

REPORT FOR THE QUARTER (April.'11 to June.'11)
COMPLIANCE AUDIT OF NOIDA POWER COMPANY LIMITED

AREA	Core Process	Activities	Total cases processed during the quarter	Sample cases audited	Cases found in Order	% Compliance	Remarks for Non-Compliance
Grant of Supply	New Service Connection	Application processing	1157	193	193	100%	
		Inspection	1157	193	193	100%	
		Estimate Preparation	1056	172	172	100%	
		Service Installation	917	168	168	100%	
		Security Deposit	1056	172	172	100%	
	Temporary connection **	Application processing	0	0	0	100%	
		Service Installation	0	0	0	100%	
	Supply disconnection and reconnection	Temporary disconnection	1195	120	120	100%	
		Permanent disconnection	2027	203	203	100%	
		Reconnection	652	65	65	100%	
Metering	New installation of meters	Meter-fixing against new connection	917	168	168	100%	
	Replacement of meters	Defective meters	260	65	65	100%	
		Burnt Meters	93	45	45	100%	
		Lost Meters	2	2	2	100%	
Billing	Bill Processing and complaint resolution	Periodicity (Cycle) of bill generation	Monthly	Monthly	Monthly	100%	
		Bill despatch	137881	1380	1380	100%	
		Billing dispute resolution	148	15	15	100%	
		Recovery of arrears	5120	515	515	100%	
Minimization of losses	Theft Booking	Conduct of vigilance	87	64	64	100%	
		Preparation of investigation report	295	198	198	100%	
		Service of notices	295	198	198	100%	
		Penalty assessment	295	198	198	100%	
	Hearings	Conduct of proceedings	135	110	110	100%	
	Penalizations	Assessment of penal charges	135	110	110	100%	

** The temporary connections having less than 15 day usage are reported under Temporary connections.

I: As above

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Process	Complaint / Service type	Average response/Redressal time recorded	Guaranteed time limits as per ESC-05	No. of cases		Remarks
				Reported	Pending Resolution	
Interruption /Failure of power supply	(a)Normal Fuse-off					
	Urban	2:06	4 Hrs	2706	0	
	Rural	3:54	8 Hrs	337	0	
	(b)Overhead Line Breakdowns					
	Urban	4:53	8 Hrs	133	0	
	Rural	10:48	48 Hrs	477	0	
	(c)Underground Line Breakdowns					
	Urban	2:25	24 Hrs	279	0	Excavation process being carried out by the Indraprastha Gas Limited (IGL) for laying down of U/G gas pipelines is the prime cause for increased U/G breakdowns.
	Rural	7:27	96 Hrs	18	0	
	(e)Distribution Transformer failure					
	Urban	7:22Hrs	24 Hrs	2	0	
	Rural	17:05 Hrs	72 Hrs	16	0	
Voltage Variations	(f)Power Transformer failure	Nil	Nil	Nil	0	
	No expansion/enhancement of network is involved					
	a. LT dist. system	+3% TO -4%	+6% to -6%	104	0	Pertaining to transmission system voltage variations.
	b. HT dist. system	+3% TO -6%	+6% to -9%	28	0	
Metering	Up-gradation of distribution system is required	Nil	Nil	Nil	0	
	Replacement of Meter not recording/defective	Within 7 working days	15 Days	260	0	
Billing	Replacement of Burnt Meter	Within 3 working days	3 Days	93	0	
	Reduction of Load		30 days	14	0	
	Enhancement of Load		30 days	137	0	
	Transfer of Ownership of Service Connection		30 days	125	0	
	Termination of Agreement		30 days	2027	0	
	Carry foreword of fictitious arrear beyond one cycle		One Billing cycle	0	0	
	Reconnection after removal of cause		24 hours	652	0	
	Issue of new bill from energization		2 billing cycles	917	0	

RELIABILITY INDEX AT 11 KV FEEDER LEVEL FOR NOIDA POWER COMPANY LIMITED												
(Considering Grid Constraints, Planned Shutdown & unplanned or Forced Shutdown including Momentary interruptions)												
Sl. No.	District HQ's/ Utility	Objective	Month	Total No. of 11 KV feeders	Total No. Of Feeders effected	Sum of outage duration of all feeders (in hours)	Outage duration per Feeder	Total No. of Trippings	Trippings per feeder	Feeder Reliability index (FRI) (*)	Remarks	Whether outages include rostering schedule or not
1	2	3		4	5	6	7= Col 6 / Col 5	8	9= Col 8/ Col 5	10	11	12
1	Greater Noida	Distribution of Power	Apr '11	77	77	7214	93.68	2256	29.30	86.99	All distribution outages at 33 KV feeder level affecting downstream resp. 11 KV feeders also considered	Yes
2			May '11	77	77	9725	126.29	3804	49.40	83.02		
3			Jun '11	86	86	9548	111.03	3497	40.66	84.58		

