

SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

From
The Chief General Manager (IPC & RAC),
TSSPDCL, Corporate Office,
6-1-50, Mint Compound,
Hyderabad – 500 063.

To The Secretary, TSERC, 11-4-660, 5th Floor, Singareni Bhavan, Red Hills, Hyderabad – 500 004.

<u>Lr. No.CGM(IPC&RAC)/SE(RAC)/DE(RAC)/F.E/8/D.No. 99 /21, Dt: 43-08-2021.</u> Sir,

<u>Sub</u>: TSSPDCL – Submission of Annual Reports in respect of Standard of Performance (SoP) for FY 2020-21- Reg.

The Licensee submits the annual reports in respect of Standard of Performance (SoP) for FY 2020-21 with a request to place the same before Hon'ble Commission.

It is to submit that, as per directions of the Hon'ble Commission the licensee has successfully implemented the process of inclusion of SoP Formats in the TSSPDCL Dashboard under RIMS tab duly enabling the concerned officers to enter the required SoP data every month and for onward submission of consolidated annual reports to the Hon'ble commission.

Further, It is to submit that soon after obtaining complete information of 1st quarter of FY2021-22 i.e,. from April 2021 to June 2021, Licensee will submit the consolidated information before Hon'ble Commission.

Encl: SoP reports for FY2020-21

TSERC HYDERABAD INWARD

2 3 AUG 2021

1216652

Yours faithfully,

Chief General Manager (IPC & RAC)

Name: P.Krishnaiah

Designation: CGM (IPC & RAC)

Mobile No: 9440813512

Email Id: ractsspdcl@gmail.com

THEP)

ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)

The following format shall be used by licensee for reporting performance levels for guaranteed standards on monthly basis to the Commission

