



NORTHERN POWER DISTRIBUTION COMPANY OF T.S LIMITED
VIDYUTH BHAVAN : CORPORATE OFFICE : WARANGAL

From

To

Chief General Manager,
IPC&RAC, TSNPDCL,
Corporate Office, Vidyuth Bhavan,
WARANGAL.

The Commission Secretary/TSERC,
11-4-660, 5th Floor,
Singareni Bhavan, Red Hills,
HYDERABAD.

Lr.No.CGM/IPC&RAC/TSNPDC/ WGL/F.SOP/D.No. 91/23, Dt: 09.06.2023

Sir,

SUB :- TSNPDCL/WGL – TSERC consumer Advocacy – Returns to be filed
under Regulation No.5 of 2016 – Submission – Regarding.

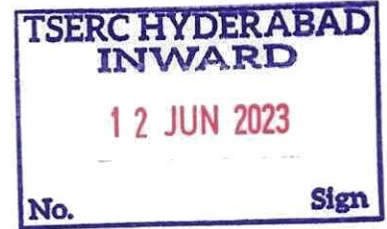
* * *

It is to submit that the following annual reports of SOP for FY 2022-23 are
herewith submitted.

- (i) Reporting Formats-Guaranteed standards
- (ii) Compensation Paid
- (iii) Reporting Formats-Overall Standards

This is for favour of information.

Encl : Hard copy of the above formats.



Yours faithfully


CHIEF GENERAL MANAGER
IPC&RAC/TSNPDC/ WGL

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2022 -2023)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
I	Normal Fuse-Off								
i.	Cities and towns	0	61261	61261	57811	3366	84	61261	0
ii.	Rural areas	0	75546	75546	71523	3847	176	75546	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	1411	1411	1285	126	0	1411	0
ii.	Rural areas	0	6710	6710	6353	358	0	6711	0
III.	Underground cable breakdowns								
II.	Cities and towns	0	45	45	45	0	0	45	0
ii.	Rural areas	0	149	149	149	0	0	149	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	1579	1579	1456	123	0	1579	0
ii.	Rural areas	0	22086	22085.7	20984	1054	48	22086	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	608	608	415	184	9	608	0
ii.	Restoration of supply	0	165	165	163	2	0	165	0
VI.	Voltage fluctuations								
i.	No expansion/ enhancement of network involved	0	3096	3096	3068	27	1	3096	0
ii.	Up-gradation of distribution system required	0	551	551	535	16	0	551	0
iii.	Erection of Substation	0	6	6	6	0	0	6	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	50183	50183.3	47980	2083	120	50183	0
ii.	Replace burnt meters if cause attributable to Licensee	0	7856	7856	7094	743	19	7856	0
iii.	Replace burnt meters if cause attributable to consumer	0	9484	9484	9227	235	22	9484	0
iv	Shifting of meters/service lines	0	2153	2153	2146	7	0	2153	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	28329	28328.7	24987	3320	21	28329	0
ii.	If network expansion / enhancement required to release supply	0	1766	1766	1483	283	0	1766	0
a.	Release of supply-Low Tension	0	37441	37441	34365	3076	0	37441	0
b.	Release of Supply-High Tension 11kV	0	1058	1058	1056	2	0	1058	0
c.	Release of Supply-High Tension 33 kV	0	128	128	128	0	0	128	0
d.	Release of Supply-Extra High Tension	0	1138	1138	1133	5	0	1138	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	55906	55905.7	52575	3269	62	55906	0
ii.	Network expansion / enhancement required to release supply	0	3684	3684	3355	325	4	3684	0
a.	Release of supply-Low Tension	0	56104	56103.7	52886	3200	18	56104	0
b.	Release of Supply-High Tension 11kV	0	16	16	16	0	0	16	0
c.	Release of Supply-High Tension 33 kV	0	25	25	18	6	1	25	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
e.	Erection of substation required for release of supply	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	7951	7951	7302	647	2	7951	0
ii.	Change of category	0	10434	10434.3	9591	839	5	10434	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	390	390	359	31	0	390	0
iv.	Conversion from LT to HT and vice versa	0	5	5	5	0	0	5	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	18940	18940	17957	955	28	18940	0
ii.	If additional information is required	0	3708	3708	3385	271	52	3708	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	75954	75954	73384	2526	44	75954	0
ii.	Rural areas	0	109610	109610	97063	12495	52	109610	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	141	141	141	0	0	141	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0	0	0	0	0