(*) Feeder Reliability Index = $\left[\frac{((\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month}) - \text{Col.6})}{(\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month})} \times 100 \right]$

RELIABILITY INDEX AT 11 KV FEEDER LEVEL FOR NOIDA POWER COMPANY LIMITED												
(Excluding Transmission Outages & Load Shedding due to Grid Constraints)												
Sl. No.	District HQ's/ Utility	Objective	Month	Total No. of 11 KV feeders	Total No. Of Feeders effected	Sum of outage duration of all feeders (in hours)	Outage duration per Feeder	Total No. of Trippings	Trippings per feeder	Feeder Reliability index (FRI) (*)	Remarks	Whether outages include rostering schedule or not
1	2	3		4	5	6	7= Col 6 / Col 5	8	9= Col 8/ Col 5	10	11	12
1	Greater Noida	Distribution of Power	Apr '11	77	50	511	10.22	389	7.78	99.08	All distribution outages at 33 KV feeder level affecting downstream resp. 11 KV feeders also considered	Yes
2			May '11	77	56	403	7.20	259	4.63	99.30		
3			Jun '11	86	57	290	5.08	265	4.65	99.53		

(*) Feeder Reliability Index = $\left[\frac{((\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month}) - \text{Col.6})}{(\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month})} \times 100 \right]$

RELIABILITY INDEX AT CONSUMER LEVEL FOR Noida Power Company Limited (Considering Grid Constraints, Planned Shutdown & unplanned or Forced Shutdown including Momentary interruptions)												
Sl. No.	District HQ's/ Utility	Objective	Month	Total No. of Consumers (*)	Total No. Of Consumers effected	Sum of outage duration of all Consumers (in hours)	Outage duration per Consumer per day (Hours)	Total No. of Consumer's supply failure	No. of Supply failures per consumer	Consumer Reliability index (CRI) (*)	Remarks	Whether outages include rostering schedule or not
1	2	3		4	5	6	7= Col 6 / Col 5	8	9= Col 8 / Col 5	10	11	12
1	Greater Noida	Distribution of Power	Apr '11	51558	51558	4845500	3.13	1513623	29.36	86.95	All distribution outages at 33 KV feeder level affecting downstream resp. 11 KV feeders also considered	Yes
2			May '11	51821	51821	6584581	4.10	2565232	49.50	82.92		
3			Jun '11	52229	52229	5833936	3.72	2128653	40.76	84.49		

(*) Consumer Reliability Index = $\left[\left(\frac{\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month}}{\text{Col.6}} \right) - \text{Col.6} \right] / \left(\frac{\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month}}{100} \right)$

RELIABILITY INDEX AT CONSUMER LEVEL FOR Noida Power Company Limited (Excluding Transmission Outages & Load Shedding due to Grid Constraints)												
Sl. No.	District HQ's/ Utility	Objective	Month	Total No. of Consumers (*)	Total No. Of Consumers effected	Sum of outage duration of all Consumers (in hours)	Outage duration per Consumer per day (Hours)	Total No. of Consumer's supply failure	No. of Supply failures per consumer	Consumer Reliability index (CRI) (*)	Remarks	Whether outages include rostering schedule or not
1	2	3		4	5	6	7= Col 6 / Col 5	8	9= Col 8 / Col 5	10	11	12
1	Greater Noida	Distribution of Power	Apr '11	51558	51466	357263	0.23	263327	5.12	99.04	All distribution outages at 33 KV feeder level affecting downstream resp. 11 KV feeders also considered	No
2			May '11	51821	51729	311147	0.19	179384	3.47	99.19		
3			Jun '11	52229	52135	210638	0.13	165872	3.10	99.44		

(*) Consumer Reliability Index = $\left[\left(\frac{\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month}}{\text{Col.6}} \right) - \text{Col.6} \right] / \left(\frac{\text{Col.4} \times 24 \text{ hrs.} \times \text{No. of days in a month}}{100} \right)$