



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

From

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

To

The Commission Secretary,  
TSERC # 11-4-660, 5<sup>TH</sup> Floor,  
Singareni Bhavan, Red Hills,  
**HYDERABAD.**

**Lr.No.CGM/IPC&RAC/TSNPDCL/WGL/F.SOP/D.No.01/21, Dt:03.04.2021**

Sir,

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

**REF :-** (1) Lr.No.A-CA-257, Dt:22.02.2021.  
(2) Lr.No.CGM/IPC&RAC/TSNPDCL/WGL/F.SOP/D.No.284/20, Dt:06.03.2021.

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Adverting to the reference cited above, it is to submit that the reports of (i) Compensation paid to the individual complaints and (ii) Faulty meters for FY 2020-21 (Up to Sep-20) were submitted vide reference (2) cited above.

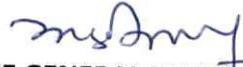
It is to submit that the following reports of SOP for FY 2020-21 (up to Feb-21) are herewith submitted.

- (i) Reporting Formats-Guaranteed standards
- (ii) Compensation Paid
- (iii) Reporting Formats-Overall Standards
- (iv) Faulty meters
- (v) Report on Reliability indices.

This is for favour of information.

**Encl :** Hard copy of the above formats.

Yours faithfully

  
**CHIEF GENERAL MANAGER**  
**IPC&RAC/TSNPDCL/WGL**

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**ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) TSNPDCL**

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

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous year	Received in the current year ( as on Feb-2021)	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
<b>I</b>	<b>Normal Fuse-Off</b>								
i.	Cities and towns	0	44640	<b>44640</b>	42499	2130	11	<b>44640</b>	<b>0</b>
ii.	Rural areas	0	62632	<b>62632</b>	55600	6937	95	<b>62632</b>	<b>0</b>
<b>II.</b>	<b>Overhead Line/cable breakdowns</b>								
i.	Cities and towns	0	1886	<b>1886</b>	1796	88	2	<b>1886</b>	<b>0</b>
ii.	Rural areas	0	9737	<b>9737</b>	8907	808	22	<b>9737</b>	<b>0</b>
<b>III.</b>	<b>Underground cable breakdowns</b>								
<b>II.</b>	Cities and towns	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
ii.	Rural areas	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
<b>IV.</b>	<b>Distribution Transformer failure</b>								
i.	Cities and towns	0	846	<b>846</b>	844	2	0	<b>846</b>	<b>0</b>
ii.	Rural areas	0	19834	<b>19834</b>	19346	488	0	<b>19834</b>	<b>0</b>
<b>V.</b>	<b>Period of Scheduled Outage</b>								
i.	Maximum duration in a single stretch consumer affected	0	561	<b>561</b>	551	0	10	<b>561</b>	<b>0</b>
ii.	Restoration of supply	0	172.125	<b>172</b>	172	0	0	<b>172</b>	<b>0</b>
<b>VI.</b>	<b>Voltage fluctuations</b>								
i.	No expansion/ enhancement of network involved	0	313	<b>313</b>	311	0	2	<b>313</b>	<b>0</b>
ii.	Up-gradation of distribution system required	0	158	<b>158</b>	127	31	0	<b>158</b>	<b>0</b>
iii.	Erection of Substation	0	2	<b>2</b>	2	0	0	<b>2</b>	<b>0</b>

