



NORTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED
VIDYUTH BHAVAN : CORPORATE OFFICE : WARANGAL

TGERC HYDERABAD INWARD

- 6 JUN 2025

No.

3159187

Sign

To

The Commission Secretary,
TGERC, Vidyuth Niyantran Bhavan,
G.T.S. Colony, Kalyan Nagar
HYDERABAD.

From

Chief Engineer,
IPC&RAC, TGNPDCL,
Corporate Office, Vidyuth Bhavan,
WARANGAL.

Lr.No.CE(I&R)/GM(I&R)/DE(RAC)/TGNPDCL/WGL/F.SOP/D.No. 69 /25, Dt: 22 05.2025.

Sir,

SUB: - TGNPDCL/WGL – TGERC consumer Advocacy – Returns to be filed under Regulation No.5 of 2016 – (Licensees Standards of Performance) Submission Regarding.

* * *

It is to submit that the following Annual Reports for the FY-2024-25 are herewith submitted.

- (i) Reporting Formats-Guaranteed standards
- (ii) Compensation Paid
- (iii) Reporting Formats-Overall Standards
- (iv) Faulty Meters
- (v) Reliability Indices

This is for favour of information.

Encl : Hard copy of the above formats.

Yours faithfully

[Signature]

CHIEF ENGINEER
IPC&RAC/TGNPDCL/WGL

JD(8)
Ingr
5/6/2025

DD-CA
09/06/25

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2024 -2025)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
I	Normal Fuse-Off								
i.	Cities and towns	0	65260	65260	65251		9	65260	0
ii.	Rural areas	0	82983	82983	82954		29	82983	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	1123	1123	1123		0	1123	0
ii.	Rural areas	0	6463	6463	6463		0	6463	0
III.	Underground cable breakdowns								
ii.	Cities and towns	0	2	2	2		0	2	0
ii.	Rural areas	0	11	11	11		0	11	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	1549	1549	1549		0	1549	0
ii.	Rural areas	0	29180	29180	29153		27	29180	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	651	651	651		0	651	0
ii.	Restoration of supply	0	475	475	475		0	475	0
VI.	Voltage fluctuations								
i.	No expansion/ enhancement of network involved	0	441	441	441		0	441	0
ii.	Up-gradation of distribution system required	0	1620	1620	1620		0	1620	0
iii.	Erection of Substation	0	7	7	7		0	7	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	54034	54034	54013		21	54034 ✓	0
ii.	Replace burnt meters if cause attributable to Licensee	0	5307	5307	5307		0	5307 ✓	0
iii.	Replace burnt meters if cause attributable to consumer	0	9394	9394	9366		28	9394 ✓	0
iv	Shifting of meters/service lines	0	2272	2272	2272		0	2272 ✓	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	29229	29229	29229		0	29229 ✓	0
ii.	If network expansion / enhancement required to release supply	0	1457	1457	1457		0	1457 ✓	0
a.	Release of supply-Low Tension	0	33628	33628	33628		0	33628 ✓	0
b.	Release of Supply-High Tension 11kV	0	386	386	386		0	386 ✓	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1		0	1 ✓	0
d.	Release of Supply-Extra High Tension	0	0	0	0		0	0 ✓	0
IX.	Release of new connection/additional load upon payment of all charges								0
i.	All Cases– If connection feasible from existing network for release of supply	0	57949	57949	57931		18	57949 ✓	0
ii.	Network expansion / enhancement required to release supply	0	2861	2861	2861		0	2861 ✓	0
a.	Release of supply-Low Tension	0	53111	53111	53098		13	53111 ✓	0
b.	Release of Supply-High Tension 11kV	0	232	232	232		0	232 ✓	0
c.	Release of Supply-High Tension 33 kV	0	4	4	4		0	4 ✓	0
d.	Release of Supply-Extra High Tension	0	0	0	0		0	0 ✓	0
e.	Erection of substation required for release of supply	0	0	0	0		0	0 ✓	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	9023	9023	9021		2	9023 ✓	0
ii.	Change of category	0	12245	12245	12244		1	12245 ✓	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	862	862	862		0	862 ✓	0
iv.	Conversion from LT to HT and vice versa	0	11	11	11		0	11 ✓	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	11999	11999	11973		26	11999 ✓	0
ii.	If additional information is required	0	2904	2904	2890		14	2904 ✓	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	48900	48900	48897		3	48900 ✓	0
ii.	Rural areas	0	87334	87334	87307		27	87334 ✓	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	18	18	18		0	18 ✓	0
ii.	Levy of reconnection charges without actual physical disconnection	0	45	45	45		0	45 ✓	0


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (APRIL-2024 to MARCH-2025) FY 2024-25

