



SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

From
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/8/1/D.No. 82 /23, Dt: 01-05-2023.

Sir,

Sub: TSSPDCL - Submission of Monthly, Quarterly and Annually Reports of Standard of performance (under the TSERC Regulation No. 5 of 2016) for FY2022-23 -Reg.

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As per the Hon'ble TSERC Regulation 05 of 2016 (Licensee's Standards of Performance) Clause 6(1) (Page 4) the Licensee shall submit the report annually for FY 2022-23 in the Formats enclosed to the Regulation on Guaranteed Standards and Overall Standards.

In this regard, the Licensee now submits Sop Report for FY2022-23 with a request to place the same before Hon'ble Commission.

Encl: SoP reports of FY2022-23.

Yours faithfully,

Chief General Manager (RAC)

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	7966	285744	293710	0	275027	2876	277903	8941
ii	Network expansion/enhancement required to release supply								
a	Release of supply - Low Tension	2653	8218	10871	0	4265	2819	7084	3062
b	Release of supply - High Tension 11 KV	716	1541	2257	0	1001	199	1200	926
c	Release of supply - High Tension 33 KV	86	106	192	0	56	5	61	108
d	Release of supply - Extra High Tension	22	26	48	0	5	0	5	33
e	Erection of sub station required for release of supply	-	-	-	-	-	-	-	-
X	Transfer of ownership and conversion of services								
i	Title transfer of ownership	1193	144185	145378	0	125565	4856	130421	926
ii	Change of category	691	49506	50197	0	39016	7431	46447	830
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	2570	18960	21530	0	11244	5965	17209	2229
iv	Conversion from LT to HT and vice- Versa	132	243	375	0	170	47	217	138
XI	Resolution of complaints on consumer's bill								
i	If additional information is required	304	5060	5364	0	3325	1998	5323	203
ii	If no additional information is required	-	-	-	-	-	-	-	-
XII	Reconnection of supply following disconnection due to non-payment of bills								
i	Cities and Towns	3	31	34	0	20	18	38	0
ii	Rural areas	-	-	-	-	-	-	-	-
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	NIL							
ii	Levy of reconnection charges without actual physical disconnection.								
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year.	Measures related to improve the performance in new service release: 1) The Licensee has achieved annual performance of 97.31% for FY2022-23 in LT new service releases. 2) The procedure for Title transfer of ownership (name change) has been simplified w.e.f. Mar'2022. The applicant can apply for name change through TSSPDCL website without coming to CSC. 3) Online CSC process is made live in all the Rural Circles by 6.2.2023 on par with GHMC Circles. 4) Consumer can also approach MeeSeva for New Service registrations/Complaints. 5) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.							

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

SLNo.	Service area	Apr-22									May-22									Jun-22								
		No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)			
I	Normal Fuse Off																											
i	Cities and Towns	0	49359	49359	43804	49061	295	49356	3	3	53950	53953	49547	53698	254	53952	1	1	53566	53567	49105	53293	270	53563	4			
ii	Rural Areas	0	7343	7343	6757	7255	83	7338	5	5	7547	7552	7028	7519	33	7552	0	0	7356	7356	6682	7318	38	7356	0			
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	0	700	700	632	669	21	690	10	10	1038	1048	837	1010	31	1041	7	7	985	992	837	962	19	981	11			
ii	Rural Areas	0	859	859	664	832	27	859	0	0	935	935	831	918	17	935	0	0	987	987	894	957	30	987	0			
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	213	213	192	206	3	209	4	4	198	202	180	197	3	200	2	2	264	266	265	265	1	266	0			
ii	Rural Areas	0	49	49	49	49	0	49	0	0	1	1	1	1	0	1	0	0	2	2	2	2	0	2	0			
IV	Distribution Transformer Failure																											
i	Cities and Towns	4	491	495	355	489	7	495	0	0	650	650	529	621	29	650	0	0	794	794	610	756	38	794	0			
ii	Rural Areas	0	2090	2090	1883	2033	57	2090	0	0	1769	1769	1575	1701	68	1769	0	0	2893	2893	2773	2859	34	2893	0			
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	0	1016	1016	988	1010	1	1011	5	5	291	296	247	281	11	292	4	4	267	271	231	261	7	268	3			
ii	Restoration of supply	0	117	117	85	114	3	117	0	0	151	151	107	143	8	151	0	0	137	137	96	126	11	137	0			
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	3	71	74	60	71	2	73	1	1	88	89	68	83	4	87	2	2	92	94	64	83	8	91	3			
ii	Up-gradation of distribution system required	0	22	22	22	22	0	22	0	0	28	28	28	28	0	28	0	0	19	19	19	19	0	19	0			
iii	Erection of Sub station	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
VII	Meter complaints																											
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	100	9325	9425	8091	8999	311	9310	115	95	9530	9625	9115	9110	78	9439	186	186	10835	11021	9819	10126	673	10799	222			
ii	Replacement of burnt meters if cause attributable to Licensee	0	1422	1422	1347	1388	30	1418	4	4	1377	1381	1328	1358	14	1372	9	9	1243	1252	1170	1232	15	1247	5			
iii	Replacement of burnt meters if cause attributable to consumer	420	2817	3237	1851	2623	310	2933	304	304	3118	3422	1369	2642	283	2925	497	497	3453	3950	2040	3035	210	3245	705			
iv	Shifting of meters/service lines	61	298	359	169	222	69	291	68	68	328	396	180	228	79	307	89	89	359	448	3	117	111	228	220			
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load																											
i	All cases -if connection feasible from existing network for Release of supply	0	221	221	0	168	25	193	28	28	195	223	0	187	22	209	14	14	585	599	0	465	82	547	52			