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous year	Received in the current year ( as on Feb-2021)	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
<b>VII.</b>	<b>Meter complaints including Net Meter</b>								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	1349	47396	<b>48745</b>	47983	702	60	<b>48745</b>	<b>0</b>
ii.	Replace burnt meters if cause attributable to Licensee	164	7222	<b>7386</b>	6957	400	29	<b>7386</b>	<b>0</b>
iii.	Replace burnt meters if cause attributable to consumer	307	7953	<b>8260</b>	7801	83	376	<b>8260</b>	<b>0</b>
iv.	Shifting of meters/service lines	0	105	<b>105</b>	102	3	0	<b>105</b>	<b>0</b>
<b>VIII.</b>	<b>Processing of application &amp; intimation of relevant charges payable for new connection/sanction of additional load /Demand</b>								
i.	All Cases – If connection feasible from existing network for release of supply	5	20500	<b>20505</b>	20202	303	0	<b>20505</b>	<b>0</b>
ii.	If network expansion / enhancement required to release supply	0	401	<b>401</b>	401	0	0	<b>401</b>	<b>0</b>
a.	Release of supply-Low Tension	5	32982	<b>32987</b>	31110	1877	0	<b>32987</b>	<b>0</b>
b.	Release of Supply-High Tension 11kV	0	1976	<b>1976</b>	1974	2	0	<b>1976</b>	<b>0</b>
c.	Release of Supply-High Tension 33 kV	0	6	<b>6</b>	6	0	0	<b>6</b>	<b>0</b>
d.	Release of Supply-Extra High Tension	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
<b>IX.</b>	<b>Release of new connection/additional load upon payment of all charges</b>								
i.	All Cases– If connection feasible from existing network for release of supply	33	44336	<b>44369</b>	43789	473	107	<b>44369</b>	<b>0</b>
ii.	Network expansion / enhancement required to release supply	0	1125	<b>1125</b>	1125	0	0	<b>1125</b>	<b>0</b>
a.	Release of supply-Low Tension	5	40558	<b>40563</b>	39479	1083	1	<b>40563</b>	<b>0</b>
b.	Release of Supply-High Tension 11kV	0	75	<b>75</b>	74	1	0	<b>75</b>	<b>0</b>
c.	Release of Supply-High Tension 33 kV	0	3	<b>3</b>	3	0	0	<b>3</b>	<b>0</b>
d.	Release of Supply-Extra High Tension	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
e.	Erection of substation required for release of supply	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous year	Received in the current year ( as on Feb-2021)	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
<b>X.</b>	<b>Transfer of ownership and conversion of services</b>								
i.	Title transfer of ownership	3	6675	<b>6678</b>	6634	44	0	<b>6678</b>	<b>0</b>
ii.	Change of category	3	7087	<b>7090</b>	7045	44	1	<b>7090</b>	<b>0</b>
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	1	306	<b>307</b>	301	6	0	<b>307</b>	<b>0</b>
iv.	Conversion from LT to HT and vice versa	0	32	<b>32</b>	29	3	0	<b>32</b>	<b>0</b>
<b>XI.</b>	<b>Resolution of complaints on consumer's bill</b>								
i.	If no additional information is required	0	12811	<b>12811</b>	12733	69	9	<b>12811</b>	<b>0</b>
ii.	If additional information is required	0	3115	<b>3115</b>	3115	0	0	<b>3115</b>	<b>0</b>
<b>XII.</b>	<b>Reconnection of supply following disconnection due to non-payment of bills</b>								
i.	Cities and towns	0	44854	<b>44854</b>	44684	170	0	<b>44854</b>	<b>0</b>
ii.	Rural areas	0	77887	<b>77887</b>	71400	3606	2881	<b>77887</b>	<b>0</b>
<b>XIII.</b>	<b>Wrongful disconnection of service connection / levy of reconnection charges without disconnection</b>								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
ii.	Levy of reconnection charges without actual physical disconnection	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>

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

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:

S. 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	98/ 2019-20	13.08.19		Sri M.Raghava Reddy Navabpet - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9951337263. General.	Provide stay wire	Regulation No.3/2015 of TSERC	1,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61133, Dt.29.12.2020.
2	21/ 2020-21	31.07.20		Sri K.Raju S/o.Bikshapathi, Repakapally (Narsingapur) - Village, Regonda - Mandal, Bhoopalpally-Dist. Ph.No.9177808136 General	Provide poles and material to agricultural service	Regulation No.3/2015 of TSERC	7,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61121, Dt.29.12.2020.
3	135/ 2019-20	18.09.19		Sri B.Chandra Rao Matoor - Village, Madhira - Mandal, Wyra, Khammam-Dist. Ph.No.9502458900. General	DTR thefeted new DTR not installed	Regulation No.3/2015 of TSERC	8,000	Implemetation report is yet to be received from the respondents.
4	23/ 2020-21	27.08.20	SC.No. 12290 004725	Smt S.Rajamani M/o.S.Jagadeesh, H.No.7-1-375, Padmakshi Colony, Hanamkonda, Warangal Urban-Dist. Ph.No.9441414502. SC.No. 12290 004725, Cat-I	Billing dispute	Regulation No.3/2015 of TSERC	1,000	Implemetation report is yet to be received from the respondents.
5	89/ 2019-20	13.08.19		Sri P.Sudarshan Reddy Navabpet - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9505002052. General	LT line required	Regulation No.3/2015 of TSERC	1,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61122, Dt.29.12.2020.

