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

<u>Licensee:</u> *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	SAIDI	<u>CAIDI</u>	
	(No.)	(Minutes)	(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	1	2	3	4		
	Regulations 4.1 to 4.7 of SOP.		No. (%) where service was provided within stipulated time.				
		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	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.		
	FY 2011-12				
	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.
	FY 2011-12		
	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 1	2	3	4	5	6	7	8	
	services, from the date	Change of N	lame, 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			
	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 2011-12								
	Direct Consumers	2210	100%	3	100%	125	100%	40	92.5%
	Changeover Consumer	11123	100%	51	100%	109	100%	168	65.47%

5.0 Payment of Compensation to Persons/ Consumers

		1	2	3	4	5	6	7	8
	DETAILS/ DESCRIPTION (As per Regulation 12 and Appendix 'A' of SOP,	Total Number of cases of compensation	By the Company on its own		On Applicant's claim for the compensation without dispute		of violations of SOP norms. On decision by CGRF/ Ombudsman		Number of cases of compensation
	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