				No of Complaints	5		pr-20 No of Compla	ints redressed	in the month	h (no.)		No of Complain	ts	Ma N	y-20 o of Complain	ts redressed in the mont	ı (no.)	No	of Complaints		Jun- No		ts redressed in	the month (no.)
SLNo.	Service area	Guaranteed Standards as per Reg. 5 of 2016	Pending in Previous	Received in		Within OS	Within GS Stipulated	More than the Stipulated	Total	Pending Complaint		Received in		Within OS	Within GS Stipulated	More than the Stipulated Total	Pending Complaints	Pending in Previous	Received in			Within GS Stipulated	More than the Stipulated	Pending Total Complaint
I			Month	the Month	Total	standards	Time	time	Complaint	ts (No.)	Month	the Month	Total	standards	Time	time Complain	s (No.)	Month t	he Month	Total	standards	Time	time	Complaints (No.)
i	Cities and Towns	Within 4 Working Hours	3	39890	39893	34488		71 21	8 39889	4		4 44299	44303	39520	44050	246 44296	7	7	45107	45114	39638	44906	207	45113
	Rural Areas	Within 8 Working Hours	0	8388	8388	7223	3 833	39 4	9 8388	0		0 8068	8068	7075	8038	30 8068	0	0	8062	8062	7610	8038	24	8062
II i	Overhead Line/Cable breakdowns Cities and Towns	Within 6 Hours default	0	508	508	450) 49	20	9 508	0		0 614	614	613	613	1 614	0	0	811	811	788	805	6	811
	Rural Areas	Within 24 Hours	0	931	931				2 931	0		0 1058	1058	1057	1057	1 1058	0	0	1224	1224		1222		1224
	Under Ground cable Breakdowns																							
	Cities and Towns	Within 12 Hours	1	234	235		_		1 235	0		0 210	210	187	207	2 209	1	1	281	282		279		281
	Rural Areas Distribution Transformer Failure	Within 48 Hours	0	0	0	()	0	0 0	0		0 0	0	0	0	0 0	0	0	0	0	0	0	0	0
	Cities and Towns	Within 24 Hours	0	425	425	450) 42	24	1 425	0		0 520	520	484	517	3 520	0	0	578	578	575	575	1	576
ii	Rural Areas	Within 48 Hours	5	1567	1560	1140	155	50	8 1558	2		2 2241	2243	2188	2236	4 2240	3	3	3830	3833	3823	3823	4	3827
	Period of Schedule outage Maximum duration in a single stretch consumer affected	Not Exceeding 12 Hours	0	480	480	474	4 4*	79	1 480	0		0 515	515	616	515	0 515	0	0	562	562	562	562	0	562
	Restoration of supply	By Not later than 6:00PM	0	39	39				2 39	0		0 69	69	69		0 69	0	0	83	83		83		
VI	Voltage fluctuations																							
	No expansion/enhancement of network involved	Within 10 days	3	718	721	37	7 70	07	7 714	7		7 692	699	669	692	2 694	5	5	670	675	87	666		668
	Up-gradation of distribution system required	Within 90 days	2	4	6		1	5	1 6	0		0 10	10	6	9	1 10	0	0	8	8	5	8	0	
iii	Erection of Sub station	Within the time period as approved by the Commission	0	450	450	() 45	50	0 450	0		0 339	339	339	339	0 339	0	0	524	524	0	524	0	524
VII	Meter complaints						1	1				1			1								1	1
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	Inspection within7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	178	11378	11533	3277	7 799	91 9	5 87	48 20	58 205	8 10283	12341	3307	8656	161 94	85 2139	9 2139	14799	17119	5645	12940	178	14680 1
ii	Replacement of burnt meters if cause attrributable to Licensee	Within 7 days	0	597	597	234	1 27	76	0 4	10 18	37 18	7 538	725	361	336	5 5	15 210	210	668	878	427	509	5	684
iii	Replacement of burnt meters if cause attrributable to consume Shifting of meters/service lines	within 7 days of receiving payment from consumer Within 7 days	271 589		2437 802	763 227		77 39 52 31		i43 36i			3306 996	1614 456	2630 445	888 47 472 15			5752 1869	3779 1240	2115 428	2695 660	859 453	4561 15 1422 11
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand		589	2200	802	221	/ 2:	52 31	.5 21	.48 210	52 53	7 2353	996	456	445	472 15	19 1398	5 518	1869	1240	428	660	453	1422 1.
i ii	All Cases – If connection feasible from existing network for release of supply If network expansion / enhancement required to release supply	Within 2 working days of receipt of application	0	603	603	(56	61	4 5	65	38 3	8 950	988	0	800	4 8	04 184	4 184	1003	1187	0	950	4	954