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

SLNo.	Service area	Jul-22									Aug-22									Sep-22								
		No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)			
I	Normal Fuse Off																											
i	Cities and Towns	4	52971	52975	48697	52655	314	52969	6	6	37512	37518	33628	37273	239	37512	6	6	46676	46682	38287	46473	203	46676	6			
ii	Rural Areas	0	7859	7859	7048	7728	130	7858	1	1	7524	7525	6745	7373	152	7525	0	0	6405	6405	5479	6227	178	6405	0			
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	11	893	904	754	870	24	894	10	10	907	917	726	871	38	909	8	8	780	788	639	741	36	777	11			
ii	Rural Areas	0	940	940	699	894	46	940	0	0	1079	1079	733	933	144	1077	2	2	1149	1151	842	976	173	1149	2			
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	264	264	249	263	1	264	0	0	250	250	245	248	2	250	0	0	234	234	216	232	2	234	0			
ii	Rural Areas	0	0	0	0	0	0	0	0	0	1	1	1	1	0	1	0	0	2	2	2	2	0	2	0			
IV	Distribution Transformer Failure																											
i	Cities and Towns	0	768	768	668	754	14	768	0	0	586	586	531	571	15	586	0	0	471	471	319	451	20	471	0			
ii	Rural Areas	0	2430	2430	2351	2424	6	2430	0	0	2665	2665	2601	2649	16	2665	0	0	2221	2221	2201	2212	9	2221	0			
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	3	266	269	260	260	3	263	6	6	261	267	262	262	0	262	5	5	256	261	220	246	12	258	3			
ii	Restoration of supply	0	129	129	96	117	10	127	2	2	112	114	108	108	6	114	0	0	104	104	80	94	10	104	0			
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	3	91	94	58	83	5	88	6	6	168	174	124	156	16	172	2	2	170	172	57	118	46	164	8			
ii	Up-gradation of distribution system required	0	20	20	20	20	0	20	0	0	23	23	23	23	0	23	0	0	17	17	13	14	3	17	0			
iii	Erection of Sub station	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
VII	Meter complaints																											
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	222	10819	11041	10335	10591	123	10714	327	327	12032	12359	11183	11912	203	12115	244	244	11162	11406	10141	10535	596	11131	275			
ii	Replacement of burnt meters if cause attributable to Licensee	228	1320	1548	1492	1531	9	1540	8	8	1578	1586	1529	1566	11	1577	9	9	1457	1466	1424	1449	9	1458	8			
iii	Replacement of burnt meters if cause attributable to consumer	482	3370	3852	1609	3048	258	3306	546	546	3001	3547	2145	2933	329	3262	285	285	2641	2926	1216	2364	261	2625	301			
iv	Shifting of meters/service lines	220	328	548	6	97	78	175	373	373	177	550	2	246	111	357	193	193	15	208	74	112	14	126	82			
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load																											
i	All cases -if connection feasible from existing network for Release of supply	0	145	145	0	132	13	145	0	0	154	154	0	132	13	145	9	0	220	220	0	168	23	191	29			