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

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
1	CG No. 366/2020	09-12-20	SC No:51050-00602	Sri. N. Pandu Ranga Reddy, S/o N. Ramreddy, Vill: Navipet, Mandal: Navipet, Dist: Nizamabad. Ph: 9440659167.	Shifting of LT line work not completed, hence complainant requested to refund the estimate amount Rs.81,770/- as he paid DD No.512038 on date:01-03-19.	Regulation No:3/2015 of TGERC	₹6,000.00	Penalty amount of rs.6000/- Recovered from AE/OP/Navipet & ADE/OP/Navipet & credited to SC No:51050-00602, Cat-III vide JE No:03 of 05/2024, Received on Dt:01.07.2024 vide Letter No: DEE/OP/NZB/Tech, F No:27, D No:176/24-25, Dt:28.06.2024
2	NZB/216/2023-2024	12-09-23	SC No:50411-00069	Sri. Ayindla Srinivas, S/o Gangaram, H.No.1-97, Vill: Thadpakal, Section: Yergatla, Dist: Nizamabad, SC No.12399409 of Cat-I, Ph No.9640680861.	That he has received excess CC bill amount of Rs.17,101/- in the month of 09/2023 on Sc No.50411-00069, Cat-I of Thadpakal Village of Yergatla section. Requested to rectify the CC bill.	Regulation No:3/2015 of TGERC	₹7,500.00	Penalty amount of Rs.7,500/- recovered from LM/OP/Tadpakal & credited to SC No:50411-00069, Cat-I vide JE No:11 of 06/24, Dt:28.06.2024, Received on Dt:01.07.2024 vide Lr No: DEE/OP/Armoor/AE(T)/F No: CGRF/D No:328/24-25, Dt:28.06.2024
3	NZB/317/2022-2023	06-10-22	SC No:52850-01086	Sri. V. Ramulu, H.No.2-1-115, DG2/1, Vill & Mndl: Yellareddy, Dist: Kamareddy, SC No.12536546,Cat-I, Ph No:9492011465.	1) Billing dispute. 2) Excess bill to SC No.52850-01086, Cat-I in the month 02.2022 & requested to revise the bill.	Regulation No:3/2015 of TSERC	₹2,000.00	Rs.2000/- recovered from AAO/ERO/Yellareddy & created to complainant's service vide SC No:52850-01086, Cat-I vide JE No:06 of 04/2024. Lr No:AAO/ERO/YRL/JAO/ADM/SA/ D No:24/24, Dt:10.04.2024.
4	NZB/03/2023-2024	12-04-23	Sc No:60000-60000,	Sri. Kallem Eshwar Reddy, H.No.9-336, Vill: Teachers Colony, Mandal: Adilabad T-3, Dist: Adilabad, SC No.New of Cat-I, Ph No.9440441159.	That he has applied for new service connection at H.No.9-336, Teachers colony of Adilabad town-3 section. On Dt:07.02.2023. but not provided supply connection till now, even after given serveral representations to AE, ADE & DE. No one is responding properly	Regulation No:3/2015 of TSERC	₹2,000.00	Penalty amount of Rs.2000/- recovered from Sri D Srinivas AE/OP/T-3/ADB & credited to Sc No:60000-60000, Cat-I vide JE No:28 of 05/2024, received on Dt:25.05.2024 vide LR No: DEE/OP/ADB/AE(T)/F No:12, D No:318/24, Dt:23.05.2024.

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
5	NZB/331/2023-2024	22-12-23	SC No:4111 00441	Sri. K. Laxman, S/o Narsaiah, Vill: Arepet, Mandal: Metpally, Dist: Jagtial, SC No.13133289 of Cat-III, Ph No.9160405656.	Received excess CC bill amount from 08/22 to 10/22 on Sc No.4111 00441 (USC 13133289) Cat-III of Arepet (V) of Metpally Rural section, requested to rectify the CC bill.	Regulation No:3/2015 of TSERC	₹5,000.00	Penalty amount of Rs.5000/- recovered from M/s HPL Elec Pvt Ltd vide Transaction ID 98576201454, Dt:22.05.2024 & credited on SC No:4111 00441, Cat-III vide JE No:12 of 05/2024, received on Dt:03.06.2024 vide Lr No:DEE/OP/MTPL/AE(T)/SBE(T)/ F No../D No:444/24-25, Dt:23.05.2024
6	NZB/102/2023-2024	19-06-23	SC NO :New of LT cat -v	Sri. Skarkar Sunil & Others S/o Mahadev, H.No.1-2, Vill: Kogdur, Mandal: Bela, Dist: Adilabad, SC No.New of LT Cat-V, Ph No.7013882029.	That they were paid 19Nos Agl DD's in 12/19 at Kogdur (V) of Bela Section, but not provided DTR & Supply connection till now.	Regulation No:3/2015 of TSERC	₹19,000.00	Penalty amount recovered vide DE/OP/Adb/AE(T)/F.No12/D.No.124 5, Dt:07.12.2024, amount of Rs.19000/- TC No.03 of 10124 Doc.No.108423903/ 04.10.2024
7	161/2024-25	29-08-2024	Sc. No.10736126	VASAVI A V N SATHRAM 8-9-183, Palakurthy, 9848194364 Sc. No.10736126 of Category II- NON-DOMESTIC/COMMERCIAL Reg. No.CGRF-I-240003760	BILLING DISPUTE	Regulation No:3/2015 of TGERC	₹ 2,000.00	Compensation amount recovered and an amount of Rs.2,000/- credited to the SC. No. 10736126 vide Ref. Lr. No. AAO/ERO/PLK/ JAO(B)/SA(B)/F.No./ D.No.334/24, Dt: 05.12.2024.
8	77/2024-25	22-06-2024	HNK	Sri Suresh Guguloth, Excise colony, Hanamkonda, Hanamkonda District. USC No.15857446, Category-I Ph.No. 9701438181. Reg.No. CGRF-I-240003534	BILLING DISPUTE	Regulation No:3/2015 of TGERC	₹1,000.00	Compensation amount recovered and an amount of Rs. 1,000/- credited to the Sc.No. 15857446 Vide Ref. Lr. No. AAO/ERO/T/HNK/JAO(B)/SA(B)/F.No./C GRF/ D.No. 1030/24, Dt: 08.02.2025.
TOTAL							44,500	


