



SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

From The Chief General Manager (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.

Lr. No.CGM(RAC)/SE(RAC)/DE(RAC)/F.E/8/D.No. 145 /22, Dt: 17-06-2022. Sir,

<u>Sub</u>: TSSPDCL – Submission of Annual Reports in respect of Standard of Performance (SoP) for FY 2021-22- Reg.

* * *

The Licensee submits the annual reports in respect of Standard of Performance (SoP) for FY 2021-22 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.

Encl: SoP reports for FY2021-22

Yours faithfully,

Manager (RAC) Chief Ger

ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)

R	ANNEXURE The following format shall be used by license	-I (REPORTI	ING FORMATS	S - GUARAN	TEED STAN	DARDS)	havin har all a first																		
	the remaining tormar mail we used by meaning				Ap	-21	basis to the Lo	mmission					Ma	ny-21				1				in-21			
197.1	i i		No of Complaints		1	o of Complain	ts redressed in	the month (no	1		No of Complaint	\$		No of Complaint	s redressed in	the month (n	0.)	1	No of Complain	ts			nts redressed in	the month (ne	1
SLNø.	Service area	Pending in Previous Month	Received in the Month	Total	Within OS standards	Within GS Stipulated Time		Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within OS standards	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Pending Complaints	Pending in Previous Month	Received in the Month	Total	Within OS	Within GS Stipulated	More than the Stipulated	Total	Pending Complaints
	Normal Fuse Off Other and Terrors		1						1.0	monur					ume	Comptaints	(No.)	Month	the Month	Total	standards	Time	time	Complaints	(No.)
ii	Rural Aruas	-	9 44425 0 5857	44434 5857	39133 5389	44178	247	44425	5		44137	44146			228			5 5	45577	4558					7
	Overhead Line/Cable breakdowns		1 2837	3837	5383	1 3011	41	5857			6391	6391	6031	6361		639	1 (0 (6578	666	7 629	3 665	7 10	6667	0
<u>i</u>	Cities and Towns		3 689	692	625	670	21	691	1	1 3	874	875	555	836	39	87	5 0	0 0	850	850	33	7 78	1 67	848	
u III	Rural Areas Under Ground cable Breakdowns	-	0 807	807	662	783	24	807		6	888	888	718	8 862	26			0 0	975						
1	Cities and Towns		2 230	232	202	225		228																	
	Rural Areas	1	0 0	0	204	44.		0			190	194	151	5 185	3	18	8 (6 (5 270 0 158		6 1134			267	
	Distribution Transformer Failure						-				1 1		-			1	2	-	J 158	151	8 112	81 15	3	158	
i it	Cities and Towns Rural Aruss		2 659	661	632			655		5	672	678			25			9 9	794				2 17	799	
	Period of Schedule outage		1 1335	1993	1991	1991	2	1993		1	1984	1984	1883	3 1973	5	198	2	2 2	z 3440	3443	2 343	1 343	1 11	3442	
1	Maximum duration in a single stretch consumer						1				1 1			1			-		1	1	1	1	1		
	affected		6 1651	1657	1645		6	1657			1599	1599	1598	8 1598		159	8	1 0	1505	150	5 161	9 149	9 6	1505	
VI	Rentoration of supply Voltage fluctuations		6 72	78	55	68	8	76	1		2 71	73	73	3 73	(7	3 1	0	1 101	10	2 8	4 9	6 5	101	
1.1		-	+ +																						
1	No expansion/enhancement of network involved		7 69	76	67	61	3	72			64	6.8	23	2 57			4	4	64	6	B 36				
ii in	Up-gradation of distribution system required		1 38	39	31	31	1	39	() (51	31	20	6 31	t	3	1 0	0 0	33				3 0	33	
VII	Erection of Sub-station Meter complaints	1	0 0	0		(0	0	(0 0	D	(0 0	t		0	D (0 0		0 26	7	0 0	C	
T	Inspection and replacement of Slow/fast / creeping		1						1		1 1			1				-							
1	/stuckup meters	115	4 9536	10690	8560	7514	203	8580	1927	104:	11237	12279	10010	11603	1675	1168	5 594	4 663	12021	1268	1205	8 760	0 562	12660	23
ü	Replacement of burnt meters if cause attributable to Licensee	19	5 379	575	361	361	18	379		1															
