

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

**Licensee:** TPC-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:**

<b>For the FY</b>	<b>SAIFI</b> (No.)	<b>SAIDI</b> (Minutes)	<b>CAIDI</b> (Minutes)
April'13 – March'14	1.69	29.48	17.42

**2.0 Quality of service:**

<b>2.1 Provision of supply:</b> As per norms in Regulations 4.1 to 4.7 of SOP.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
		<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= 2122, Changeover consumers= 13777)
FY 2013-14				
Direct Consumers	12181	100%	100%	100%
Changeover Consumers	123381	100%	100%	100%

2.2	<b>Restoration of supply:</b> 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 2013-14								
	Direct Consumers	1031	100%	47	100%	8	100%	149	100%
	Changeover Consumers	13114	99.09%	NIL	NIL	228	100%	14643	99.41 %

2.3	<b>Restoration of supply</b> 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.
		FY 2013-14	
	Direct Consumers	44	100%
	Changeover Consumer	351	100%

2.4	<b>Reconnection of Disconnected Consumers</b> , as per SOP norms-Regulations 7.2 of SOP.	Total no. of Requests/ Complaints Received.	No. (%) where service was restored within stipulated time.
		FY 2013-14	
	Direct Consumers	1026	100%
	Changeover Consumer	1191	98.82%

### 3.0 Quality of Supply:

<b>3.1 Voltage related complaints</b> , 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 2013-14		
Direct Consumers	29	NIL
Changeover Consumer	193	NIL

### 4.0 Other Services:

<b>4.1 Time Period for other services</b> , from the date of application, as per Provisions of Regulations 9 of SOP	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
	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 2013-14								
Direct Consumers	2203	100%	29	100%	93	100%	76	100%
Changeover Consumer	9921	100%	94	100%	24	100%	733	82.47%