SLNo.	Service area	Apr-22								May-22								Jun-22							
		No of Complaints			No of Complaints redressed in the month (no.)					No of Complaints			No of Complaints redressed in the month (no.)					No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)
ii	Network expansion/enhancement required to release supply																								
a	Release of supply - Low Tension	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 Tension 11 kV	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	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	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	8074	24322	32396	-	24726	221	24947	6815	6795	24723	31518	-	23929	195	24124	6847	6835	28730	35565	-	27239	597	27836	7135
ii	Network expansion/enhancement required to release supply																								
a	Release of supply - Low Tension	2621	890	3511	-	761	283	1044	2270	2295	798	3093	-	640	272	912	2103	2091	629	2720	-	381	228	609	2080
b	Release of supply - High Tension 11 KV	716	97	813	0	68	12	80	733	733	118	851	0	55	14	69	782	782	136	918	0	101	27	128	790
c	Release of supply - High Tension 33 KV	86	8	94	0	6	0	6	88	88	6	94	0	5	2	7	87	87	5	92	0	5	0	5	87
d	Release of supply - Extra High Tension	22	4	26	0	0	0	0	26	26	3	29	0	0	0	0	29	29	1	30	0	1	0	1	29
e	Erection of sub station required for release of supply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
X	Transfer of ownership and conversion of services																								
i	Title transfer of ownership	1029	11048	12077	-	9343	480	9823	1216	1210	11624	12834	-	10278	466	10744	992	988	12751	13739	-	11215	323	11538	960
ii	Change of category	514	3654	4168	-	2611	681	3292	862	678	3861	4539	-	3076	624	3700	816	624	5205	5829	-	4238	629	4867	763
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	2508	1784	4292	-	1266	247	1513	2658	2643	1829	4472	-	1520	266	1786	2505	2487	1898	4385	-	1620	351	1971	2213
iv	Conversion from LT to HT and vice- Versa	132	16	148	0	20	7	27	121	121	26	147	0	13	4	17	130	130	20	150	0	9	1	10	140
XI	Resolution of complaints on consumer's bill																								
i	If additional information is required	304	348	652	-	167	94	261	391	369	450	819	-	268	220	488	331	322	515	837	-	290	154	444	393
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
XII	Reconnection of supply following disconnection due to non-payment of bills																								
i	Cities and Towns	3	1	4	-	1	0	1	3	3	3	6	-	2	2	4	2	2	1	3	-	1	1	2	1
ii	Rural areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection																								
i	Wrongful disconnection of service connection	NIL								NIL								NIL							
ii	Levy of reconnection charges without actual physical disconnection	NIL								NIL								NIL							
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in new service release : 1) Online registration for new service connection and complaints (related to title transfer , change of category etc) through TSSPDCL Web portal and Mobile App with a facility to upload the required documents. New service registrations can also be done through MeeSeva. 2) Integration of various portals of TSSPDCL like CSC, SAS, EBS, etc and implementation of online CSC process promoting paperless transaction of operations for faster interaction between various departments, timely interaction with consumers, improving transparency of operation & tracking of process at various stages. 3) SMS to consumers at major stages of application processing/rectification. All communication with the consumer is done through SMS/email for transparency. 4) The estimate amount payment against the NR can be made online through TSSPDCL website or through the payment link sent by SMS to consumer. 5) Monthly review of performance standards in service releases & complaints by the Management during the Circle review meetings.																							
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in DTR Failures & Other complaints : 1) Monthly review on DTR failures in Circle Review & TMS-TRE Meetings to reduce DTR Failures, and also providing of Addl DTRs for overload relief to the existing over loaded DTRs. 2) Analysing the Repeated DTR failures at same location and rectification of DTR structures and connected LT lines 3) Rectification of 11KV and LT lines periodically and progress is reviewed in monthly circle review meetings. 4) Monthly review on complaints related to Meters replacement and shifting of meters/service lines in Division level and circle level meetings.																							

Sl.No.	Service area	Jul-22								Aug-22								Sep-22								
		No of Complaints			No of Complaints redressed in the month (no.)					No of Complaints			No of Complaints redressed in the month (no.)					No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)	
ii	Network expansion/enhancement required to release supply																									
a	Release of supply - Low Tension	4	8	12	0	7	1	8	4	4	9	13	0	7	0	7	4	4	8	12	0	7	1	8	4	
b	Release of supply -High Tension 11 kV	18	5	23	0	2	0	2	21	18	5	23	0	2	0	2	21	18	5	23	0	2	0	2	21	
c	Release of supply - high Tension 33 kV	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	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	7081	21754	28835	0	22587	208	22795	5519	5494	20798	26292	0	19314	306	19620	6154	6134	21774	27908	0	21808	141	21949	5356	
ii	Network expansion/enhancement required to release supply																									
a	Release of supply - Low Tension	2000	548	2548	0	389	235	624	1878	1855	463	2318	0	182	251	433	1854	1838	546	2384	0	241	201	442	1897	
b	Release of supply - High Tension 11 KV	742	131	873	0	82	16	98	775	775	104	879	0	88	17	105	774	774	128	902	0	94	16	110	792	
c	Release of supply - High Tension 33 KV	81	8	89	0	6	1	7	82	82	10	92	0	5	0	5	87	87	12	99	0	3	1	4	95	
d	Release of supply - Extra High Tension	24	1	25	0	1	0	1	24	24	1	25	0	0	0	0	25	25	1	26	0	0	0	0	26	
e	Erection of sub station required for release of supply	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
X	Transfer of ownership and conversion of services																									
i	Title transfer of ownership	1144	11734	12878	0	9729	410	10139	1596	1587	10759	12346	0	9215	392	9607	1549	1540	12452	13992	0	10812	449	11261	1410	
ii	Change of category	897	3937	4834	0	3161	526	3687	884	873	4020	4893	0	3037	547	3584	1079	1062	4478	5540	0	3766	625	4391	902	
iii	Conversion from LT 1 ph to LT 3 ph and vice versa	2250	1365	3615	0	930	361	1291	2150	2149	1279	3428	0	677	367	1044	2242	2242	1318	3560	0	836	420	1256	2073	
iv	Conversion from LT to HT and vice- Versa	133	14	147	0	15	7	22	125	125	21	146	0	12	6	18	128	128	19	147	0	11	3	14	133	
XI	Resolution of complaints on consumer's bill																									
i	If additional information is required	191	298	489	254	168	109	277	212	212	389	601	352	210	185	395	206	206	407	613	403	234	199	433	180	
ii	If no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
XII	Reconnection of supply following disconnection due to non-payment of bills																									
i	Cities and Towns	1	9	10	5	3	4	7	3	3	1	4	3	1	2	3	1	1	3	4	1	1	2	3	1	
ii	Rural areas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection																									
i	Wrongful disconnection of service connection																									
ii	Levy of reconnection charges without actual physical disconnection																									
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in new service release : 1) Online registration for new service connection and complaints (related to title transfer , change of category etc) through TSSPDCL Web portal and Mobile App with a facility to upload the required documents. New service registrations can also be done through MeeSeva. 2) Integration of various portals of TSSPDCL like CSC, SAS, EBS, etc and implementation of online CSC process promoting paperless transaction of operations for faster interaction between various departments, timely interaction with consumers, improving transparency of operation & tracking of process at various stages. 3) SMS to consumers at major stages of application processing/rectification. All communication with the consumer is done through SMS/email for transparency. 4) The estimate amount payment against the NR can be made online through TSSPDCL website or through the payment link sent by SMS to consumer. 5) Monthly review of performance standards in service releases & complaints by the Management during the Circle review meetings.																								
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in DTR Failures & Other complaints 1) Monthly review on DTR failures in Circle Review & TMS-TRE Meetings to reduce DTR Failures, and also providing of Addl DTRs for overload relief to the existing over loaded DTRs. 2) Analysing the Repeated DTR failures at same location and rectification of DTR structures and connected LT lines. 3) Rectification of 11KV and LT lines periodically and progress is reviewed in monthly circle review meetings. 4) Monthly review on complaints related to Meters replacement and shifting of meters/service lines in Division level and circle level meetings.																								