a	Release of supply-Low Tension	Within 7 days of receipt of application	0	8	8	()	6	1	7	1	1 8	9	0	3	1	4 5	5 5	8	13	0	4	1	5
b	Release of Supply-High Tension 11kV	Within 15 days of receipt of application	0	5	5	()	3	0	3	2	2 5	7	0	3	0	3 4	4 4	5	9	0	3	0	3
c	Release of Supply-High Tension 33 kV	Within 21 days of receipt of application	0	1	1	()	0	0	0	1	1 1	2	0	1	0	1	1 1	1	2	0	1	0	1
d IX	Release of Supply-Extra High Tension Release of new connection/additional load upon payment of all charges	Within 45 days of receipt of application of	0	0	0	()	0	0	0	0	0 0	0	0	0	0	0 (0 0	0	0	0	0	0	0
i	All cases if connection feasible from existing network for Release of supply	Within 30 days of receipt of application along with prescribed charges	4374	1005	5379	(111	22	5 11	.27 42!	52 425	2 3533	7785	0	2926	75 30	01 478	4 4784	10004	14788	0	9552	61	9613 5175
ii	Network expansion/enhancement required to release supply																							
a h	Release of supply - Low Tension Release of supply - High Tension 11 KV	Within 30 days of receipt of prescribed charges Within 45 days of receipt of prescribed charges	385	0	385	() :	12	7	19 30	56 36		388	0	6	23	29 359	9 359	70	429	0	8	54	62 367
-	Release of supply - High Tension 33 KV	Within 60 days of receipt of prescribed charges	330		334	(7	0	7 327	327	18	345 37	0	18	0 18	327	327	45	372	0	21	0	21 351
d	Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	1	0	1		0	1	0	1 0	0	0	0	0	0	0 0	0	0	1	1	0	1	0	1 0
e	Erection of sub station required for release of supply	Within the time period as approved by the Commission	-	-	-	_	-	-	-	-	_	-	1	-	-		_	-	-	_	-	_	_	
X	Transfer of ownership and conversion of services	Within 7 June 1 and the second second second second		1 1	1	1	1	1	1	1		1	1		1			-	1				1	1
i	Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee, if any Within 7 days along with necessary documents and prescribed	280	1456	1736	(145	55 7	1 15	26 2:	10 21	0 1388	1598	0	1053	64 11	17 48:	1 481	4418	4899	0	3864	272	4136
ii 	Change of category	fee, if any	133	162	295	(17	73 3	3 2	106	39 8	9 875	964	0	643	36 6	79 285	5 285	4357	4642	0	3597	283	3880
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa Conversion from LT to HT and vice- Versa	Within 30 days of payment of charges by the consumer	1643	58	1701	(3 0	89 2	5 1	.29 15	72 157	2 404	1976	0	166	107 2	90 1686	6 1686	1042	2728	0	701	143	870 1
XI	Resolution of complaints on consumer's bill	Within 60 days of payment of charges by the consumer	68	2	70	(D	2	0	2 68	68	7	75	0	7	0 7	68	68	14	82	0	16	0	16 66
i i	Resolution of complaints on consumer's bill If additional information is required	Within 24 working hours of receipt of complaint							1															
ii	If additional information is required If no additional information is required	Within 24 working hours of receipt of complaint Within 7 working days of receipt of complaint	2	780	782	399	38	50		56	35 3	5 903	937	476	462	4 9		30	1098	1138	468	669	27	1094
XII	Reconnection of supply following disconnection due to non		22	910	896	601	1 128	32 2	2 8	163 43	30 44	9 447	860	373	687	22 8	17 39	3 413	924	1316	818	1170	24	1108
i	payment of bills Cities and Towns	Within 4 working hours of production of proof of payment by consumer	540	1122	1662	1234	1 136	54	5 16	45	57 6	7 1320	1382	1230	1313	4 13	55 5	2 52	1827	1899	1549	1867		1872
ii	Rural areas	Within 12 working hours of production of proof of payment by consumer		1405	1405	460				139 81	66 86		1175	230	1078	13 11		1 791	197	1009	102	991	18	1014
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 Levy of reconnection charges without actual	-					NIL							N	NIL						NI	L		
ii	Levy of reconnection charges without actual physical disconnection.	-																						