S. 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
6	90/ 2019-20	13.08.19		Sri V.Laxma Reddy Aletiramaiahpally - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9491820200. General	Middle poles	Regulation No.3/2015 of TSERC	1,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61123, Dt.29.12.2020.
7	91/ 2019-20	13.08.19		Sri V.Laxma Reddy Aletiramaiahpally - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9491820200. General	Middle poles	Regulation No.3/2015 of TSERC	1,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61124, Dt.29.12.2020.
8	97/ 2019-20	13.08.19		Sri M.Raghava Reddy Navabpet - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9951337263. General.	Middle poles	Regulation No.3/2015 of TSERC	4,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.47, Voucher Nos.61186, 61187, 61188, 61189, 61190, 61191, 61192, 61193, 61194, 61195 &61196, Dt.30.12.2020.
9	102/ 2019-20	13.08.19		Sri B.Bapurao S/o. Mallari, Machiniparthi - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9701358815. General	SS-12 middle poles	Regulation No.3/2015 of TSERC	1,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61125, Dt.29.12.2020.
10	83/ 2019-20	13.08.19		Sri K.Venkataramana Ramchandrapur - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.767484277. General	Middle poles	Regulation No.3/2015 of TSERC	1,000	Implemetation report is yet to be received from the respondents.
11	79/ 2019-20	13.08.19		Sri D.Rajesh Gopalapuram - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.8106949199. General	Non-releasing of agl.service and one pole	Regulation No.3/2015 of TSERC	1,000	Implemetation report is yet to be received from the respondents.

S. 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
12	27/ 2019-20	14.06.19		Sri R.Srinivas Reddy (Surpanch) Chityal - Village, Peddavangara - Mandal, Mahabubabad - Dist. Ph.No.9948088192. General	Provide AB Switch to 100 KVA DTR	Regulation No.3/2015 of TSERC	3,000	Implementatation report is yet to be received from the respondents.
13	148/ 2019-20	19.09.19		Sri Gunda Buchi Reddy Kusumanchi, Khammam-Dist. Ph.No.9912391248. General	Provide AB Switch to SS-7 DTR	Regulation No.3/2015 of TSERC	3,000	Implementatation report is yet to be received from the respondents.
14	221/ 2019-20	18.01.20	SC.No.20212-04761	Sri S.Muunda Reddy S/o. Narsaiah, Sadasivapally - Village, Manakondur - Mandal, Karimnagar - Dist. Ph.No.9989699977. SC.No.20212-04761. Cat-I.	Quality of Supply	Regulation No.3/2015 of TSERC	3,600	Implementatation report is yet to be received from the respondents.
15	173/ 2019-20	07.11.19		Sri P.Ravinder Kompally - Village, Bhoopalpally - Mandal, Bhoopalpally-Dist. Ph.No.9912092704. General	Stringing of loose line	Regulation No.3/2015 of TSERC	1,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.47, Voucher No.61183, Dt.30.12.2020.
16	63/ 2019-20	10.07.19		Sri Parne Ram Reddy Chinna Achampally - Village, Gangadhara - Mandal, Karimnagar - Dist. Ph.No.9912268322. General	Shifting of DTR at load center	Regulation No.3/2015 of TSERC	3,600	Implementatation report is yet to be received from the respondents.
17	149 / 2019-20	19.09.19		Sri K.Venkanna H.No.3-115, Kusumanchi, Khammam-Dist. Ph.No.9705952783. General	Loose lines / Provide middle poles	Regulation No.3/2015 of TSERC	1,000	Implementatation report is yet to be received from the respondents.

