

RIMS reports under Quality of Supply module for the period April 2008 to February 2010

1. Billing mistakes:

Standard - 0.1%

Month	FY 2008-09				FY2009-10			
	CPDC L	EPDC L	NPDC L	SPDC L	CPDC L	EPDC L	NPDC L	SPDC L
Apr	0.10	0.06	0.06	0.20	0.15	0.15	0.05	0.26
May	0.04	0.05	0.08	0.20	0.12	0.11	0.02	0.24
Jun	0.39	0.07	0.05	0.24	0.13	0.08	0.06	0.24
Jul	0.07	0.08	0.08	0.27	0.10	0.11	-	0.27
Aug	0.08	0.07	0.07	0.27	0.14	0.11	0.09	0.25
Sep	0.06	0.10	0.07	0.24	1.10	-	0.07	0.24
Oct	0.09	0.17	0.05	0.23	0.27	0.11	0.09	0.22
Nov	0.07	0.18	0.05	-	0.22	0.18	0.04	0.27
Dec	0.11	0.16	0.07	0.24	0.16	0.15	0.20	-
Jan	0.11	0.19	0.06	0.26	0.13	0.18	0.04	-
Feb	0.11	0.17	0.07	0.27	-	0.13	0.03	0.28
Mar	0.07	0.15	0.10	0.21				

CPDCL: has exceeded the standard in the year 2009-10 except for 2 months

EPDCL: has exceeded the standard in both the years for almost 4 months

NPDCCL: has maintained the standard in 2008-09 but slipped in 1 month for 2009-10

SPDCL: has exceeded the standard in both the years.

2. Feeder Breakdowns:

Standard: Atleast 95% - within time frame

% Breakdowns Restored within Time Frame								
2008-09					2009-10			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	72	97	94	99	80	90	100	98
May	56	95	96	99	78	83	99	97
Jun	63	92	95	99	83	84	99	98
Jul	61	92	95	98	84	85	95	98
Aug	67	93	95	81	86	85	99	98
Sep	60	82	95	98	86		100	98
Oct	82	85	95	87	84	97	97	93
Nov	75	79	93	99	82	94	100	99
Dec	88	82	100	99	87	97	96	
Jan	62	92	99	99	83	98	99	
Feb	77	86	100	99	82	98	99	99
Mar	82	84	99	99			99	

CPDCL: has exceeded the standard in both the years

EPDCL: has exceeded the standard in both the years except for 2 & 4 months respectively.

NPDCL: has maintained the standard in both years except for 2 months in 2008-09

SPDCL: has maintained the standard in both years except for 2 months in 2008-09

3. Faulty Meters:
Standard: Max 3%

% Faulty Meters								
2008-09 (Rural)					2009-10 (Rural)			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	0.14	0.43	4.60	0.80	0.65	0.18	3.88	0.50
May	0.27	0.70	5.41	0.82	0.48	0.19	3.60	0.67
Jun	0.14	0.79	4.80	0.20	0.31	0.13	5.20	0.70
Jul	0.15	0.90	4.57	0.37	0.49	0.16	0.66	0.96
Aug	0.12	0.50	4.44	-	0.51	0.23	5.50	0.71
Sep	0.41	0.47	4.50	0.75	0.55	-	5.97	0.69
Oct	0.48	0.37	4.96	0.80	0.55	0.36	4.80	0.78
Nov	0.52	0.46	4.02	0.47	0.78	0.17	3.72	0.60
Dec	0.49	0.35	4.82	0.54	0.46	0.13	5.54	-
Jan	0.46	0.34	4.76	0.61	0.41	0.07	3.68	-
Feb	0.50	0.33	5.06	0.34	0.42	0.01	5.10	0.95
Mar	0.71	0.16	4.56	0.77	-	-	5.13	-

NPDCL: has exceeded the standard in both years

% Faulty Meters								
2008-09 (Urban)					2009-10 (Urban)			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	0.01	1.10	1.44	0.35	0.06	0.05	1.62	0.26
May	0.00	1.05	1.14	0.12	0.06	0.05	1.37	0.33
Jun	0.01	0.89	1.34	0.12	0.06	0.06	1.71	0.34
Jul	0.01	1.35	1.18	0.12	0.06	0.08	23.81	0.52
Aug	0.02	0.12	1.33	-	0.08	0.08	2.39	0.35
Sep	0.03	0.10	1.31	0.25	0.04	-	2.64	0.58
Oct	0.07	0.15	1.44	0.22	0.06	0.10	2.11	0.37
Nov	0.06	0.05	1.40	0.29	0.07	0.07	2.12	0.26
Dec	0.08	0.05	1.61	0.13	0.05	0.10	1.92	-
Jan	0.77	0.04	1.37	0.24	0.04	0.05	2.08	-
Feb	1.12	0.03	1.39	0.15	0.04	0.04	1.98	0.31
Mar	0.86	0.05	1.35	0.29	-	-	2.23	-