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

Sl.No.	Service area	Oct-22									Nov-22									Dec-22								
		No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)			
I	Normal Fuse Off																											
i	Cities and Towns	6	51496	51502	48270	51397	99	51496	6	6	48618	48624	47729	48547	71	48618	6	6	45591	45597	42076	45435	156	45591	6			
ii	Rural Areas	0	6674	6674	5781	6515	159	6674	0	0	6412	6412	6162	6260	152	6412	0	0	6244	6244	5340	6012	232	6244	0			
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	11	662	673	554	620	45	665	8	8	579	587	366	543	34	577	10	10	691	701	389	626	64	690	11			
ii	Rural Areas	2	857	859	382	643	214	857	2	2	946	948	750	855	91	946	2	2	920	922	614	747	175	922	0			
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	159	159	137	157	2	159	0	0	209	209	184	205	4	209	0	0	178	178	149	173	5	178	0			
ii	Rural Areas	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0			
IV	Distribution Transformer Failure																											
i	Cities and Towns	22	499	521	442	484	8	479	42	40	374	414	247	357	22	392	21	21	486	507	272	460	17	485	21			
ii	Rural Areas	0	2807	2807	2658	2780	2	2804	3	0	2229	2229	2146	2211	1	2230	0	0	2654	2654	2534	2638	4	2654	0			
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	3	257	260	210	229	29	258	2	2	275	277	215	242	33	275	2	2	265	267	204	229	38	267	0			
ii	Restoration of supply	0	109	109	86	92	17	109	0	0	140	140	103	118	22	140	0	0	97	97	55	73	24	97	0			
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	8	130	138	68	115	18	133	5	5	150	155	137	145	5	150	5	5	157	162	87	144	18	162	0			
ii	Up-gradation of distribution system required	0	9	9	9	9	0	9	0	0	11	11	8	10	1	11	0	0	8	8	6	6	2	8	0			
iii	Erection of Sub station	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	1	0			
VII	Meter complaints																											
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	274	14611	14885	11988	13561	299	13926	999	999	15204	16203	12857	14365	165	14565	1643	1643	12364	14007	10635	11962	146	12153	1864			
ii	Replacement of burnt meters if cause attributable to Licensee	0	862	862	327	621	18	642	220	220	2101	2321	1173	1445	12	1462	859	859	3653	4512	2789	3180	20	3203	1307			
iii	Replacement of burnt meters if cause attributable to consumer	462	3659	4121	2040	3278	310	3612	518	512	5645	6163	3592	5117	367	5539	624	624	7335	7959	5304	6860	357	7293	676			
iv	Shifting of meters/service lines	63	115	178	8	24	16	45	133	133	111	245	12	68	34	102	142	142	174	316	12	66	23	89	225			
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	29	195	224	0	187	22	209	15	15	585	600	0	465	82	547	53	53	422	475	0	365	75	440	35			