100	Replacement of burnt meters if cause attributable to									20	351	371	321	321	50	37	1 (0 23	3 351	374	4 36	8 36	8 6	374	
tii	consumer	34		3486	2485	2485	498	2983	503	19	2837	3030	1850	2511	248	275	9 271	1 261	8 2811	307	205	5 150	852	2907	17
iv	Shifting of meters/service lines	25	0 76	326	216	63	69	285	41			358						0 224							
VШ	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand				Commen											•									
1	All cases -if connection feasible from existing network for Release of supply		0 512	512		46		467				10000							T						
ii	Network expansion/enhancement required to		0 512	512		46	1 6	467	49	i 4!	5 632	677	(588		59	2 8	5 85	5 1003	1088	8	0 95	0 4	954	134
	release supply		al																						
b	Release of supply - Low Tension Release of supply -High Tension11 kV		0 9	9			1	7		1	2 8	10	(0 3	1		4 (6	5 8	1	3	0	4 1	5	1
c	Release of supply - high Tension 33 KV	-	0 1	1	(3	-		1 1	7		0 3		1	3	4 4	4 5	-	9	0	3 0	3	
d	Release of supply - Extra High Tension		0 0	0	() (0	0	(0 0	0		0 0	-		0 0	0 0			0	0		1	
DX .	Release of new connection/additional load upon payment of all charges										0						-		- <u>-</u>		~	<u></u>	<u>.</u>		
i	All cases if connection feasible from costing network for Rulease of supply	6281	20075	26356		18687	171	18858	7285	7137	14827	21964		15884	425	16309	5423	5334	21698	27032		18711	590	19301	7409
ü	Network expansion/enhancement required to			0				0				D		-		0							-	1000	
a	release supply Release of supply - Low Tension	665	226	891			37	50			-		· ·					-		0	1			0	
b	Release of supply - High Tension 11 KV	677	94	771	0	13 65	11	76	827	824	400 64	1224	0	171 46	44 8	215	972	969	538	1507		231	56	287	1194
e	Release of supply - High Tension 33 KV	66	8	74	0	2	0	2	72	72	6	739	0	40	8	1	705	705	71 5	82	0	57	20	77	699 79
d	Release of supply - Extra High Tension	19	0	19	0	0	0	0	19	19	1	20	D	0	0	0	20	20	1	21	0	0	0	0	21
e	Eraction of sub station required for release of supply			0				0				0				0				0	4			0	
x	Transfer of ownership and conversion of services		-																						
1 11	Title transfer of ownership	1652	8680	10332		8329	461	8790	1143	1141	4769	5910		4498	367	4865	724	724	7807	8531		6519	448	6967	1248
iti	Conversion from LT 1 ph to LT 3 ph and vice Versa	1076	2260 270	3356 1702		1822	287	2109 86	1198	1189	1725	2914 1722		1175	526 108	1701	1185	1149 1570	3462 187	4611 1757		2182	782	2964	1632 1642
iv	Conversion from LT to HT and vice- Versa	153	19	172	0	14	3	17	155	155	10	165	0				1.00.1.51		2	13333		20		96	
XI	Resolution of complaints on consumer's bill		- 1			1 14	1 3		1 (55	100	1 10	165	0	16	2	18	147	147	16	163	0	6	4	10	153
1	If additional information is required	32	138	170		103	22	134	36	36	205	241		80	41	129	112	112	322	434		85	75	164	270
ii Xii	If no additional information is required Reconnection of supply following disconnection	25	106	131		83	12	102	29	29	195	224	.*	82	34	134	90	90	243	333		57	59	131	202
-	due to non-payment of bills									-	-														
.1	Cities and Towns Rural areas	. 9	50	59	,	17	. 9	38	21	- 21	- 36	- 57		- 12	13	42	15	15	- 28	43	-			13	30
хш	Wrongful disconnection of Service Connection /					•			L	A.	1 99	51		17	13	92	10	19	20	43		5	8	13	30
	levy of reconnection charges without disconnection.																								
i	Wrongful disconnection of service connection													2				-							
-	even after payment of electricity charges due Levy of reconnection charges without actual	-				NIL							1	NIL								NIL			
n	physical disconnection												0									Part.			
	In the second second	-																							