S. 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
18	35/ 2020-21	07.10.20	SC.No.15144-000223	Smt G.Kalpana Devi H.No.1-1-239, Prashanth Nagar, Kazipet, Warangal Urban-Dist. Ph.No.9908740674. SC.No.15144-000223, Cat-II	Billing dispute	Regulation No.3/2015 of TSERC	7,000	Implementation report is yet to be received from the respondents.
19	103 2019-20	13.08.19		Sri J.Ravinder S/o. Komuraiah, Challagariga - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9948604802. General	(02) Nos. middle poles	Regulation No.3/2015 of TSERC	2,000	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.47, Voucher No.61184 & 61185, Dt.30.12.2020.
20	172/ 2019-20	07.11.19		Sri M.Ravinder Nainapaka - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9618930642. General	AB Switch to SS-19 DTR	Regulation No.3/2015 of TSERC	1,500	Compensation recovered from AAO/ERO/Bhoopalpally, vide JE.No.32, Voucher No.61131, Dt.29.12.2020.
21	156/ 2019-20	14.10.19	SC.No.13402-00823	The Senior Manager(Law) H.No.2-5-8/1, Ramnagar, Hanamkonda, Warangal. Ph.No.0870-2577977, 2577744 SC.No.13402-00823, Cat-II	Abnormal bill	Regulation No.3/2015 of TSERC	10,000	Implementation report is yet to be received from the respondents.
22	16/ 2020-21	28.07.20	SC.No.2910 00947	Sri B.Pavan Kumar H.No.2-8-579/1, Indira Nagar, NGO's Colony Road, Waddepally, Hanamkonda, Warangal Urban-Dist. Ph.No.9966995901. SC.No.2910 00947, Cat-III	Billing dispute due to the Meter Problem	Regulation No.3/2015 of TSERC	5,000	Implementation report is yet to be received from the respondents.

S. 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
23	72/ 2020-21	12.11.20	SC.No.02 17 00844	M/s. Indus Towers Ltd., Hyderabad, Mutlapally - Village, Mogullapally - Mandal, Bhoopalpally-Dist. Ph.No.9000990063. SC.No.02 17 00844, Cat-LT(II)B.	Excess bill	Regulation No.3/2015 of TSERC	10,000	Compensation recovered as per EBS report from Rs.10000/- adjusted in SC.No.02 17 00844, Cat-II vide JE.No.53 of 01/2021 of ERO/Bhoopalpally.
24	30/ 2020-21	15.09.20	SC.No.0128-00087	Sri Gunda Chander S/o.Chakrapani, H.No.5-120, Challagariga - Village, Chityal - Mandal, Bhoopalpally-Dist. Ph.No.9704049942. SC.No.0128-00087, Cat-III	Billing dispute	Regulation No.3/2015 of TSERC	5,000	Implemetation report is yet to be received from the respondents.
25	76/ 2020-21	23.11.20		Sri Kodipelli Laxmaiah S/o. Narsaiah, Mallapur - Village, Dharmaram - Mandal, Peddapally-Dist. Ph.No.6304799411. General	Release of new agricultural service	Regulation No.3/2015 of TSERC	1,000	Implemetation report is yet to be received from the respondents.
26	77/ 2020-21	24.11.20	SC.No. 51 50 31691	Mohd. Haroon (Managing partner) Haroon Leathers, H.No.2-179, Enumamula - Village, Warangal Urban-Dist. Pin Code:506006. Ph.No.9440985863, 9440227386. SC No. 51 50 31691 Cat-III	Development charges / HT Billing	Regulation No.3/2015 of TSERC	10,000	Implemetation report is yet to be received from the respondents.
27	177/ 19-20	07.11.19		Sri T.Mallesham Gurrampeta - Village, Bhoopalpally - Mandal, Bhoopalpally - Dist. Ph.No.9949507948. General	Non-Release of agricultural service	Regulation No.3/2015 of TSERC	12,000	Implemetation report is yet to be received from the respondents.

S. 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
28	110/ 19-20	13.08.19		Sri J.Satyanarayana Reddy S/o. Malla Reddy, Navabpet - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9441277425. General	Provide AB Switch to SS-I, III, V.	Regulation No.3/2015 of TSERC	6,000	Implemetation report is yet to be received from the respondents.
29	92/ 19-20	13.08.19		Sri S.Baskara Chary Chityal - V & M, Bhoopalpally - Dist. Ph.No.9866636373. General	Agl. Long distance 3 Nos. poles required	Regulation No.3/2015 of TSERC	2,000	Implemetation report is yet to be received from the respondents.
30	82/ 19-20	13.08.19		Sri M.Venkatesham Navabpet - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9848986989. General	Provide (03) Nos. Agl. Poles	Regulation No.3/2015 of TSERC	2,000	Implemetation report is yet to be received from the respondents.
31	40/ 19-20	19.06.19		Sri G.Saidulu H.No.27/A, Cheemalapadu - Village, Singareni - Mandal, Khammam - Dist. Ph.No.9866078942. General	Additional DTR on SS-3	Regulation No.3/2015 of TSERC	9,000	Implemetation report is yet to be received from the respondents.
32	86/ 19-20	13.08.19		Sri A.Srinivas Aletiramaiahpally - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.7288956530. General	Middle poles	Regulation No.3/2015 of TSERC	1,000	Implemetation report is yet to be received from the respondents.
33	13/ 20-21	13.07.20	SC.No.30212- 01114, 01344 & 01345	Sri M.Venkanna & Smt M.Aruna H.No.2-94, V.Venkatapuram - Village, Raghunadhapalem - Mandal, Khammam-Dist. Ph.No.9573156891 SC.No.30212-01114, 01344 & 01345, Category-I	Billing dispute	Regulation No.3/2015 of TSERC	10,500	Implemetation report is yet to be received from the respondents.

