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

<u>Licensee:</u> *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	SAIDI	<u>CAIDI</u>	
	(No.)	(Minutes)	(Minutes)	
April'12 – March'13	1.815	39.897	21.978	

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

2.2	As per norms in Regulations 6.1 to 6.4 of SOP. No. of Incidence	1	2	3	4	5	6	7	8
Re				(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 1	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	SOP.		
	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								
	Direct Consumers	1897	100%	7	100%	106	100%	60	100%
	Changeover Consumer	9066	99.15%	60	100%	121	100%	286	95.80%

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,	CRIPTION Regulation 12 ndix 'A' of SOP, Total Number of cases of compensation		Penalty actually paid to App By the Company on its own knowledge of default		plicants/ Consumers for instances On Applicant's claim for the compensation without dispute		of violations of SOP norms. 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.	compensation 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