



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, 5TH Floor,
Singareni Bhavan, Red Hills,
HYDERABAD.

Lr.No.CGM/IPC&RAC/TSNPDCL/WGL/F.SOP/D.No. 43/21,Dt:10.05.2021



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.01/21,
Dt: 03.04.2021

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Adverting to the reference(1) cited above, it is to submit that the reports of SOP for FY 2020-21(up to Feb-21) were submitted vide reference (2) cited above.

It is to submit that the following reports of SOP for the month of March-2021 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

Handwritten notes:
9/6/21
JDC (E)
Transmitted to
DD (P)
F. Gulah
9/6/2021

Handwritten notes:
Po
10/06/2021

(II) . ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) TSNPDCL -MARCH-2021

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	81/2020-21	24.12.2020	SC.No.13707-00630	Sri Kampasati Laalu S/o.Seshaiah, H.No.4-26, Padamati Narsapuram - Village Julurupadu - Mandal, Kothagudem-Dist. Ph.No.9912166542. SC.No.13707-00630, Cat-I	Billing dispute	Regulation No.3/2015 of TSERC	29,600	Implementation report is yet to be received from the respondents.
2	105/2020-21	08.01.2021	SC.No.104	Sri Md.Mosab Mohiuddin H.No.3-93, Kothapally - Village, Station Ghanpur - Mdl., Jangaon-Dist. Ph.No.8790152871. SC.No.104, Cat-V	Providing necessary infrastructure (Pole required)		2,000	Implementation report is yet to be received from the respondents.
3	109/2020-21	08.01.2021	General	Sri P.Buchi Ramaiah Sharma H.No.2-9-160/3, Lane.No.28, Vikas Nagar, Hanamkonda, Warangal Urban-Dist. Ph.No.9849068183. General	Middle poles		2,000	Implementation report is yet to be received from the respondents.
4	126/2020-21	03.02.2021	General	Local Address: Smt D.Vandana D/o.Narsaiah, H.No.2-11-514/13, Vijay Nagar Colony, Gopalpur Road, Hanamkonda, Warangal Urban-Dist. Ph.No.9849533754. General	Non-release of service/ Shifting of pole		6,400	Implementation report is yet to be received from the respondents.
5	171/2020-21	11.02.2021	SC.No.15150-094854	Sri S.Nagesh Kumar S/o.Kanakaiah, H.No.22-1-144/3/1, Desaipet, Warangal Urban-Dist. Ph.No.9704115565. SC.No.15150-094854, Cat-I	Billing dispute		5,000	Implementation report is yet to be received from the respondents.
Total							45,000.00	

(I). ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) TSNPDCL - MARCH-2021

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 March-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
I	Normal Fuse-Off								
i.	Cities and towns	0	14961	14961	14638	323	0	14961	0
ii.	Rural areas	0	18570	18570	17283	1277	10	18570	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	526	526	522	4	0	526	0
ii.	Rural areas	0	1362	1362	1294	68	0	1362	0
III.	Underground cable breakdowns								
ii.	Cities and towns	0	1	1	1	0	0	1	0
ii.	Rural areas	0	17	17	17	0	0	17	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	439	439	439	0	0	439	0
ii.	Rural areas	0	6138	6138	5994	144	0	6138	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	2203	2203	2043	152	8	2203	0
ii.	Restoration of supply	0	170	170	170	0	0	170	0
VI.	Voltage fluctuations								
i.	No expansion/ enhancement of network involved	0	111	111	76	23	12	111	0
ii.	Up-gradation of distribution system required	0	92	92	57	35	0	92	0
iii.	Erection of Substation	0	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 (as on March-2021)	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints including Net Meter								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	11277	11277	11100	168	9	11277	0
ii.	Replace burnt meters if cause attributable to Licensee	0	717	717	695	22	0	717	0
iii.	Replace burnt meters if cause attributable to consumer	0	2618	2618	2273	274	71	2618	0
iv.	Shifting of meters/service lines	0	383	383	383	0	0	383	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	7513	7513	7317	196	0	7513	0
ii.	If network expansion / enhancement required to release supply	0	803	803	800	3	0	803	0
a.	Release of supply-Low Tension	0	8167	8167	8109	58	0	8167	0
b.	Release of Supply-High Tension 11kV	0	32	32	30	2	0	32	0
c.	Release of Supply-High Tension 33 kV	0	0	0	0	0	0	0	0
d.	Release of Supply-Extra High Tension	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	0	12646	12646	12595	51	0	12646	0
ii.	Network expansion / enhancement required to release supply	0	890	890	866	22	2	890	0
a.	Release of supply-Low Tension	0	16518	16518	16459	58	1	16518	0
b.	Release of Supply-High Tension 11kV	0	31	31	26	5	0	31	0
c.	Release of Supply-High Tension 33 kV	0	0	0	0	0	0	0	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
e.	Erection of substation required for release of supply	0	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 (as on March-2021)	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	1741	1741	1711	30	0	1741	0
ii.	Change of category	0	1692	1692	1638	53	1	1692	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	169	169	166	3	0	169	0
iv.	Conversion from LT to HT and vice versa	0	9	9	5	4	0	9	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	2554	2554	2500	54	0	2554	0
ii.	If additional information is required	0	865	865	855	4	6	865	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	19560	19560	19555	5	0	19560	0
ii.	Rural areas	0	20370	20370	16631	3686	53	20370	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	0	0	0	0	0	0	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0	0	0	0	0

(III) - ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) TSNPDCL - Q4

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 Quarter (A)	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 Cities and Towns and in Rural areas	0	17263	17263	17263	0
Line Breakdowns	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas	0	1311	1311	1311	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas	0	2381	2381	2381	0
Period of scheduled outage						
Maximum duration in a single stretch	At least 95% of cases resolved within time limit	0	752	752	752	0
Restoration of supply by 6.00 PM		0	29	29	29	0
Street Light Faults						
Rectification of line faults	At least 90% cases should be complied within prescribed time limits	0	47	47	47	0
Replacement of fused/ defective unit		0	27	27	27	0

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of Quarter (A)	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
Continuity Indices						
SAIFI	To be laid down in due course by the Commission	0	0	0	0	0
SAIDI		0	0	0	0	0
MAIFI		0	0	0	0	0
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	32	32	32	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	461	461	461	0
% billing mistakes	Not exceeding 0.1%	0	1242	1242	1242	0
% faulty meters	Not exceeding 3%	0	815	815	815	0

(IV) - FAULTY METERS

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 mteres pending at the end of the quarter	Quarter
40448	72120	112568	73993	38575	Q3
*38575	40013	78588	53720	24868	Q4

* Earlier closing Balance of Q3 is furnished as 39385 .Further the Q3 Closing Balance data was revised to 38575.

(V) - REPORT ON RELIABILITY INDICES

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	Q4(2020-21)	1076300	12765	1076300	46380430	43

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	Q4(2020-21)	1076300	12232	1076300	42465914	39

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	Q4(2020-21)	725071	3697	725071	11908648	16