				No of Complaints		Jul-20 No	o of Complaint	ts redressed in the	month (no.)		No of Complain	ts	Aug-2	20 No of Complain	ts redressed in the m	onth (no.)		No of Complaints		Sep-2	0 o of Complaints	s redressed in the I	month (no.)	
Sl.No.	Service area	Guaranteed Standards as per Reg. 5 of 2016	Pending in				ithin GS	More than the	Pen	ding Pending in			w	Vithin GS	More than the	Pending	Pending in				ithin GS M	Nore than the	,	Pending
			Previous Month	Received in the Month		Within OS Sti standards Tir	pulated ne	Stipulated Tot time Cor	al Con	plaints Previous Month	Received in the Month		ithin OS St andards Ti	tipulated ime	Stipulated Tota time Com	Complain (No.)	s Previous Month	Received in the Month		Within OS St standards Ti	ipulated St me ti		otal Complaints (Complaints (No.)
I i	Cities and Towns	Within 4 Working Hours	-	43775	43776	37283	43625	147	43772	4	4 44075	44079	38546	43863	213	44076	3	3 40989	40992	36163	40714	275	40989	3
ii	Rural Areas	Within 8 Working Hours	0	8425	8425	8012	8398	27	8425	0	0 8001	8001	7644	7974	27	8001	0	0 7687	7687	7345	7664	23	7687	- 0
	Overhead Line/Cable breakdowns	Within 6 Hours default	0	633	633	575	628		633		0 661	661	643	645	16	661	0	0 551	551	526	546		551	
i	Cities and Towns Rural Areas	Within 24 Hours	0	1176	1176	1172	1172	3	1175	1	1 1140	1141	1139	1139	2	1141	0	0 979	979	944	977	2	979	- 0
	Under Ground cable Breakdowns	Within 12 Hours		329	330	329	329		330		0 301	204	200	299		301		0 228	228	225	225		224	
i	Cities and Towns Rural Areas	Within 48 Hours	0	0	0	0	0	0	0	0	0 001	301	299	299	0	0	0	0 228	0	0	0	0	226 0	- 0
	Distribution Transformer Failure																							
i	Cities and Towns Rural Areas	Within 24 Hours Within 48 Hours	6	638 4494	638 4500	599 4408	632 4477	19	638 4496	4	0 615 4 3066	615 3070	583 2832	609 3051	15	615 3066	4	0 636 4 3319	636 3323	575 3148	626 3307	10	636 3317	6
	Period of Schedule outage																							
i	Maximum duration in a single stretch consumer affected Restoration of supply	Not Exceeding 12 Hours By Not later than 6:00PM	0	649 83	649 83	649 83	649 83	0	649 83	0	0 599	599 77	599 77	107	492	599 77	0	0 551	551 69	551	551	0	551 69	0
	Voltage fluctuations																							
i	No expansion/enhancement of network involved Up-gradation of distribution system required	Within 10 days Within 90 days	7	1034	1041	118	1036	2	1038	3	3 1142	1145	93	1132 11	2	1134	0	11 1052	1063	76	1057	2	1059	- 4
iii	Erection of Sub station	Within the time period as approved by the Commission	0	653	653	0	653	0	653	0	0 729	729	0	729	0	729	0	0 676	676	1	676	0	676	0
	Meter complaints	Within the time period as approved by the Commission	· ·	033	055		0.00	Ü	055		0 727	727		127		,27		0,0	070		0.0		0,0	
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter																						
ii	Replacement of burnt meters if cause attrributable to Licensee	Within 7 days	1453	14726	16179	5296 252	12576	143	14030 420		28 15457 04 626	14925	6643 453	10006 356	252	12609	194 15		21072 750	6845 350	14371	438	17123 507	3136 244
iii	Replacement of burnt meters if cause attrributable to consumer	Within 7 days of receiving payment from consumer	389	5428	4142	1792	3023	470	4622		64 4833	3764	1886	2686	698	3802	865 40		4542	1435	3673	744	3987	461
iv	Shifting of meters/service lines	Within 7 days	604	1381	1147	302	550	532	1392	825	46 1366		407	628	410	1041	645 42	21 782	720	137	483	476	472	350
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand										1					1								
i	All cases -if connection feasible from existing network for Release of supply	Within 2 working days of receipt of application	233	1003	1236	0	950	4	954	282	82 1003	1285	0	950	4	954	331 3	1003	1334	0	950	4	954	380