'	,	[lut	21				1			Aue	-21											
· · · ·			No of Complaints			No of Complaints	s redressed in	the month (no.)		No of Complaint:	\$	Aug	No of Complain	nts redressed in	the month (no	1		No of Complaints	1		p-21 No of Complai	ints redressed in	the month (no.)	
SLNa	Service area	Pending in Previous Month	Received in			Within GS t Stipulated S	More than the Stipulated		Pending Complaints	Pending in Previous	Received in		Within OS	Within GS Stipulated	More than the Stipulated	Total	Pending Complaints	Pending in Previous	Received in		Within OS	Within GS Stipulated	More than the Stipulated		Pending Complaints
1	Normal Fuse Off	Month	the Month	Total	standards	Time t	lime	Complaints	{Na.}	Month	the Month	Total	standards	Time	time	Complaints	(No.)	Month	the Month	Total	standards	Time	time	Complaints	(Na.)
1	Cities and Towns		42141	42148	36276	41797	342	42139	1 9	1	39852	39861	37624	39796	6 6	5 3986	1 1		39967	39967	36577	3984	8 119	39967	0
0	Rural Areas		6288	6288	5264	6223	65	6288	0	0	5715	5715	4830			8 571			6215	6215	5737	618		6215	0
0	Overhead Line/Cable breakdowns																		_		-				
1 1	Cities and Towns Rural Areas		2 797	799		742	56	798			734	735	382			A 1000	1	1	795	796	719			796	D
ш	Under Ground cable Breakdowns		907	507	/43	581	20	301			672	672	505	65	8 1	4 67.		1	675	675	533	65	4 21	675	0
.1	Cities and Tovins		129	138	74	129	4	133	5		287	292	239	28	4	5 28	-		265	268	216	26	e 1	268	n
n.	Rural Areas	1	158	158	0	146	12	158	0	1	0	0	0	1	D	0 1	0	1	0 0	0	0	1 10	0 0	0	0
IV	Distribution Transformer Failure Cities and Towns		1 2221																11						
	Rural Areas		4 663	667 4265		657	23	662 4264			5 639 2900	644 2901	426 2898	614					7 491						
	Period of Schedule outage		1	44.03	1 4.57	4441		4204	1 .		2300	2:901	2635	289	0	Z 2900			1 2469	2470	2430	245	6 13	2469	1
1	Maximum duration in a single stretch consumer									-					1	-	T		1		1		1		
	affected		0 1042	1042	306	818	224	1042		1	3 1261	1261	1261			0 126			1000	1000	1000	100	0 0	1000	0
VI	Restaution of supply Voltage fluctuations		1 96	97	72	94	2	96	1		1 117	118	81	11-	4	1 11	1		3 103	106	62	10	0 1	101	5
								-															-	<u> </u>	ļ
1	No expansion/enhancement of network involved		7 131	138	57	112	11	123	15	1	232	247	225	24	2	4 24			1 04	05				-	1 1
ü	Up-gradation of distribution system required		31	31	25	28	3	31	0		39	39	23	3		2 3			2 30	32	21	2	8 1	28	6
111	Erection of Sub station		0 0	(0	0	0	0 0	0 0	0	0 0	0	0		0	0	1		0 0	0	1		0 0	0	0
VII	Meter complaints Inspection and replacement of Slow/fast / creeping		1 1			· · · ·									-		·								
1	/stuckup meters	88	13001	13881	13104	8244	61	13157	724	128	15628	16909	13803	945	2 147	6 1497	1630				10000				1
11	Replacement of burnt meters if cause attributable to				10.04		3,	43437	1 14	+60	42928	10003	13803	945	14/	1497	1630	168	2 15891	17573	15935	1045	8 1265	17204	369
	Licensee	7	5 1235	1310	994	539	283	1277	33	16	5 1700	1866	1601	145	5 23	5 183	30	13	4 580	714	585	58	5 129	714	0
in	Replacement of burnt meters if cause attributable to constimer			- L.													1								
iv	Shifting of meters/service lines	38		3221		1861 145	418					4136	2909							3510					
vш	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand										. 207	471	220	46	5 17	3 39	1 71	25	0 299	549	1 284	4 34	6 18	456	83
