

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

Licensee: TPC-D

Report for FY: 2012-13

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'12 – March'13 | 1.815 | 39.897 | 21.978 |

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= 986, Changeover consumers= 9939) |
| | FY 2012-13 | | | | |
| | Direct Consumers | 5872 | 100% | 100% | 100% |
| | Changeover Consumers | 97855 | NA | 100% | 100% |

| 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 2012-13 | | | | | | | | |
| | Direct Consumers | 1448 | 100% | 30 | 100% | 3 | 100% | 134 | 100% |
| | Changeover Consumers | 11035 | 99.78% | NIL | NIL | 191 | 100% | 15114 | 99.66% |

| 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 | |
| | Direct Consumers | 84 | 100% |
| | Changeover Consumer | 245 | 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 2012-13 | |
| | Direct Consumers | 1690 | 99.76% |
| | Changeover Consumer | 1631 | 98.82% |

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 2012-13 | | |
| Direct Consumers | 68 | NIL |
| Changeover Consumer | 217 | 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 2012-13 | | | | | | | | |
| Direct Consumers | 1897 | 100% | 7 | 100% | 106 | 100% | 60 | 100% |
| Changeover Consumer | 9066 | 99.15% | 60 | 100% | 121 | 100% | 286 | 95.80% |