a	Release of supply - Low Tension	Within 7 days of receipt of application	8	8	16	0	9	1	10	6	6 8	14	0	7	1	8	6	6 8	14	0	8	1	9	5
b	Release of supply -High Tension11 kV	Within 15 days of receipt of application	6	5	11	0	3	0	3	8	8 5	13	0	3	0	3	10	10 5	15	0	3	0	3	12
c	Release of supply - high Tension 33 KV	Within 21 days of receipt of application	1	1	2	0	1	0	1	1	1 1	2	0	1	0	1	1	1 1	2	0	1	0	1	1
	Release of supply - Extra High Tension	Within 45 days of receipt of application	0	0	0	0	0	0	0	0	0 0	0	0	0	0	0	0	0 0	0	0	0	0	0	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	Within 30 days of receipt of application along with prescribed charges	5175	10313	15488	0	10399	51	10450	5038 50	38 8574	13612	0	8174	39	8213	5399 539	99 11125	16524	0	11289	48	11337	5187
ii	Network expansion/enhancement required to release supply																							
a	Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	367	84	451	0	19	35	54	397	97 57	454	0	15	23	38	416 4:	16 95	511	0	38	43	81	430
b	Release of supply - High Tension 11 KV	Within 45 days of receipt of prescribed charges	351	34	385	0	22		22	363 363	54	417	0	37	0	37 380	380	46	426	0	42	0	42	384
d	Release of supply - High Tension 33 KV Release of supply - Extra High Tension	Within 60 days of receipt of prescribed charges	39	1	40	0	4		4	36 36	6	42	0	3	0	3 39	39	6	45	0	1	0	1	44
e e	Erection of sub station required for release of supply	Within 180 days of receipt of prescribed charges Within the time period as approved by the Commission	0	1	1	0	0		0	1 1	1	2	0	1	0	1 1	1 -	0	1	0	0	0	- 0	1
X	Transfer of ownership and conversion of services	Within the time period as approved by the Commission	-	-	-	-	-	-	-		-	-	-	-	-		-	-	-	-	-	-	-	
i	Title transfer of ownership	Within 7 days along with necessary documents and prescribed																						
ii	Change of category	fee, if any Within 7 days along with necessary documents and prescribed	763	5194	5957	0	5081	259	5340		17 4656	5273	0	4138	203	4341	932 9		10982	0	8969	328	9297	1685
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	fee, if any Within 30 days of payment of charges by the consumer	762 1858	4031 857	4793	0	3702 711	456	4158 945	635 (1770 1	35 3290	3925 2592	0	2873	308	3181 744	744 7		4745	0	3782 740	336	4118	627
iv	Conversion from LT to HT and vice- Versa	Within 60 days of payment of charges by the consumer	1858	857	2715	U	/11	200	945	61 61	70 822	2592	0	560	148	744	1848 184	18 1027	2875	0	/40	244	1044	1831
XI	Resolution of complaints on consumer's bill		оb	11	/7	Ü	16		16	01 61	15	/6	U	12	U	12 64	64	20	84	U	1/	U	1/	6/
i	If additional information is required	Within 24 working hours of receipt of complaint	6	497	503	97	438	7	490	65	65 1510	1609	835	729	46	1561	45	15 1062	1130	423	728	3	1106	58
ii	If no additional information is required	Within 7 working days of receipt of complaint	50	1584	1574	1095	1545	21	1620	494	16 947	1419	818	748	558	1456	538 56	50 1993	2432	1893	2352	27	2440	471
XII	Reconnection of supply following disconnection due to non-payment of bills		50	1304	2379	1033	13-3				347	1-13	010	7-10	330	2.55	,	1333	2432	1033	2332		2440	7/1
i	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	5	2192	2197	1850	2143	4	2189	127	22 1781	1904	1562	1753	90	1847	82 1	32 1713	1841	1494	1784	0	1811	118
ii	Rural areas	Within 12 working hours of production of proof of payment by consumer	18	1378	1396	462	1316	17	1485	997	93 430	1410	335	442	1076	1510	1064 106	54 700	1606	597	1569	0	1635	950
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection. Wrongful disconnection of service connection																							
i	wrongin disconnection of service connection even after payment of electricity charges due Levy of reconnection charges without actual physical disconnection.	-				NIL							NIL							NIL				