Chief General Manager
IPC & RAC, TSNPDCL
WARANGAL

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2022-23)

The monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format or individual complaints where compensation has been paid:

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
1	CG No. 30/2022	07-01-2022	Sc No: 08 50 00133	Sri. Jagnaka Mothiram, S/o Jalapathi, Village: Mankapur, Section: Gudihathnoor, Mandal: Gudihathnoor, Dist: Adilabad, Ph No: 9121878223.	Providing of Theft DTR.	Regulation No.3/2015 of TSERC	5000	Compensation recovered from AE/OP/Gudihatnoor and adusted to SC No:08 50 00133 vide PR No: 069086 on Dt:21.05.2022.
2	CG No. 21/2022	07-01-2022	Sc No: 08 01 00820	Sri. Mesram Shankar, S/o Ramulu, H No:4-120, Punaguda, Village:Raghapur, Mandal & Section: Gudihathnoor, Dist: Adilabad, Ph No:7993604709.	Providing of Theft DTR.	Regulation No.3/2015 of TSERC	5000	Compensation recovered from AE/OP/Gudihatnoor and adusted to SC No:08 01 00820 vide PR No: 060472 on Dt:26.05.2022.
3	CG No. 415/2021	18-01-2021	Sc No: 53249-41706	Sri. N. Srinivas, S/o Ramanaiah, H.No.5-3-365, Vidhyanagar Colony, Mandal & Dist: Kamareddy, Ph: 8522000338. Ph: 9885334284.	Line Shifting.	Regulation No.3/2015 of TSERC	5000	Compensation recovered from AAE/OP/T2/Kamareddy and adjusted to SC.No.53249-41706 vide JE.No.16 of 06/2022.
4	268/2021-22	11-03-2022	SC No. 31209-00834.	Sri Ch. Venkateshwarlu, Naryanapuram Village, Thallada Mandal, Khammam District. SC No. 31209-00834, Category-I, Ph.No.8019898625.	Billing dispute.	Regulation No.3/2015 of TSERC	500	Compensation recovered from PAA vide PR No. 67551160177, Dt: 16.10.2022 and adjusted to SC No. 31209-00834.

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
5	64/2022-23	12-05-2022	Sc. No.10841168	Sri. G. VENKATAIAH #30-1-254, MADIKONDA, HANAMAKONDA. Phone No. 9849677313. Sc. No.10841168 of Category I-DOMESTIC. Reg. No.CGRF-I-220000144.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	As per EBS report amount was recovered in the month of 10/2022.
6	95/2022-23	07-06-2022	SC No. 10118-00483. USC No. 13187108,	Sri. Pashikanti Rajender, S/o. Mallaiah, Gopalpur Village, Chityala Mandal, Bhoopalpally District. Ph.No. 9866335779. USC No. 13187108, Category-V, Reg.No.CGRF-I-220000267.	Dispute in poles	Regulation No.3/2015 of TSERC	2000	Compensation recovered from Sri. P. Ramesh, AAE vide CB Vr. No. 66 of 10122, Dt: 15.10.2022 and credited to the SC No. 10118-00483.
7	152/2022-23	04-07-2022	SC No. 50501-19546. USC No.15291750,	Smt. P. Prabha, W/o. Bhumaiah, H.No.19-1-87/A, Markandeya colony, Ramagundam, Peddapally District. Ph.No. 9059011831. USC No.15291750, Category-I, Reg.No.CGRF-I-220000423.	Billing dispute.	Regulation No.3/2015 of TSERC	500	Compensation recovered from AAO/ERO/ Godavarikhani vide CB V No. 90 of 10/2022 and credited to SC No. 50501-19546.
8	237/2022-23	29-08-2022	-	Sri. Sreedhar Kota, H.No.9-39, Gabbeta, Raghunathpally, Jangaon District. Ph.No. 9885204067. Reg.No.CGRF-I-220000686.	Non-release of new services.	Regulation No.3/2015 of TSERC	34291	Compensation recovered from DE/OP/Jangaon for an amount of Rs. 34291/- and credited against Sri. Sreedhar Kota, vide JE No. 01 of 10/2022.
9	245/2022-23	07-09-2022	SC No. 14203-00801 USC No. 10749122	Sri. M. Khaza Miya, Chinnamadur Village, Devaruppala Mandal, Jangaon District. Ph.No. 9177102835. USC No. 10749122, Category-I Reg.No.CGRF-I-220000732.	Wrong billing.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from PAA, M/s. Shyam and Dayakar vide VR No. 707 and credited against SC No. 14203-00801 vide JE. NO. 19 of 10/2022.