	All cases -if connection feasible from existing							T		-				-	1	· · · ·	1		1 1		1	1	1		
	network for Release of supply	13	4 1003	1137	0	950	4	4 954	183	18	1003	1186	0	95	0	4 954	232	23	2 1003	1235		95	0	954	281
11	Network expansion/enhancement required to release supply																							1	
	Release of supply - Low Tension		8 8	10	0	9	1	10				14			7					14					<u> </u>
b	Rolease of supply -High Tension11 kV		6 5	1		3	0	3	1 8	1	8 5	13	0		3	0	10	1	0 5	14			3 (3	5
c	Release of supply - high Tension 33 EV		1 1		2 0	1	(0 1	1 1		1 1	2	0		1	0			1 1	2			1 (1	1
d	Release of supply - Extra High Tension Release of new connection/additional load upon		0 0		0 0	0	(0 0) () (0 0	0	0		0	0 1	3 ()	0 0	0	3)	0 (0	0
IX	payment of all charges																								
1	All cases if connection feasible from existing	7293	25826	33119		24720	630	1			1					1	1		1		1	1	1		
	network for Release of supply	7233	25826	33119		24720	6.50	25350	7292	7215	22262	29477		20500	687	21287	7730	7661	22229	29890		21619	707	22326	6533
ñ	Network expansion/enhancement required to release supply			0				0				0				0				0				0	
а	Release of supply - Low Tension	1192	243	1435		46	119	165	1260	1259	14512	15771		10256		10367	5393	F 343	17262	17654		-			()
b	Release of supply - High Tension 11 KV	699	112	811	0	48	17	65	746	746	87	833	0	59	111	74	759	5392 759	12262	858	0	11211	144	11355 72	6205 786
c	Release of supply - High Tension 33 EV	79	5	84	D	3	0	3	81	81	5	86	D	2	0	2	84	84	6	90	0	5	2	7	83
d	Release of supply - Extra High Tension	21	0	21	0	0	0	0	21	21	2	23	Ö	0	0	0	23	23	1	24	0	0	0	0	24
e X	Erection of sub-station required for release of supply			O				D				0	:			0				0				D	
	Transfer of ownership and conversion of services																								
1	Title transfer of ownership	1244	12974	14218		10579	1245	11824	1514	1511	10010	11521		8031	915	8946	1957	1951	10378	12329		9035	961	9996	1551
in	Change of category Conversion from LT 1 ph to LT 3 ph and vice Versa	1516 1642	3350 203	4866		2269 24	1020 88	3289 112	1299 1680	1161 1680	2608 212	3769 1892		1572 19	775	2347	1415 1815	1287 1798	3083 230	4370 2028		2229	1069 83	3298 105	1044 1897
iv	Conversion from LT to HT and vice- Versa	153	17	170	0	12	1	13	157	157	21	178	0	19	7	26	152	152	20		0	15	5	2895	152
XI	Resolution of complaints on consumer's bill		1					1 10	1	131	1 41			1 10	1	20	152	152	20	172	1 0	15	5	20	152
3	If additional information is required	198	165	363		30	59	91	272	272	162	434		43	75	121	313	313	164	477		44	133	179	298
	If no additional information is required Reconnection of supply following disconnection	266	210	476		45	96	145	331	330	155	485		40	80	120	365	363	186	549		56	157	214	335
NII	due to non-payment of bills																								
1	Cities and Towns Rural areas	30	82	112		. 5		101	. 11		23	. 34	-	· 9			- 7		35	42	-	15		-	-
	Wrongful disconnection of Service Connection /						-10	1 101	4 11		23	34	-	3	1 11	21	1	1	35	42		1 15	13	33	9
NIII	levy of reconnection charges without disconnection																								
	Wrongful disconnection of service connection	-																							
I	even after payment of electricity charges due					VIL							12									2			
ii	Levy of reconnection charges without actual	1				416.				1			ň	411_				1				NIL			
	physical disconnection									L			_												