NPDCL - has exceeded the standard in 1 month in 2009-10

4. Response to Billing Complaints

Standard:

If additional information is required : Within 24 working hours of receipt of

complaint

If no additional information is required : Within 7 working days of receipt of
Complaint

Average Time taken for Rectification (Days)Additional Information required								
2008-09					2009-10			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	95	5	-	3	75	2	2	3
May	29	3	7	3	36	2	3	3
Jun	73	3	3	4	38	2	4	3
Jul	37	2	-	3	26	2	-	3
Aug	4	2	5	2	49	2	7	3
Sep	5	2	4	3	63	-	4	3
Oct	29	1	4	3	30	2	4	2
Nov	4	2	3	2	38	2	7	3
Dec	8	2	4	2	33	-	3	-
Jan	3	-	1	3	32	-	7	-
Feb	4	2	1	3	37	-	4	2
Mar	3	2	1	3	-	-	4	-

The performance of CPDCL is not upto the mark in both the years except 7 months in 2008-09

5. Response to Category change and Title Transfers:

Standard: Within 7 days along-with necessary documents and prescribed fee, if any

Average Time taken for Rectification (Days)								
2008-09					2009-10			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	8	3	0	1	7	4	0	2
May	7	3	0	1	5	4	0	2
Jun	7	3	0	1	7	4	0	1
Jul	6	3	25	1	5	3	-	1
Aug	6	5	-	1	6	4	1	1
Sep	7	4	3	1	6	-	0	1
Oct	11	5	-	1	5	4	0	1
Nov	8	4	-	1	5	3	0	1
Dec	16	3	1	2	5	1	0	-
Jan	11	5	-	1	5	5	0	-
Feb	10	4	0	2	5	5	0	1
Mar	9	2	0	3				

CPDCL: has exceeded the standard in 2008-09 except 5 months

EPDCL: has maintained the standard in both the years

NPDCL: has maintained the standard in 2008-09 except 1 month

SPDCL: has maintained the standard in both the years

6. Response to Meter Related Complaints

Standard:

Inspection and replacement of slow, fast/creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter.
Replace burnt meters if cause attributable to Licensee	Within 7 days
Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer

% Complaints Rectified in Timeframe								
2008-09 (Rural)					2009-10 (Rural)			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	91	48	29	55	40	30	11	51
May	55	57	48	49	45	35	25	63
Jun	45	52	41	92	-	43	16	64
Jul	58	24	15	76	41	75	3	63
Aug	36	40	26	33	-	76	2	-
Sep	85	61	19	53	-	-	15	62
Oct	45	27	29	50	41	85	20	-
Nov	71	80	18	68	58	78	-	-
Dec	59	78	25	68	31	85	21	-
Jan	57	70	28	57	44	95	16	-
Feb	37	87	18	86	54	79	8.16	46
Mar	43	41	12	53	-	-	12	-

% Complaints Rectified in Timeframe								
2008-09 (Urban)					2009-10 (Urban)			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	99	89	18	41	96	89	19	46
May	94	91	28	41	98	92	36	43
Jun	93	87	40	58	-	90	14	41
Jul	97	86	48	71	95	91	66	47
Aug	100	72	63	27	-	89	-	-
Sep	99	90	24	48	-	-	97	45
Oct	100	76	42	42	78	88	41	-
Nov	100	81	19	47	97	79	-	-
Dec	99	72	30	43	62	87	48	-
Jan	98	93	28	80	90	62	34	-
Feb	99	92	27	87	98	74	50	46
Mar	100	90	13	37	-	-	37	-

7. Reconnection of Supply

Standard:

Cities and Towns	Within 4 working hours of production of proof of payment by consumer
Rural Areas	Within 12 working hours of production of proof of payment by consumer

Average time taken to rectify (Hrs)								
2008-09					2009-10			
	CPDCL	EPDCL	NPDCL	SPDCL	CPDCL	EPDCL	NPDCL	SPDCL
Apr	14	31	2	8	7	20	2	10
May	3	34	3	8	6	18	2	9
Jun	4	30	2	6	6	22	3	9
Jul	3	28	2	10	8	22	2	8
Aug	3	33	2	16	3	23	6	10
Sep	4	21	2	13	3	-	3	9
Oct	2	23	3	12	6	22	2	8
Nov	10	25	2	8	7	22	177	9
Dec	6	23	2	9	6	34	4	-
Jan	5	29	0	10	6	36	16	-
Feb	6	21	0	8	5	37	4	11
Mar	6	21	1	7	-	-	17	-

CPDCL: has maintained the standard in both the years except for 1 month in 2008-09

EPDCL: has exceeded the standard in both the years

NPDCL: has maintained the standard in both the years except for 1 month in 2009-10

SPDCL: has maintained the standard in both the years except for 3 months in 2008-09

DIRECTOR (ENGINEERING)