				No of Compleint	-	Oct-20		- 4h4h (1			No of Compleints		Nov-20	i-tdd i-	4b4b ()			1f Cl-i-t-		Dec-20	-1-1-1	- the
				No of Complaint	5		of Complaints redressed in	n the month (no.)			No of Complaints				the month (no.)			to of Complaints		No of Com		n the month (no.)
Sl.No.	Service area	Guaranteed Standards as per Reg. 5 of 2016	Pending in Previous	Received in	Witi		thin GS More than the pulated Stipulated	e Total	Pending Complaints	Pending in Previous	Received in	Within O	Within GS Stipulated	More than the Stipulated	Total	Pending Complaints	Pending in Previous	Received in	Within	Within GS OS Stipulated	More than the Stipulated	Pending Total Complaints
I			Month	the Month	Total star	ndards Tim	ne time	Complaints	(No.)	Month	the Month	Total standard	s Time	time	Complaints	(No.)	Month	the Month	Total standa	rds Time	time	Complaints (No.)
i	Cities and Towns	Within 4 Working Hours	3	40391	40394	35115	40063 32			8 8	37519		32738 37274			3	3	34076	34079		934 142	
ii	Rural Areas	Within 8 Working Hours	0	7569	7569	7175	7544 2	5 7569	0) (7849	7849	7474 7821	1 28	7849	0	0	7671	7671	7219 7	638 33	3 7671 0
II i	Overhead Line/Cable breakdowns Cities and Towns	Within 6 Hours default	0	930	930	928	928	1 929	1	1	406	407	403 406		407	0	0	489	489	489	489	0 489 0
ii	Rural Areas	Within 24 Hours	0	935	935	933	933	2 935	0) (939	939	936 937	7 2	939	0	0	889	889	887	887	2 889 0
III i	Under Ground cable Breakdowns Cities and Towns	Within 12 Hours	2	266	268	234	264	3 267	1	1	273	274	272 272	2 1	273	1	1	333	334	332	332	2 334 0
ii	Rural Areas	Within 48 Hours	0	0	0	0	0	0 0	0) (0	0	0 () (0	0	0	6	6	6	6 (0 6 0
IV i	Distribution Transformer Failure Cities and Towns	Within 24 Hours	0	675	675	619	661 1	4 675	0) (474	474	474 474	1 (474	0	0	528	528	527	527	1 528 0
ii	Rural Areas	Within 48 Hours	6	2851	2857	2672	2843	6 2849	8	8 8	2436	2444	2414 2436	5 (5 2442	2	2	3405	3407	3199 3	384 2	1 3405 2
v i	Period of Schedule outage Maximum duration in a single stretch consumer affected	Not Exceeding 12 Hours	0	560	560	560	560	0 560	0) (404	404	404 404	1 () 404	0	0	356	356	356	356	0 356 0
ii	Restoration of supply	By Not later than 6:00PM	0	83	83	83	83	0 83) (57	57	57 57	7 (57	0	0	79	79	63	79 (0 79 0
VI	Voltage fluctuations No expansion/enhancement of network involved	Within 10 days	4	1035	1039	97	1034	2 1036	3	3	831	834	56 829		834	0	0	971	971	23	970	1 971 0
ii	Up-gradation of distribution system required	Within 90 days	0	10	10	4	10	0 10	0) (9	9	5 8		8	1	1	10	11	4	9	1 10 1
iii	Erection of Sub station	Within the time period as approved by the Commission	0	602	602	0	602	0 602	0	(486	486	1 486	5 (486	0	0	544	544	0	544	0 544 0
VII	Meter complaints						,	1	1									-				
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	3164	16763	19927	6854	13713 9	8 16146	3644	3159	19850	23007	7995 16849	95	18965	3246	3264	17637	20894	8048 15	809 7	7 17576 2686
ii	Replacement of burnt meters if cause attrributable to Licensee	Within 7 days	244		794	403	306	1 549				860	429 374	1 :	600	260	260	553	813	386	333	1 547 266
iii	Replacement of burnt meters if cause attrributable to consumer	Within 7 days of receiving payment from consumer	1119		4445	1443	3276 35						2026 3301			279	298	4026	4324		026 83	3 3653 307
iv	Shifting of meters/service lines	Within 7 days	710	1084	953	168	569 25	9 965	593	481	1165	1008	389 636	5 496	753	312	360	391	751	35	266 114	4 386 342
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand													1	1		1					
i	All cases -if connection feasible from existing network for Release of supply	Within 2 working days of receipt of application	380	1003	1383	0	950	4 954	429	429	924	1353	0 950		954	399	399	856	1255	0	950	954 301
a	Release of supply - Low Tension	Within 7 days of receipt of application	5	8	13	0	7	1 8	5	5 5	8	13	0 3	3 :	1 4	9	9	7	16	0	11	1 12 4
b	Release of supply -High Tension11 kV	Within 15 days of receipt of application	12	5	17	0	3	0 3	14	14	5	19	0 3	3 (3	16	16	5	21	0	3 (3 18
c	Release of supply - high Tension 33 KV	Within 21 days of receipt of application	1	1	2	0	1	0 1	. 1	1	. 1	2	0 1	1 (1	1	1	1	2	0	1 (J 1 1
d	Release of supply - Extra High Tension	Within 45 days of receipt of application	0	0	0	0	0	0 0	0	0	0	0	0 () (0	0	0	0	0	0	0 (0 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	Within 30 days of receipt of application along with prescribed charges	5187	10038	15225	0	10031 10	9 10140	5085	5085	10602	15687	0 10853	3 70	10923	4764	4764	10336	15100	0 10	566 6:	1 10627 4473
ii	Network expansion/enhancement required to release supply																					
a	Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	430	82	512	0	27 3	9 66	446	446	87	533	0 6	35	41	492	492	73	565	0	23 56	3 79 486
b	Release of supply - High Tension 11 KV	Within 45 days of receipt of prescribed charges	384	47	431	0	33	0 33	398	398	52	450	0 34	1 (34	416	416	52	468	0	47 (0 47 421
c	Release of supply - High Tension 33 KV	Within 60 days of receipt of prescribed charges	44	4	48	0	3	0 3	45	45	3	48	0 0	0	0	48	48	8	56	0	3 (3 53
d	Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	1	0	1	0	0	0 0	1	1	0	1	0 () (0	1	1	2	3	0	0 0	0 3
e X	Erection of sub station required for release of supply Transfer of ownership and conversion of services	Within the time period as approved by the Commission	-	-	-	-		-	-	-	-		-	-	-	-	-	-	-		-	
i	Title transfer of ownership	Within 7 days along with necessary documents and prescribed																				
ii	Change of category	fee, if any Within 7 days along with necessary documents and prescribed	1685	10366	12051	0	9917 42	10541	1710		8931	10641	0 8667		9132	1509	1509	8178	9687		732 675	5 0407 1200
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	fee, if any Within 30 days of payment of charges by the consumer	627 1831	2446	3073 2722	0	2326 25					3379 2880	0 2727			475 1930	475	3177	3652 2934		841 164 674 163	
iv	Conversion from LT to HT and vice- Versa	Within 60 days of payment of charges by the consumer	67	891	80	0	10	0 10	70	70	14	2880	0 725) 1/0	950	1930	1930	1004	2934	0	13 (0 13 75
XI	Resolution of complaints on consumer's bill			13	00	•	10	- 10	,, ,,	70	14	04			, 20	04	04	24	00			1 13 /3
i	If additional information is required	Within 24 working hours of receipt of complaint	58	960	1012	416	561	3 915	. 4	1 4	1099	1099	516 606	5 :	1048	3	3	811	812	332	499	5 776 5
ii	If no additional information is required	Within 7 working days of receipt of complaint	492	1124	1572	1008	972 2	2 1099	7	26	1581	1570	1504 1459	21	1 1560	9	32	1524	1511	1453 1	392 27	7 1497 11
XII	Reconnection of supply following disconnection due to non-payment of bills																					
i	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	118	1618	1721	1363	1564	2 1592	6	i 6	2119	2113	1841 2053	3 (2107	5	5	1301	1296	1038 1	245	7 1280 4
ii	Rural areas	Within 12 working hours of production of proof of payment by consumer	950	559	1477	484	521	0 569	24	1 24	643	619	541 583	3 (633	14	14	884	870	768	851	5 882 17
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection. Wrongful disconnection of service connection																					
i	Levy of reconnection charges without actual	-				NIL							NIL							NIL		
	priysteat disconnection.									1							l					