S. 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
34	119/ 20-21	20.01.21	C.No.34201-0720	Sri P.Krishna Rao Masjid Road, Sathupally, Khammam-Dist. Ph.No.6305812410. SC.No.34201-07200, Cat-I	Revoke of bill stop service	Regulation No.3/2015 of TSERC	1,000	Implemetation report is yet to be received from the respondents.
35	59/ 20-21	28.10.20	C.No. 84 11 00134	Sri K.Venkateshwar Rao Venugopal Modern Rice Mill, Peddakorukondi - Village, Kallur - Mandal, Khammam-Dist. Ph.No.9908702824, 9849960840. SC.No. 84 11 00134, Cat-III	Excess bill	Regulation No.3/2015 of TSERC	38,200	Implemetation report is yet to be received from the respondents.

**ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) TSNPDCL**

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

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the year	Filed by the consumers in FY 220-21 upto Feb-21	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the 28.02.2021 (C-D)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in Cities and Towns and in Rural areas	2	97332	<b>97334</b>	97334	<b>0</b>
Line Breakdowns	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas	0	9587	<b>9587</b>	9587	<b>0</b>
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas	0	14369	<b>14369</b>	14369	<b>0</b>
<b>Period of scheduled outage</b>						
Maximum duration in a single stretch	At least 95% of cases resolved within time limit	0	435	<b>435</b>	435	<b>0</b>
Restoration of supply by 6.00 PM		0	35	<b>35</b>	35	<b>0</b>
<b>Street Light Faults</b>						
Rectification of line faults	At least 90% cases should be complied within prescribed time limits	0	44	<b>44</b>	44	<b>0</b>
Replacement of fused/ defective unit		0	53	<b>53</b>	53	<b>0</b>

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the year	Filed by the consumers in FY 220-21 upto Feb-21	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the 28.02.2021 (C-D)
<b>Continuity Indices</b>						
SAIFI	To be laid down in due course by the Commission	0	0	<b>0</b>	0	<b>0</b>
SAIDI		0	0	<b>0</b>	0	<b>0</b>
MAIFI		0	0	<b>0</b>	0	<b>0</b>
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	<b>0</b>	0	<b>0</b>
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	51	<b>51</b>	51	<b>0</b>
% billing mistakes	Not exceeding 0.1%	0	1298	<b>1298</b>	1298	<b>0</b>
% faulty meters	Not exceeding 3%	0	577	<b>577</b>	577	<b>0</b>

**ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)**

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

<b>No. of faulty meters at the start of the quarter</b>	<b>No. of faulty meters added during the quarter</b>	<b>Total No. of faulty meters</b>	<b>No. of meters rectified/replaced</b>	<b>No. of faulty mteres pending at the end of the quarter</b>	<b>Quarter</b>
36917	88024	124941	84493	40448	Q1&Q2
40448	65659	106107	66722	39385	Q3

**ANNEXURE - II**

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(Nos)	Nt = Total connected load 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(2020-21)	980355	7653	980355	24553745	25
2	Q2(2020-21)	991400	6210	991400	20628323	21
3	Q3(2020-21)	995328	4764	995328	15534764	16

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(Hours)	Nt = Total connected load 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(2020-21)	980355	6137	980355	19340735	20
2	Q2(2020-21)	991400	5067	991400	16860752	17
3	Q3(2020-21)	995328	3978	995328	13102664	13

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(Nos)	Nt = Total connected load 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(2020-21)	588087	4389	588087	12934615	22
2	Q2(2020-21)	559032	4741	559032	13665107	24
3	Q3(2020-21)	522022	3624	522022	10481205	20