Sl.No.	Service area	Oct-22								Nov-22								Dec-22								
		No of Complaints			No of Complaints redressed in the month (no.)					No of Complaints			No of Complaints redressed in the month (no.)					No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)	
ii	Network expansion/enhancement required to release supply																									
a	Release of supply - Low Tension	4	10	14	0	7	1	8	6	6	8	14	0	11	1	12	2	6	8	14	0	11	1	12	2	
b	Release of supply -High Tension 11 KV	21	4	25	0	9	0	9	16	16	4	20	0	8	0	8	12	16	4	20	0	8	0	8	12	
c	Release of supply - high Tension 33 KV	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	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	5343	19161	24504	0	18288	147	18435	5563	5555	23979	29534	0	22970	185	23155	5743	5705	26180	31885	0	25100	197	25297	5786	
ii	Network expansion/enhancement required to release supply																									
a	Release of supply - Low Tension	1872	370	2242	0	151	180	331	1857	1835	510	2345	0	140	287	427	1870	1839	556	2395	0	126	232	358	1999	
b	Release of supply - High Tension 11 KV	792	107	899	0	66	8	74	825	825	143	968	0	86	14	100	868	868	140	1008	0	127	35	162	56	
c	Release of supply - High Tension 33 KV	95	7	102	0	2	1	3	99	99	7	106	0	3	0	3	103	103	12	115	0	9	0	9	1	
d	Release of supply - Extra High Tension	26	1	27	0	1	0	1	26	26	4	30	0	0	0	0	30	30	4	34	0	1	0	1	0	
e	Erection of sub station required for release of supply	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
X	Transfer of ownership and conversion of services																									
i	Title transfer of ownership	1390	10998	12388	0	9525	461	9986	1106	1095	12891	13986	0	10952	359	11311	1283	1261	13532	14793	0	12219	314	12533	969	
ii	Change of category	891	3907	4798	0	3058	610	3668	822	812	4111	4923	0	3293	609	3902	704	691	3991	4682	0	3147	551	3698	721	
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	2072	1229	3301	0	686	359	1045	2071	2069	1552	3621	0	826	465	1291	2095	2093	1654	3747	0	959	500	1459	2124	
iv	Conversion from LT to HT and vice- Versa	133	14	147	0	16	3	19	128	128	24	152	0	9	2	11	141	141	15	156	0	23	5	28	13	
XI	Resolution of complaints on consumer's bill																									
i	If additional information is required	180	323	503	301	181	130	311	192	192	318	510	280	163	136	299	211	210	338	548	314	197	151	348	200	
ii	If no additional information is required	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
XII	Reconnection of supply following disconnection due to non-payment of bills																									
i	Cities and Towns	1	4	5	1	0	3	3	2	2	5	7	5	4	2	6	1	1	4	5	1	1	2	3	2	
ii	Rural areas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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																									
ii	Levy of reconnection charges without actual physical disconnection.																									
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in new service release : 1) Online registration for new service connection and complaints (related to title transfer , change of category etc) through TSSPDCL Web portal and Mobile App with a facility to upload the required documents. New service registrations can also be done through MeeSeva 2) Integration of various portals of TSSPDCL like CSC, SAS, EBS, etc and implementation of online CSC process promoting paperless transaction of operations for faster interaction between various departments, timely interaction with consumers, improving transparency of operation & tracking of process at various stages. 3) SMS to consumers at major stages of application processing/rectification. All communication with the consumer is done through SMS/email for transparency. 4) The estimate amount payment against the NR can be made online through TSSPDCL website or through the payment link sent by SMS to consumer. 5) Monthly review of performance standards in service releases & complaints by the Management during the Circle review meetings.																								
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in DTR Failures & Other complaints 1) Monthly review on DTR failures in Circle Review & TMS-TRE Meetings to reduce DTR Failures, and also providing of Addl DTRs for overload relief to the existing over loaded DTRs 2) Analysing the Repeated DTR failures at same location and rectification of DTR structures and connected LT lines. 3) Rectification of 11KV and LT lines periodically and progress is reviewed in monthly circle review meetings. 4) Monthly review on complaints related to Meters replacement and shifting of meters/service lines in Division level and circle level meetings																								

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

Sl.No.	Service area	Jan-23									Feb-23						Mar-23								
		No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (no.)			No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)
I	Normal Fuse Off																								
i	Cities and Towns	6	36862	36868	33450	36714	147	36861	7	7	43922	43929	42591	43779	150	43929	0	0	52924	52924	47731	51773	1144	52917	7
ii	Rural Areas	0	6413	6413	5729	6300	113	6413	0	0	6319	6319	5889	6264	55	6319	0	0	6329	6329	2802	3590	2739	6329	0
II	Overhead Line/Cable breakdowns																								
i	Cities and Towns	11	503	514	272	430	84	514	0	0	508	508	212	470	38	508	0	0	670	670	302	586	84	670	0
ii	Rural Areas	0	819	819	584	745	74	819	0	0	673	673	625	644	29	673	0	0	735	735	490	654	81	735	0
III	Under Ground cable Breakdowns																								
i	Cities and Towns	0	193	193	192	192	1	193	0	0	315	315	294	312	3	315	0	0	277	277	276	276	1	277	0
ii	Rural Areas	0	126	126	126	126	0	126	0	0	5	5	0	3	2	5	0	0	1	1	1	1	0	1	0
IV	Distribution Transformer Failure																								
i	Cities and Towns	21	380	401	216	338	42	380	21	21	551	572	535	561	11	549	23	23	587	610	565	589	21	610	0
ii	Rural Areas	0	2322	2322	1904	2113	209	2322	0	0	2076	2076	1781	1973	103	2076	0	0	2161	2161	1723	1830	331	2161	0
V	Period of Schedule outage																								
i	Maximum duration in a single stretch consumer affected	0	665	665	173	568	95	663	2	2	1263	1265	170	1125	140	1265	0	0	566	566	294	519	47	566	0
ii	Restoration of supply	0	136	136	84	119	15	134	2	2	102	104	64	91	13	104	0	0	108	108	66	98	10	108	0
VI	Voltage fluctuations																								
i	No expansion/enhancement of network involved	0	187	187	104	139	45	184	3	3	164	167	94	144	20	164	3	3	117	120	85	111	5	116	4
ii	Up-gradation of distribution system required	0	26	26	4	15	11	26	0	0	6	6	6	6	0	6	0	0	12	12	10	10	2	12	0
iii	Erection of Sub station	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	10	10	10	0	10	0
VII	Meter complaints																								
i	Inspection and replacement of Slow/fast / creeping /stuckup meters	1864	14930	16794	11222	14084	598	14682	2112	2111	14760	16871	12742	13918	521	14439	2432	2432	18154	20586	13697	15303	2526	17829	2757
ii	Replacement of burnt meters if cause attributable to Licensee	1307	1859	3166	1076	1342	69	1411	1755	1755	2384	4139	1159	1411	33	1444	2695	2695	1367	4062	592	1356	40	1396	2666
iii	Replacement of burnt meters if cause attributable to consumer	676	6746	7422	4553	6394	428	6822	600	599	5880	6479	4249	5336	561	5897	582	582	7600	8182	4191	5619	1973	7592	590
iv	Shifting of meters/service lines	236	111	347	17	45	86	131	216	216	109	325	18	104	105	209	116	116	110	226	23	86	75	161	65
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load																								
i	All cases -if connection feasible from existing network for Release of supply	0	210	210	0	168	23	191	19	0	185	185	0	145	23	168	17	17	221	238	0	187	29	216	22