·		-				-21	_						No	v-21				1			De	c-21			
3.			No of Complaints	۱		No of Complaint	ts redressed in	the month (na.)			No of Complaints				nts redressed in	the month (no)		No of Complaint	5			nts redressed in	the month (no.)	
SLNs		Pending in Previous Month	Received in the Month	Total	Within OS standards	Stipulated	More than the Stipulated time	Total Complaints		Pending in Previous Month	Received in the Month		Within OS standards	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total		Within GS Stipulated Time	More than the Stipulated time	Total	Pending Complaints (No.)
	Normal Fuse Off														Trans	a stripter to	Interi	in on the	ine manuf	TOTAL	Istantiarus	Time	Trime	[complaints]]	ind.j
1	Citney and Towns Rural Areas		32848 0 7467	32848	29053	32703 7439	145	32848	0		29161	29161	25163			29161		0 0	29678	29678		2929			0
n n	Overhead Line/Cable breakdowns		/45/	/40/	/1/4	7459	28	7467	0		8179	8179	7445	815	9 20	8175	6 (0 0	8031	8031	7213	797	5 54	8031	Ö
1	Cities and Towns	6	437	437	381	404	33	437	0		466	455	371	44	2 21	455	-		843	846	177	77	4 73	844	
	Rural Areas	6	D 775	775			123	775	0	1	654	654	586			654			1025	1025					
ш	Under Ground cable Breakdowns																			101			1		
1 ñ	Cities and Towns Rural Areas		0 141	141	141	141	0	141	D	1	264	264	264			264		a	343	343	341	34	1 7	343	Ö
IV IV	Distribution Transformer Failure		1		11	1	0	11	0		1	1	1	1	1 0		1	0 0	4	4	4 4		4 0	4	0
1	Cities and Towns		523	524	514	514	10	524	0		555	556	555	554		556	1	1	762	762	733	73	3 25	762	
ii	Rural Areas	(3661	3661		3514	147				2773	2776	2635						3427	3429					
V	Period of Schedule outage													1	al		-				1	1			
1	Maximum duration in a single stretch consumer affected		728	721	728	728	0	728																	
	Restoration of supply		5 189	194		1389/43		194			689	689	680			685		0 (900	900		90	0 (900	0
VI	Voltage fluctuations		107	1.5-	103	183		194	0	-	83	83	83	8	3 0	8.	-		114	114	4 113	11	3 (113	1
1	No expansion/enhancement of network involved		6 129	202																	-			++	I
	and the second second second second second second			14	-			134		1	5 131	146	97	13	5 5	141		6	118	124	4 82	11	3 10	123	1
<u>- 11</u>	Up-gradation of distribution system required	-	4 35	31	19	22		39			0 86	86	83	8	3 3	84	6	0 0	97	97	7 21	9	5	2 97	
ui Vii	Erection of Sub station Meter complaints	-	0 16	10	cC	0	16	16	0	-	0 0	0	() 3	0 0	(0 (7		1 7	1	7 (7	0
	Inspection and replacement of Slow/fast / creeping		1		1	1			r		1 1			1	-		1								
- 1	/stuckup meters	118	1 10783	11964	4167	9461	1318	10779	1185	61	11198	11809	10717	1071	7 891	11608	201	630	14224	14854	11057	1306	3 972	14035	819
ñ	Replacement of burnt meters if cause attributable to											-					-			1.462	1000			1,40.52	
	Licensee	11	4 437	551	425	425	126	551	0	110	5 513	629	511	51	1 118	625	1 (5 67	528	595	5 496	. 49	6 99	9 595	0
111	Replacement of burnt meters if cause attributable to constance	46	2 4936	5398	2980	2980	1808	4788	610	64	5 5803	6448	4310	4310	1038	5348	1100								(
îv	Shifting of meters/service lines	35		61								633	4310							6113					
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								1						-						1	1 10	o <u> </u>	1	227
1	All cases -if connection feasible from crusting network for Release of supply	28	1 1003	1284					1222	1.00														1 7	
	Network expansion/enhancement required to	28	1 1003	1284		950	4	954	330	33	924	1254		95	0 4	954	30	0 300	356	1156	5 (95	0	4 954	202
ü	release supply								1												1			1 1	()
	Release of supply - Low Tension		5 8	1		7	1	8	5		5 8	13	(0	3 1	1	1	9 9	7	10	6 (1	1	1 12	4
h c	Release of supply -High Tension11 kV Release of supply - high Tension 33 KV	1	2 5	1		3	0	3	14	1	4 5	19	(5	3 0		3 10	6 10	5 5	23	1 ()	3	3	18
d	Release of supply - Extra High Tension		0 0			1	0	1	1		1 1	2		3	1 0			1	1 1		2 ()	1 (1 1	1
EX.	Release of new connection/additional load upon		0		4	U		1 0		1	0 0	0			0 0		4 1	0 0	0 0		0 0		0 0	0	0
1.7	payment of all charges	2																							
1	All cases if connection feasible from existing network	6471	21161	27632		19484	654	20138	6887	6820	24080	30900	2	23644	391	24035	6280	6231	26389	32620		25568	341	25909	6088
11	for Release of supply Network expansion/enhancement required to			1.						1200									Kerno	PLOLD				25705	junca.
	release supply			0	•			0				0				0				0				0	1 2
a	Release of supply - Low Tension	6205	4130	10335		6205	129	6334	3972	3972	2606	6578		3138	172	3310	3242	3238	2032	5270		1797	214	2011	3225
b c	Release of supply - High Tension 11 KV Release of supply - High Tension 33 KV	786 83	88	874 93	0	76	20	96	778	778	114	892	0	75	18	93	799	799	123	922	0	87	11	98	824
d	Release of supply - Figh Tension 55 K.v	24	10	29	0	0	1	6	87	87	10	97 30	0	7	1	8	89	89	6	95	0	5	0	5	90
				-	0	<u>.</u>	0	-	.43	23	1		0	0	0	0	30	30	0	30	0	2	D	2	28
e X	Erection of sub station required for release of supply Transfer of ownership and conversion of services			٥				0				0				0				0				0	
í. –	Title transfer of ownership	1537	9385	10922		7734	753	8487	1578	1570	10770	12340		9309	709	10018	1386	1381	13652	15063	1.	12097	744	12841	1105
n	Change of category	915	2785	3700		2073	678	2751	942	798	3299	4097		2428	650	3078	994	880	3966	4846		3111	744	12841	1135 949
in	Conversion from LT 1 ph to LT 3 ph and vice Versa	1897	135	2032		16	84	100	1914	1913	191	2104		18	138	156	1907	1907	224	2131		29	165	194	1898
w	Conversion from LT to HT and vice- Versa	152	16	168	0	11	1	12	156	156	20	176	0	18	1	19	157	157	19	176	0	9	2	11	165
XI	Resolution of complaints on consumer's bill If additional information is required	292	135	427	T	47	94	149	278	276	139	415		1	1										1
ü	If no additional information is required	332	135	502		47	144	204	278	276	139	415	*	62	86	142	273	272 278	128	400		54	148	241 262	150
XII	Reconnection of supply following disconnection due to non-payment of bills										-116			ne	iur		203	4/5	1 132	.410		/5	101	262	148
1	Cities and Toyons Rural areas		16	25				1					4					-		¥			14	-	
			12	45		8	9	19	6	5	25	31		11	10	26	5	.5	-44	49		35	7	45	4
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								NIL								NIL			
u	physical disconnection													HD.											