					Jan-	21							Feb-21								Mar-	21			
GIN Sunday year	Guaranteed Standards as per Reg. 5 of	ľ	No of Complaints			No of Complaints re	earessea in the	e montn (no.)	_	NO O	Complaints			eo ot Compiai	nts redressed in the mor	ntn (no.)	_	No of Comp	olaints			No of Complaints	redressed in the	.ontn (no.)	
Sl.No. Service area	2016		Received in the		hin OS		re than the				ived in the				More than the Total		ending complaints Pending in						ore than the To		g aints
I		Previous Month	Month			Stipulated Time Stipu	ulated time C		lo.) Pre	vious Month Mon					Stipulated time Compl		No.) Previous N	lonth Month			dards S	tipulated Time St	ipulated time Co	mplaints (No.)	
i Cities and Towns ii Rural Areas	Within 4 Working Hours Within 8 Working Hours	3	37348 7431	37351 7431	32793 7035	37115 7396	231	37346 7431	5	5	35014 7433	35019 7433	30342 7109	34825 7412	193	35018 7433	1		1215 8012	41216 8012	34989 7571	40927 7983	286	41213 8012	3
II Overhead Line/Cable breakdowns		Ü			7033		33		Ü						21		J.						2)		
i Cities and Towns ii Rural Areas	Within 6 Hours default Within 24 Hours	0	482 836	482 836	469 834	480 834	2	482 836	0	0	493 839	493 839	487 837	491 837	2 2	493 839	0		951	951	427 949	443 949	2	951	0
III Under Ground cable Breakdowns																									
	Within 12 Hours Within 48 Hours	0	316 0	316 0	313	313 0	0	316 0	0	0	343 0	343	313 0	341 0	0	342 0	0	0	0	247	246	246	0	247	0
IV Distribution Transformer Failure				440	440	442		440			470	150	144	450		450			***	***	101	440			-
	Within 24 Hours Within 48 Hours	2	443 2436	443 2438	443 2294	443 2429	4	443 2433	5	5	479 1902	479 1907	466 1891	478 1902	4	479 1906	1		413 2317	413 2318	404 2303	413 2314	3	413 2317	1
V Period of Schedule outage	V. F. V. 10 V.		637	637	637	637		637			531	F21	531	531		531	0	0	347	347	347	347		347	
Maximum duration in a single stretch consumer affected Restoration of supply	Not Exceeding 12 Hours By Not later than 6:00PM	0	88	88	88	88	0	88	0	0	58	58	58	58	0	58	0	0	54	54	54	54	0	547	0
VI Voltage fluctuations	Within 10 days	0	1003	1003	10	1000	2	1003	0	0	1165	1165	14	1159	2	1162	2	2	1111	1114	22	1108	2	1111	2
	Within 90 days	1	9	1003	2	8	2	1003	0	0	13	13	5	1139	1	13	0	0	12	12	4	108	2	12	0
iii Erection of Sub station	Within the time period as approved by the Commission	0	613	613	0	613	0	613	0	0	634	634	0	634	0	634	0	0	611	611	2	611	0	611	0
VII Meter complaints															1					I					
i Inspection and replacement of Slow/fast / creeping /stuckup meters.	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	2692	17709	20401	8286	15238	203	17144	2426	2432	16241	18673	6169	13242	131	15348	2314	2321 1	4257	16965	5394	11300	76	13228	2438
*	Within 7 days	266	572	838	387	330	1	546	273	273	725	998	531	307	0	699	299	299	573	872	415	282	0	569	303
iii Replacement of burnt meters it cause attributable to consumer	Within 7 days of receiving payment from consumer	342	4298	4640	1315	3358	244	3950	330	365	3791	4156	1420	2783	58	3480	330		3764	4094	1224	2845	49	3404	328
	Within 7 days	394	676	1070	47	542	117	676	363	411	553	964	47	404	156	581	346	402	485	887	39	376	134	517	365
VIII Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand													1												
i All cases -if connection feasible from existing network for Release of supply	Within 2 working days of receipt of applica	301	852	1153	0	1012	4	1016	137	137	960	1097	0	956	4	960	137	137	985	1122	0	950	4	954	168
			·									·	·						·	·	·	·			
a Release of supply - Low Tension	Within 7 days of receipt of application	4	8	12	0	7	1	8	4	4	10	14	0	7	1	8	6	6	8	14	0	11	1	12	2
b Release of supply -High Tension11 kV	Within 15 days of receipt of application	18	5	23	0	2	0	2	21	21	4	25	0	9	0	9	16	16	4	20	0	8	0	8	12
c Release of supply - high Tension 33 KV	Within 21 days of receipt of application	1	1	2	0	1	0	1	1	1	1	2	0	1	0	1	1	1	1	2	0	1	0	1	1
d Release of supply - Extra High Tension	Within 45 days of receipt of application	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IX Release of new connection/additional load upon payment of all charges All cases if connection feasible from existing network for Release of	Within 30 days of receipt of application																								
i supply ii Network expansion/enhancement required to release supply	along with prescribed charges	4473	10281	14754	0	12647	79	12726	2028	2028	11807	13835	0	11923	43	11966	1869	1869 2	0629	22498	0	16250	24	16274	6224
	Within 30 days of receipt of prescribed	486	66	553	0	16	F.4	70	492	482	115	507		14	70	02	F04	504	104	698	0	22	25	F7	641
b Release of supply - High Tension 11 KV	charges Within 45 days of receipt of prescribed charges	421	48	469	0	48	0	48	482	482	82	503	0	50	0	50	453 453	504	92	545	0	53	35	57	492
c Release of supply - High Tension 33 KV	Within 60 days of receipt of prescribed charges	53	7	60	0	3	0	3	57	57	8	65	0	3	0	3	62 62		2	64	0	3	0	3	61
d Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	3	0	3	0	0	0	0	3	3	0	3	0	0	0	0	3 3		0	3	0	0	0	0	3
e Erection of sub station required for release of supply	Within the time period as approved by the Commission	_	_	_	_	-	- T	-	-	-	-	-	-	-	_	_		_		-	_	-	-	-	_]
X Transfer of ownership and conversion of services																			-		-				
i Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee, if any	1280	8418	9698	0	7474	502	7976	1722	1722	11223	12945	0	10487	928	11415	1530	1530 10	0600	12130	0	10370	228	10598	1532
ii Change of category	Within 7 days along with necessary			3030			302																223		
iii Conversion from LT 1 ph to LT 3 ph and vice Versa	documents and prescribed fee, if any Within 30 days of payment of charges by the consumer	2056	3287 1159	3934 3215	0	2997 724	366 176	3363 1019	571 2196	571 2196	3392 1623	3963 3819	0	3140 1011	248	3388	575 2356		1744	3479 4092	0	2751 1206	145 261	2896 1646	583 2446
iv Conversion from LT to HT and vice- Versa	Within 60 days of payment of charges by the consumer	75	1159	3215	0	15	1/6	1019	2196	2196	1623	3819	0	1011	223	1463	83 83		23	106	0	24	201	240	2440
XI Resolution of complaints on consumer's bill		/3	21	30	U	13	U	13	01	01	20	109	0	26	0	20	0.5 83		2.3	100	U	24	U	£49	- 04
i If additional information is required	Within 24 working hours of receipt of complaint	5	1010	1072	584	556	4	1046	4	4	946	950	460	509	52	867	2	64	982	984	485	528	2	877	1
ii If no additional information is required	Within 7 working days of receipt of complaint	36	1373	1931	1850	1768	28	1918	9	33	2909	2897	2813	2051	644	2273	3	569	2554	2539	1917	2436	23	1990	1
XII Reconnection of supply following disconnection due to non-payment of bills	·																								
i Cities and Towns	Within 4 working hours of production of proof of payment by consumer	4	1727	1837	1521	1806	0	1842	10	10	2475	2465	2087	2340	98	2356	0	124	2665	2664	2184	2640	2	2526	0
ii Rural areas	Within 12 working hours of production of proof of payment by consumer	17	866	1985	1905	1967	0	2003	18	18	2058	2040	1937	783	1236	804	0	1090	1610	1610	385	1603	0	519	0
XIII Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection.																		*							
Wrongful disconnection of service connection even after payment of electricity charges due Levy of reconnection charges without actual physical disconnection	-				NI	L							NIL								NIL				
priysicai disconnection.	I																								

ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS)

Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format

		I		April'20-June'20			1	luki	'20-Septemb	or ¹ 20			Octo	ber'20-Decem	hor!20		1	lan	uary'21-Marc	n'21	
	-			-					· · · · · · · · · · · · · · · · · · ·												
				No Of Complaint	s Redressed			I No	Of Complai	Redressed			I N	o Of Complair	Redressed	l		N I	o Of Complair	Redressed	
Service Area	Overall standards of performance	Pending at the start of the quarter	in this	Total C= (A+B)	within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	within the stipulated time for overall standards	Pending at the end of the quarter
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	3	153825	153828	135554	1	1	152959	152960	134993	3	3	135086	135089	119352	3	3		136462	119839	3
Line Breakdowns	At least 95% of cases resolved within time limit in both cities and Towns and in Rural areas	1	5872	5873	5522	1	1	5999	6000	5852	2	2	5469	5471	5420	0	0	4952	4952	4875	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	5	9166	9171	8660	6	6	12776	12782	12145	6	6	10379	10385	9905	2	2	7996	7998	7801	1
Period of Scheduled											Ť					_	_				
Maximum duration in a single stretch		0	1557	1557	1551	0	0	1799	1799	1799	0	0	1320	1320	1320	0	0	1515	1515	1515	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	191	191	182	0	0	229	229	229	0	0	219	219	219	0	0	200	200	200	0
Street Light Faults Rectification of line																					
faults	At least 90% cases should be	0	57	57	57	0	0	68	68	68	0	0	64	64	64	0	0	52	52	52	0
	complied within prescribed time limits	0	177	177	177	0	0	162	162	162	0	0	233	233	233	0	0	88	88	88	0
Continuity Indices SAIFI SAIDI MAIFI	To be laid down later by the Commission			NIL		l			NIL		l			NIL				l	NIL		
Frequency Variations	To Maintain supply frequency within 49-50Hz as per IEGC		1	NIL	ı	ı		1	NIL	1	1			NIL		Г		T	NIL		
Voltage unbalance	Maximum of 3% at point of commencement of supply	66	2891	2957	2707	250	250	2730	2980	2810	170	170	1732	1902	1869	33	33	453	453	0	0
% billing mistakes	Not Exceeding 0.1%	18	9907	9925	9657	268	268	2992	3260	3199	61	61	1076	1137	1112	25	25	442	371	71	71
% faulty meters	Not Exceeding 3%	52954	83790	136744	81222	55522	55522	98789	154311	95212	59099	59099	110210	169309	111061	58248	58248	87618	145866	92721	53145

The proforma for submission of quarterly report on reliability indices shall be as follows:

			Ai= Total number of sustained	Nt= Total Connected load at	=∑(Ai*Ni) for all 11 kV	
S.No.	Quarter	Ni=Connected load of ith feeder	interruptions (each longer than 5 minutes)	11kV in licensees area of	feeders excluding	SAIFI = (2)/(1)
		affected for each interruption	on ith feeder for the quarter	supply (1)	agriculture feeders (2)	
1	Q1 (2020-21)	4638509	41751	9549122	39154328	4.10
2	Q2 (2020-21)	4752825	46941	9653640	44348600	4.59
3	Q3 (2020-21)	4753094	40119	9763466	37679939	3.86
4	Q4 (2020-21)	4803711	35795	9896407	33970831	3.43

			Bi= Total duration of sustained	Nt= Total Connected load at	=∑Bi*Ni) for all 11 kV	
S.No.	Quarter	Ni=Connected load of ith feeder	interruptions (each longer than 5 minutes)	11kV in licensees area of	feeders excluding	SAIDI = (2)/(1)
		affected for each interruption	on ith feeder for the quarter	supply (1)	agriculture feeders (2)	
1	Q1 (2020-21)	4638509	850519	9549122	713168909	74.68423893
2	Q2 (2020-21)	4752825	867113	9653640	755409571	78.25126802
3	Q3 (2020-21)	4753094	884075	9763466	691591506	70.83463045
4	Q4 (2020-21)	4803711	673624	9896407	562198501	56.80834479

S.No.		Ni=Connected load of ith feeder	interruptions (each less than or equal to 5		feeders excluding	MAIFI = (2)/(1)
1	Q1 (2020-21)	2408309	15515	9476982	37364914135	3942.70
2	Q2 (2020-21)	2435893	16899	9587511	41164155807	4293.52
3	Q3 (2020-21)	2464170	14443	9699757	35590007310	3669.16
4	Q4 (2020-21)	2498737	12767	9834880	31901375279	3243.70

ANNEXURE-I-A (REPORTING FORMATS- GUARANTEED STANDARDS)

The monthly information regarding the compensation / individual complaints where compnessation has been paid:

S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	FOR FY 2020-21(From A Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
				N	IL			

The Quarterly information regarding Faulty meters shall be submitted by licensee in the following format

Quarter	No. of Faulty meters at	No. of Faulty meters added		No. of meters	No. of Faulty meters pending at the
Quarter	the start of the quarter	during the quarter	Total no. of Faulty meters	rectified/replaced	end of the quarter
April'20-June'20	52954	83790	136744	81222	55522
July'20-September'20	55522	98789	154311	95212	59099
October'20-December'20	59099	110210	169309	111061	58248
January'21-March'21	58248	87618	145866	92721	53145