SLNo.	Service area	Jan-23									Feb-23									Mar-23								
		No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (no.)						No of Complaints			No of Complaints redressed in the month (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 (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 (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 (No.)			
ii	Network expansion/enhancement required to release supply																											
a	Release of supply - Low Tension	3	8	11	0	7	1	8	3	3	5	8	0	6	1	7	1	3	8	11	0	8	1	9	2			
b	Release of supply -High Tension 11 kV	15	5	20	0	2	0	2	18	18	6	24	0	4	0	4	20	14	5	19	0	9	3	12	7			
c	Release of supply - high Tension 33 KV	0	1	1	0	1	0	1	0	0	1	1	0	1	0	1	0	1	1	2	0	1	1	2	0			
d	Release of supply - Extra High Tension	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	5770	24227	29997	0	22739	145	22884	6425	6412	24528	30940	0	21645	154	21799	8522	8508	26641	35149	0	25496	376	25872	8652			
ii	Network expansion/enhancement required to release supply																											
a	Release of supply - Low Tension	2121	570	2691	0	129	217	346	2268	2471	542	3013	0	76	166	242	2681	2684	656	3340	0	139	321	460	2849			
b	Release of supply - High Tension 11 KV	159	140	299	0	88	14	102	58	713	158	871	0	70	13	83	0	876	139	1015	0	76	13	89	926			
c	Release of supply - High Tension 33 KV	7	8	15	0	4	0	4	3	80	8	88	0	5	0	0	0	96	15	111	0	3	0	3	108			
d	Release of supply - Extra High Tension	0	1	1	0	0	0	0	0	18	2	21	0	1	0	1	0	30	3	33	0	0	0	0	33			
e	Erection of sub station required for release of supply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
X	Transfer of ownership and conversion of services																											
i	Title transfer of ownership	981	12310	13291	0	10797	453	11250	1070	1086	11790	12876	0	10201	373	10574	1308	1308	12294	13602	0	11316	376	11692	828			
ii	Change of category	717	4004	4721	0	3264	586	3850	672	669	3953	4622	0	2887	620	3507	903	897	4386	5283	0	3476	815	4291	752			
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	2132	1425	3557	0	858	457	1315	2043	2072	1773	3845	0	963	448	1411	2254	2271	1873	4144	0	1155	627	1782	2221			
iv	Conversion from LT to HT and vice- Versa	26	33	59	0	18	3	21	6	128	19	147	0	4	2	6	0	140	22	162	0	20	4	24	138			
XI	Resolution of complaints on consumer's bill																											
i	If additional information is required	377	720	1097	0	636	261	897	200	255	682	937	0	624	242	866	71	235	272	507	0	187	117	304	203			
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
XII	Reconnection of supply following disconnection due to non-payment of bills																											
i	Cities and Towns	2	0	2	0	2	0	2	0	1	0	1	0	1	0	1	0	3	0	3	0	3	0	3	0			
ii	Rural areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection																											
i	Wrongful disconnection of service connection																											
ii	Levy of reconnection charges without actual physical disconnection																											
	Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year	Measures related to improve the performance in new service release: 1) The Licensee has achieved a performance of 94.02% for the month of January 2023 and cumulative performance of 97.59% from 1.4.2022 to 31.1.2023 in LT new service releases. 2) Monthly review of performance standards in service releases & complaints by the Management during the Circle review meetings. 3) Instructions are issued to all the Superintending Engineers/Operation to review the least performing sections and take necessary action to improve the performance standards in new service releases.															Measures related to improve the performance in new service release: 1) The Licensee has achieved annual performance of 97.31% for FY2022-23 in LT new service releases. 2) The procedure for Title transfer of ownership (name change) has been simplified w.e.f. Mar 2022. The applicant can apply for name change through TSSPDCL website without coming to CSC. 3) Online CSC process is made live in all the Rural Circles by 6.2.2023 on par with GHMC Circles. 4) Consumer can also approach MeeSeva for New Service registrations/Complaints. 5) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.											

