as per								
	Provisions of Regulations		_			of S	OP.		
	9 of SOP		No. (%) where		No. (%) where		No. (%) where		No. (%) where
		Total no. of	service was	Total no. of	service was	Total no. of	service was	Total no. of	service was
		Requests/	provided	Requests/	provided	Requests/	provided	Requests/	provided
		Complaints	within	Complaints	within	Complaints	within	Complaints	within
		Received.	stipulated	Received.	stipulated	Received.	stipulated	Received.	stipulated
			time.		time.		time.		time.
	FY 2012-13	100429	100%	31562	100%	1700	100%	3117	100%

5.0 Payment of Compensation to Persons/ Consumers:

		1	2	3	4	5	6	7	8
	DETAILS/ DESCRIPTION	Total Number	Penalty ac	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