					Jar	1-22				1			Feb	.22				ł				ar-22			
			No of Complaints	1	-		ts redressed in	the month (no.)	,		No of Complaints				ints redressed in	the month (no.)			No of Complaints		1		nts redressed in	the month (no.)	
SI.No.	? Service area	Pending in Previous Month	Received in the Month	Total		Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month		Within OS	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within OS standards	Within GS Stipulated Time		Total Complaints	Pending Complaints (No.)
1	Normal Fuse Off		d same	1.4000												-			-				(100,000)		1000
1	Cities and Towns Rural Areas		34992 3 8334	34992 8334		34702	290				0 37388 0 8612	37388 8612	32971 7890	3699				2 0	0 35450	35450					
	Overhead Line/Cable breakdowns									1	0012	0011	7630	0.34	203	0214		1	7846	784	5 700	/80	37	/846	0
1	Cities and Towns	1	754	754						3	583		460	53		580		2 (0 487	48	7 46	7 471	8 9	487	0
u m	Rural Areas Under Ground cable Breakdowns		916	916	8 839	895	21	916	i (0 1	1034	1034	712	90	9 125	1034	1) (0 848	841	8 77	1 825	5 23	848	8 0
1	Cities and Towns	(369	365	330	366	2	368	1		294	295	294	29	4	295			0 237	23	7 23	7 233	7	237	
	Rural Areas		0 8	8	8 8	8	0	2 8		2 1	1	1	1		1 (1			0 1	2.3	1 1	0 (231	0
IV i	Distribution Transformer Failure Cities and Toxons	1	700	800	795	795		800	1 2		1														
1 II	Rural Areas	0	2010	2010	1880	1889	121	2010	0	0	546	546	521 1605	521	53	546 1658	5	5	571 2066	572 2071	531 2000	531 2000	41	572 2071	0
Ŷ	Period of Schedule outage										(Sector)	1 Service	1909	1.0482	1 23	1038		,	2000	20/1	2000	2000	1	2071	0
1	Maximum duration in a single stretch consumer		942																-						
ii	affected Restoration of supply		947	942		933	3	936 1 86		5	6 563 0 70	.569	557	55		561			D 579	57			9 0	575	
	Voltage fluctuations						-			1	10	10	10			1 1		1	0 63	6.	3 6	5 6.	5 0	63	5 0
i i	No expansion/enhancement of network involved						-					W								200					
-	Up-gradation of distribution system required		1 1696 0 100	1697			11	1693			4 167 0 107	171	38	14		16/	1	1	3 152	15		8 14	3 9	157	
151	Erection of Sub station		D 232			231	1	232		D	0 20	20	18	10	0 31	10	-		0 92 0 76	9.	-	0 2	5 1	92	
VII	Meter complaints		1 1		1	1	-														1	· · · ·			
1	Inspection and replacement of Slow/fast / creeping /stuckup meters	53	1 9151	9682	8713	8713	873	9586	96	9 49	0 10604	11094	10074	1007	4 854	1093	16	2 81		1009	7 919				
ií	Replacement of burnt meters if cause attributable to																	81							
0.000	Licensee Replacement of burnt meters if cause attributable to	.6	6 451	512	7 494	494	23	517		6	2 443	505	421	42	1 81	50	6	9	0 452	54	2 44	8 44	8 94	543	2 0
iia	constanter	32		7248						27			5826	582			28	9 58	5 6471	705	6 623	1 623	1 195	6420	501
iv	Shifting of meters/service lines	38	5 237	623	2 563	563	18	8 581	4	1 34	1 381	722	374	37	4 253	620	5 9	5 32	8 233	56	1 21	2 21	2 277	48	9 72
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand					4																			
i	All cases -if connection feasible from existing network for Release of supply	20	2 852	1054		1012		1016	3	8 3	8 960	998		95											
	Network expansion/enhancement required to release	211	<u>z 632</u>	1034		1012	-	1016	5 51	8 3	8 960	998	0	95	6	960	3	8 31	8 985	102	3	0 95	0 4	954	4 69
	supply Release of supply - Low Tension		4 8	12	2 0	7		1	-	4	4 10	14	0		-			-		1			+		
h	Release of supply -High Tension11 kV	1	8 5	23		2 2		0 2	2 2	1 7	1 4	25	0		9 0		1	6 1	6 4	2	-	0 1	8 0	1	2 2
c	Release of supply - high Tension 33 KV		1 1		2 (1		3	1	1	1 1	2	0		1 (0	L	1	1 1		2	0	1 0		1 1
	Release of supply - Extra High Tension Release of new connection/additional load upon		0 0	(0 0	0 0	0 (0	0	0 0	0	0		0 0		0	D I	0 0		0	0	0 0		0 0
IX	payment of all charges																								
1	All cases if connection feasible from coasting network for Release of supply	6035	22461	28496		21329	204	21533	6428	6416	24937	31353		23492	174	23666	7126	7110	29395	36505	-	27905	228	28133	7529
Ĥ	Network expansion/enhancement required to release supply			o				0				0				0		1		0				0	
	Release of supply - Low Tension	3223	1267	4490		1274	190	1464	2977	2977	1034	4011		1139	240	1379	2580	2579	837	3416		620	303	923	2438
b	Release of supply - High Tension 11 KV	824	114	938	0	59	21	80	858	858	126	984	0	76	23	99	885	885	115	1000	0	85	23	108	892
d	Release of supply - High Tension 33 KV Release of supply - Extra High Tension	90 28	9	99	0	2	0	2	97	97	7	104	0	2	0	2	102	102	9	111	0	5	1	6	105
e	Release of supply - Extra High Tension Erection of sub-station required for release of supply	20	1	29 0	0	0	0	0	29	29	4	33 0	0	0	0	0	33	33	2	35	0	2	0	2	3,3
x	Transfer of ownership and conversion of services		I			1	1									٥				0				D	1
1	Title transfer of ownership	1131	12299	13430		10643	665	11308	1190	1175	12486	13661		11066	534	11600	964	952	13199	14151		11903	359	17767	075
11	Change of category	781	3582	4363		2725	521	3346	1000	851	3339	4190		2624	557	3181	763	604	3618	4422		3134	359	12262 3726	875 668
üi	Conversion from LT 1 ph to LT 3 ph and vice Versa	1898	231	2129		15	163	178	1881	1881	159	2040		21	230	251	1702	1694	236	1930		22	179	201	1693
iv	Conversion from LT to HT and vice- Versa	165	19	184	0	12	1	13	171	171	18	189	0	6	3	9	180	180	12	192	0	12	6	18	174
NI	Resolution of complaints on consumer's bill		1																						
i ii	If additional information is required If no additional information is required	159 148	139	298 318		46 80	51 40	104	194 191	192	126	318 361	-	56 87	70	136	182 169	182	152 182	334 349		80	94 74	183	151
XII	Reconnection of supply following disconnection due to non-payment of bills			M											1	- cone	100	147	396	343		100		1 100	1 101
1	Cities and Towns								:											-					-
11	Ritral areas	4	70	74		34	27	66	8	8	75	83	· · ·	47	29	79	4	4	19	23		9	10	20	3
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection.																								
*1 1	Wrongful disconnection of service connection even after payment of electricity charges due Levy of reconnection charges without actual physical disconnection.	-			0	NIL							N	IIL.								NIL			

ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS)

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

			Apri	l'21-Jun	ie'21			July'2	1-Septem	ber'21			Octobe	r'21-Dece	ember'21			Januar	y'22-Mi	arch'22	
			No C	f Comp				No	Of Compl	aints			No	Of Comp	laints				f Comp		
Service Area	Overall standards of performance	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the guarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the guarter	Pending at the start of the guarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the guarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C=	Redressed within the stipulated time for overall standards	Pending at the end of the guarter
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	9	152965		135569	7	7	140178		126308	0	0		115364		0	0	132622			G
Line Breakdowns	At least 95% of cases resolved within time limit in both cities and Towns and in Rural areas	5	5934	5939	16536	11	11	5419	5430	3713	o	O	4954	4954	3545	0	0	5532	5532	4347	c
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	3	9558	9561	8812	4		11441	11445	6059)	1	11701	11702	11212	0	1	7655	7656	7341	
Period of Scheduled								1	11110	0000		-	11701	11/02	11212		-	7055	7050	7341	0
Maximum duration in a single stretch Restoration of	At least 95% of cases resolved	c) 4755	4755	4862	0		3303	3303	2567	0	0	2317	2317	2314	0	6	2084	2090	2066	c
supply by 6.00 PM	within time limit	1	244	245	212	1	1	316	317	215	5	0	386	386	385	1	0	218	218	218	c
Street Light Faults							1	1				1									
Rectification of line faults		c) 197	197	197	0) (220	220	220	C	0	252	252	252	0	0	315	315	315	c
Replacement of fused/defective unit	At least 90% cases should be complied within prescribed t time limits	c	182	182	182	0) (196	196	196	C		157	157	157	C	0	202	202	202	
Continuity Indices SAIFI SAIDI MAIFI	To be laid down later by the Commission		I	NIL					NIL					NIL					NIL		
Frequency Variations	To Maintain supply frequency within 49-50Hz as per IEGC			NIL					NIL					NIL	1				NIL	(A)	
Voltage unbalance	Maximum of 3% at point of commencement of supply	33		1188				-	1	1114			751	-			1	-	4944	4847	
% billing mistakes	Not Exceeding 0.1%	71							1	559			1012		958	205	205	765	970	892	2 78
% faulty meters	Not Exceeding 3%	8455	45832	54287	41527	12760	12760	62162	74922	62983	11939	11939	81811	93750	60387	33363	33363	51004	84367	67207	17160