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

Service Area	Overall standards of performance	Q1 (April'22-June'22)					Q2 (july'22-sep'22)				
		No Of Complaints					No Of Complaints				
		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 quarter	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 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	0	179121	179121	162923	4	4	158947	158951	139884	6
Line Breakdowns	At least 95% of cases resolved within time limit in both cities and Towns and in Rural areas	0	6231	6231	5384	11	11	6499	6510	5106	13
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	4	8687	8691	7725	0	0	9141	9141	9141	0
Period of Scheduled outage											
Maximum duration in a single stretch		0	1574	1574	1466	3	3	783	786	742	3
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	405	405	288	0	0	345	345	284	0
Street Light Faults											
Rectification of line faults											
Replacement of fused/defective unit	At least 90% cases should be complied within prescribed time limits			NIL					NIL		
Continuity Indices											
SAIFI											
SAIDI	To be laid down later by the Commission			NIL					NIL		
MAIFI											
Frequency Variations	To Maintain supply frequency within 49-50Hz as per IEGC			NIL					NIL		
Voltage unbalance	Maximum of 3% at point of commencement of supply	39	9910	9949	9774	39	64	12312	12376	12337	39
% billing mistakes	Not Exceeding 0.1%	304	1313	1617	1193	393	285	1243	1528	1309	219
% faulty meters	Not Exceeding 3%	18075	65513	83588	70075	13513	14755	73744	88499	69553	18946

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

		Q3 (Oct'22-Dec'22)					Q4 (Jan'23-Mar'23)				
Service Area	Overall standards of performance	No Of Complaints					No Of Complaints				
		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 quarter	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 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	6	165035	165041	155358	6	6	152769	152775	138192	7
Line Breakdowns	At least 95% of cases resolved within time limit in both cities and Towns and in Rural areas	13	5202	5215	3525	11	11	4825	4836	3374	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	22	9049	9071	9050	21	21	8077	8098	8098	0
Period of Scheduled outage											
Maximum duration in a single stretch		3	797	800	629	0	0	2494	2494	637	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	346	346	244	0	0	346	346	214	0
Street Light Faults											
Rectification of line faults											
Replacement of fused/defective unit	At least 90% cases should be complied within prescribed time limits			NIL					NIL		
Continuity Indices											
SAIFI	To be laid down later by the Commission			NIL					NIL		
SAIDI											
MAIFI											
Frequency Variations	To Maintain supply frequency within 49-50Hz as per IEGC			NIL					NIL		
Voltage unbalance	Maximum of 3% at point of commencement of supply	74	1695	1769	1724	45	41	979	1020	833	187
% billing mistakes	Not Exceeding 0.1%	219	853	1072	916	156	199	1902	2101	2080	21
% faulty meters	Not Exceeding 3%	20935	134938	155873	103698	52175	26224	90662	116886	79425	37461

CGRF-1- 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 :

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-22					Nil				
May-22	1	CG.No.86/2021-22 of Nagarkurnool Circle	06.01.2022	New Service	Sri Ammapally Narsimha and Five Others, H.No:7-118, Kalwakole (Post & Village), Peddakothapally Mandal, Nagarkurnool District. Pin Code – 509102. Cell: 9912886377	Delay in release of Agriculture Service	Regulation No.05/2016 (Licensee's Standards of Performance) "V Applications for New connections/additional load.	5000/-	Compliance report not received from the Respondents
Jun-22	2	CG.No.95/2021-22 of Gadwal Circle	21.01.2022	SC.No.0652700333	Sri G. Ravinder Reddy, M/s. Muktha Stone Crusher, Sy.No.328/A, 328/B, Thimmapur Village, Itikyal Mandal, Jogulamba Gadwal District. Cell:9440202083	SC.No.0652700333, Cat-III, Service billed in HT Category from September 2019 to January 2022 – Request for revision of bill	XI. Resolution of complaints on consumer's bill	38900/-	Compliance report not received from the Respondents
Jul-22					Nil				
Aug-22					Nil				
Sep-22	1	CG.No.17/2022-23 of Mahaboobnagar Circle	10.05.2022	SC.No. 3718 01666	Sri G. Venkatesh, Vasavi Kalyana Mandapam, Sy No.58/A, Amistapur, Boothpur, Jadcherla Dist . Cell: 9440075299	SC.No. 3718 01666, G. Venkatesh ,Vasavi Kalyana Mandapam - Revision Of Bill from HT to LT	XI. Resolution of complaints on consumer's bill	20500/-	Compliance report not received from the Respondents
Oct-22					Nil				
Nov-22					Nil				
Dec-22					Nil				
Jan-23	1	CG.No.79/2022-23 of Gadwal Circle	21.09.2022	SC.No.0623100053	Sri Ravuru Nagaraju Kamlay, M/s Sathynarayana Binny Rice Mill H.No:1-6-3, Housing Board MIG, Gadwal, Pincode-509125, Cell: 9154970970	M/s Satyanarayana Binny Rice Mill, SC.No.0623100053,Cat-III,Zam Ched, Gadwal Town-HT Billing done-Adjustment of excess paid amount in future bill	XI. Resolution of complaints on consumer's bill	4300/-	Compliance report not received from the Respondents
Feb-23					Nil				
Mar-23	1	CG.NO.528	10-01-2023	-	Smt.Yarlagadda Lakshmi, Hno.6-56, Miryalaguda Mandal, Srinivasa Nagar, Nalgonda District,Cell No.9441083680	Without Providing pole and materials, Bills issued to the agricultural service connection at Thungapahad Sivar, Sy.No.170	-	31,680/-	-

