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

<u>Licensee:</u> RInfra-D Report for FY: 2013-14

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

#### 1.1 Overall Performance Indices for the Company:

For the FY	SAIFI	SAIDI	<u>CAIDI</u>	
	(No.)	(Minutes)	(Minutes)	
April'13– March'14	2.92	151.36	51.83	

#### 2.0 Quality of service:

2.1	2.1 Provision of supply: As per norms in Regulations 4.1 to 4.7 of SOP.	1	2	3	4		
		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 2013-14	131390	100%	100%	100%		

2.2		1	2	3	4	5	6	7	8
	As per norms in Regulations 6.1 to 6.4 of SOP.	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.
	FY 2013-14	86845	100%	0	N/A	162	100%	38147	100%

	2.3	Restoration of supply 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.
l		FY 2013-14	5566	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 2013-14	3521	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		
		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		Change of Tariff Category, as		Reduction in Contract		Closure of Account, as per	
	of application, as per	Regulation	9.2 of SOP.	per Regulation 9.2 of SOP.		Demand, as per Regulation 9.3		Regulation 9.3 of SOP.	
	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 2013-14	85622	100%	6837	100%	377	100%	5691	100%

# 5.0 Payment of Compensation to Persons/ Consumers:

		1	2	3	4	5	6	7	8
	DESCRIPTION  (As per Regulation 12 and Appendix 'A' of SOP,	(As per Regulation 12 of cases of compensation		Penalty actually paid to App By the Company on its own knowledge of default		On Applicant's claim for the compensation without dispute		On decision by CGRF/ Ombudsman	
	for instances of violation of SOP norms.)	paid by the 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