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

S.No.		Ni=Connected load of ith feeder affected for each interruption	Ai= Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter	Nt= Total Connected load at 11kV in licensees area of supply (1)	=∑(Ai*Ni) for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2)/(1)
1	Q1 (2021-22)	6799624	66613	10016067	131703587	13.15
2	Q2 (2021-22)	7283231	64064	10061355	126894024	12.61
3	Q3 (2021-22)	7597407	44823	10198574	84168105	8.25
4	Q4 (2021-22)	7094908	32268	10387566	64713074	6.23

		Ni=Connected load of ith	Bi= Total duration of sustained	Nt= Total Connected load at	=∑Bi*Ni) for all 11 kV	
		feeder affected for each	interruptions (each longer than 5 minutes)	11kV in licensees area of supply	feeders excluding	SAIDI =
S.No.	Quarter	interruption	on ith feeder for the quarter	(1)	agriculture feeders (2)	(2)/(1)
1	Q1 (2021-22)	6799624	1948423	10016067	3271815381	326.66
2	Q2 (2021-22)	7283231	1858598	10061355	3046749095	302.82
3	Q3 (2021-22)	7597407	1313560	10198574	1886364574	184.96
4	Q4 (2021-22)	7094908	1214225	10387566	1869504177	179.98

S.No.				Nt= Total Connected load at 11kV in licensees area of supply (1)	=∑(Ci*Ni) for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2)/(1)
1	Q1 (2021-22)	6799624	22793	10016067	47175675	4.71
2	Q2 (2021-22)	7283231	19667	10061355	41050328	4.08
3	Q3 (2021-22)	7597407	16807	10198574	31309622	3.07
4	Q4 (2021-22)	7094908	15205	10387566	32409206	3.12

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

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Quarter	No. of Faulty meters at the start of the quarter	No. of Faulty meters added during the quarter	Total no. of Faulty meters	No. of meters rectified/replaced	No. of Faulty meters pending at the end of the quarter
April'21-June'21	8455	45832	54287	41527	12760
July'21-September'21	12760	62162	74922	62983	11939
October'21-December'21	11939	81811	93750	60387	33363
January'22-March'22	33363	51004	84367	67207	17160

Month	S.No.	Compliant No.	Date of filing of Compliant	Consumer No.	Name and address of consumer	Nature of compliant	Reference Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
Apr-21	1	-	ä.	-	-	-	-	-	-
May-21	2	-	-	-	-	-	-	-	-
Jun-21	3	-	-	-	,	8	-	-	-
Jul-21	4	-	-	-	-	-	-	-	-
Aug-21	5	-	-	.		÷	-	-	-
Sep-21	6	-	-	-	1 0	-	-	-	-
Oct-21	7	-	E	-	-	-	-	-	-
Nov-21	8	-	-	-	E	-	-	-	-
Dec-21	9	-	Ξ.	-		-	-	-	-
Jan-22	10	•	-	-	-	-	19	-	-
Feb-22	11	CMP.No. 01/21-22 in CG.No. 37/21-22	12.10.2021	SC.No – A1003166 & A1012751	Sri. N. Jagdish Patel (G.P.A Holder of Sri. N. Radha Lal Patel) # 6-3-1218/6/2B, St.No. – 6, Uma Nagar, Kundenbagh, Begumpet, Hyderbad – 500 016. Cell. No. 9603 257 777.	Refund or adjust an amount of Rs. 89,050/- paid or release of new service connection vide ref. No. LTM090340009, dt. 16- 10-2009 to the SC.No – A1003166 & A1012751 of cat - I	Clause 2.56 of Regulation No. 3 of 2015 dt: 03.10.2015	Rs. 25000/- +Rs.1000/- per day till the date of order implentation	-
Mar-22	12	-	-	-		-	-	-	-

The Monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual compliants where compensation has been paid :