CGRF-2- 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 :

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-22						Nil			
May-22						Nil			
Jun-22						Nil			
Jul-22						Nil			
Aug-22						Nil			
Sep-22	1	118/2022-23	23-07-2022	5200300511	Sri.Vadla Mahendar Chary S/O.RAMULUCHARY H.NO.1-17 1-17 Chinna solipet SHABAD Ranga Reddy-509217 Ph:no,9866134867	Rectification of Distribution Transformer (DTR) failure	Clause IV of Schedule-II, Regulation No. 5 of 2016	400/-	17.01.2023
Sep-22	2	120/2022-23	23-07-2022	J1003084	Sri.NIKET SHARMA S/O.RAJENDER SHARMA H.NO21-7-377 TO 390 SHAKER KOTA HYDERABAD-500005 Ph:no,9959986088	Delay in title transfer against SC.No - J1003084 of cat - II from Smt. Jaya Gouri to Niket Sharma	clause X of Schedule II, Regulation No. 5 of 2016	11,000/- (Compliance Report Not Received)	Pending
Sep-22	3	121/2022-23	23-07-2022	J1003097	Sri.ANISH SHARMA S/O.RAJENDER SHAR H.NO21-7-377 TO 390 SHAKER KOTA HYDERABAD-500002 Ph:no,9959986082	Delay in title transfer against SC.No - J1003097 of cat - II from Smt. Jaya Gouri to Niket Sharma	clause X of Schedule II, Regulation No. 5 of 2016	10,000/- (Compliance Report Not Received)	Pending
Sep-22	4	128/2022-23	24-08-2022	LZ004245	Smt..RACHAKONDA MANJULA S/O.V V R K L S BABJI H.NO7-1-65 BANDIMETT NEAR SRI RAMA LODGE SECUNDERABAD-500003 Ph:no,9949595062	Delay in Refund/Adjustment of an amount of Rs. 3261.5(which was paid for release of new domestic service connection) to the SC.No LZ004245 of cat - I	Clause 2.49 (c) of Regulation No. 3 of 2015	1000/- (Compliance Report Not Received)	Pending
Oct-22						Nil			
Nov-22						Nil			
Dec-22						Nil			
Jan-23	1	299/2022-23	18-11-2022	2007 13179	Sri Revanth Tatina H. No. 3-788/1 Vinayaka Nagar Dammaiguda Medchal Malkajigiri-500083 Mobile No.: 7799677228	Delay in Refund/Adjustment of an amount of Rs. 8,109.50/- (which was paid for release of new domestic service connection) to the SC No 2007 13179 of cat - I	Clause IV of Schedule-II, Regulation No. 5 of 2016	2000/- (Compliance Report Not Received)	Pending
Feb-23						Nil			
Mar-23						Nil			

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

S.No.	Quarter	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)	= $\sum(Ai*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2)/(1)
1	Q1(2022-23)	6699090	43785	9673728	83959652	8.68
1	Q2(2022-23)	6631146	45117	9741069	89241860	9.16
2	Q3(2022-23)	6989256	37905	9806478	68025345	6.94
4	Q4 (2022-23)	6507405	27821	9964194	56371139	5.66

S.No.	Quarter	Ni=Connected load of ith feeder affected for each interruption	Bi= Total duration 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)	= $\sum Bi*Ni$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2)/(1)
1	Q1(2022-23)	6699090	1551826	9673728	238436515	246.48
1	Q2(2022-23)	6631146	1251196	9741069	2133792650	219.05
2	Q3(2022-23)	6989256	1061612.4	9806478	1542239029	157.27
4	Q4 (2022-23)	6507405	717225	9964194	1272630127	127.72

S.No.	Quarter	Ni=Connected load of ith feeder affected for each interruption	Ci= Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the quarter	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum(Ci*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2)/(1)
1	Q1(2022-23)	6699090	17299	9673728	35792794	3.7
1	Q2(2022-23)	6631146	15689	9741069	34678205	3.56
2	Q3(2022-23)	6989256	12964	9806478	25104584	2.56
4	Q4 (2022-23)	6507405	11976	9964194	24611559	2.47

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

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'22-June'22	18075	65513	83588	70075	13513
July'22-September'22	14755	73744	88499	69553	18946
October'22-December'22	20935	134938	155873	103698	52175
Jan'22-March'23	26224	90662	116886	79425	37461