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2024-25)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the Year	Filed by the consumers in this current Year(FY 2024-25)	Total C= (A+B)	Redressed within the stipulated time for Overall standards	Pending at the end of the Year (FY 2024-25)
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	148243 ✓	148243 ✓	148205 ✓	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	7599 ✓	7599 ✓	7599 ✓	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	30729 ✓	30729 ✓	30702 ✓	0
Period of scheduled outage						
Maximum duration in a single stretch		0	651	651	651 ✓	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	475	475	475 ✓	0
Street Light Faults			0		0	
Rectification of line faults		0	108	108	108	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	477	477	477	0

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the Year	Filed by the consumers in this current Year(FY 2024-25)	Total C= (A+B)	Redressed within the stipulated time for Overall standards	Pending at the end of the Year (FY 2024-25)
Continuity Indices						
SAIFI	To be laid down later by the Commission					
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	10	10	10	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	460	460	460	0
% billing mistakes	Not exceeding 0.1%	0	14903	14903	14863	0
0% faulty meters	Not exceeding 3%	0	71007	71007	70958	0

billing mistakes

0.026173058

Total no of services

56940232

faulty meters

0.124704444

Panc
Chief Engineer
 IPC & RAC, TGNPDCL
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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (April-2024 to March-2025)

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

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
9918	135067	144985	135324	9661


Chief Engineer
IPC & RAC, TGNPDCL
WARANGAL.

ANNEXURE - II (Q1 :- Apr-24 to June-24)

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

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q1(2024-25)	6371417	70091	6700697	104159605	16

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q1(2024-25)	6371417	363022	6700697	261502940	39.03

S. No.	Quarter	Ni = Connected Consumers 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(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q1(2024-25)	6229879	97133	6700697	142723322	21


Chief Engineer
 IPC & RAC, TGNPDCL
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ANNEXURE - II (Q2 :- Jul-24 to Sept-24)

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

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q2(2024-25)	6329586	66760	6746675	105350056	16

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q2(2024-25)	6329586	332632	6746675	235088931	34.85

S. No.	Quarter	Ni = Connected Consumers 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(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q2(2024-25)	6162881	89715	6746675	139432891	21


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.

ANNEXURE - II (Q3 :- Oct-24 to Dec-24)

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

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q3(2024-25)	6185166	48734	6812842	75196393	11

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q3(2024-25)	6185166	98027	6812842	85405954	12.54

S. No.	Quarter	Ni = Connected Consumers 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(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q3(2024-25)	5945249	57446	6812842	92147481	14


Chief Engineer
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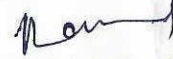
ANNEXURE - II (Q4 :- Jan-25 to Mar-25)

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

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q4(2024-25)	5723389	39902	6861657	61821200	9

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q4(2024-25)	5723389	26863	6861657	36933947	5.38

S. No.	Quarter	Ni = Connected Consumers 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(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q4(2024-25)	5722018	44489	6861657	73196151	11


Chief Engineer
 IPC & RAC, TGNPDCL
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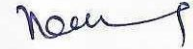
ANNEXURE - II (Q1 to Q4 :- April -24 to Mar-25)

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

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q1 to Q4 (2024-25)	6726537	225742	6861657	350455609	51

S. No.	Quarter	Ni = Connected Consumers of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q1 to Q4 (2024-25)	6726537	824697	6861657	630057800	91.82

S. No.	Quarter	Ni = Connected Consumers 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(Nos)	Nt = Total connected Consumers at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q1 to Q4 (2024-25)	6671624	289036	6861657	452733973	66


Chief Engineer
 IPC & FAC, TGNPDCL
 WARANGAL.