

“Quality of Service (Standards of Performance) of Distribution Licensees”

Licensee: TPC-D

Report for FY: 2011-12

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

1.1 Overall Performance Indices for the Company:

For the FY	SAIFI (No.)	SAIDI (Minutes)	CAIDI (Minutes)
April'11 – March'12	1.675	36.266	21.649

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
			<u>No. (%) where service was provided within stipulated time.</u>		
		Total No. of requests received.	Inspection of applicant's premises	Intimation of charges	Provision of supply (No. of requests due for giving supply Direct Consumer= 163, Changeover consumers= 10289)
	FY 2011-12				
	Direct Consumers	3892	100%	100%	100%
	Changeover Consumers	129112	NA	100%	100% #

**# Except for months of
Oct-11,Nov-11,
Dec-11,Jan-11**

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.
	FY 2011-12								
	Direct Consumers	2428	100%	47	100%	1	100%	121	100%
	Changeover Consumers	3972	99.34%	NIL	NIL	22*	100%	17216*	99.76%

(*Denotes Number of affected consumers)

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.
	Direct Consumers	81	100%
	Changeover Consumer	305	100%

2.4	Reconnection of Disconnected Consumers , as per SOP norms-Regulations 7.2 of SOP.	Total no. of Requests/ Complaints Received.	No. (%) where service was restored within stipulated time.
	Direct Consumers	2128	100%
	Changeover Consumer	433	98.19%

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
FY 2011-12		
Direct Consumers	89	NIL
Changeover Consumer	506	NIL

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.
FY 2011-12								
Direct Consumers	2210	100%	3	100%	125	100%	40	92.5%
Changeover Consumer	11123	100%	51	100%	109	100%	168	65.47%