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
10	56/ 2022-23	02-05-2022	Sc. No.15397648	RAJASEKHAR 8-2-123,BK BAZAR,KHAMMAM TOWN,KHAMMAM-URBAN 9951212603 Sc. No.15397648 of Category I- DOMESTIC Reg. No.CGRF-I-220000118.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from PAA vide Lr. No. AAO/ERO/T/KMM/JAO Billing/Sr. Asst. HV/ F.No.CGRF.56/22-23, D.No.485/22, Dt: 22.11.2022 and credited to SC No. 15397648.
11	137/ 2022-23	16-06-2022	USC No. 10398330	Sri B. Sivareddy, Rajuladevarapudu, Yerrupalem, Khammam District. Phone No. 9381814197, USC No. 10398330,Category-I, Reg. No.CGRF-I-220000393	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from PAA vide PR No. 843783, Dt: 10.01.2023.
12	29/ 2022	07-01-2022	Sc. No.61007- 0086	Sri. Sayyed Manan, S/o Khaja H.No.1-67, Village: Dongargaon, Section & Mandal: Gudihathnoor. Dist: Adilabad Phone No. 8886152946. Sc. No.61007-0086 Category I-DOMESTIC.	Billing dispute.	Regulation No.3/2015 of TSERC	3000	Compensation recovered from AAO/ERO/Utnoor and adjusted to SC No:61007-00086 vide JE No.15 of 01/2023.
13	421/ 2022-23	26-11-2022	SC No. 12307- 10661. USC No. 16801317,	Sri. K.Prasad, Bheemaram Village, Hasanparthy Mandal, Hanamkonda District. Ph.No. 9632447766. USC No. 16801317, Category-I, Reg.No.CGRF-I-220001230.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from the PAA vide PR . No.983166 of Dt: 04.02.2023 and credited to the SC No. 12307-10661.
TOTAL							60,291	


Chief General Manager
IPC & RAC, TSNPDCL
WARANGAL

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2022-23)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the Year	Filed by the consumers in this current Year(FY 2022-23)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the Year (FY 2022-23) (C-D)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	0	168209	168209	168209	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	10759	10759	10759	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	35783	35783	35783	0
Period of scheduled outage						
Maximum duration in a single stretch		0	862	862	862	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	207	207	207	0
Street Light Faults						
Rectification of line faults		0	326	326	326	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	190	190	190	0

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the Year	Filed by the consumers in this current Year(FY 2022-23)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the Year (FY 2022-23) (C-D)
Continuity Indices						
SAIFI	To be laid down later by the Commission	0	40	40	40	0
SAIDI		0	0	0	0	0
MAIFI		0	18	18	18	0
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	618	618	618	0
% billing mistakes	Not exceeding 0.1%	0	1212	1212	1212	0
0% faulty meters	Not exceeding 3%	0	1441	1441	1441	0


Chief General Manager
IPC & RAC, TSNPDCL
WARANGAL

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2022-23)

The Yearly information regarding faulty meters shall be submitted by Licensee in the following format:

No. of faulty meters at the start of the Year	No. of faulty meters added during the Year	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the Year
18656	166067	184723	168481	16242


Chief General Manager
IPC & RAC, TSNPDCL
WARANGAL