



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

From

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

To

The Commission Secretary/TGERC,
11-4-660, 5th Floor,
Singareni Bhavan, Red Hills,
HYDERABAD.

Lr.No.CGM/IPC&RAC/TGNPDCL/WGL/F.SOP/D.No. 97/24, Dt:19.07.2023

Sir,

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

* * *

It is to submit that the following annual reports of SOP for FY 2023-24 are
herewith submitted.

- (i) Reporting Formats-Guaranteed standards
- (ii) Compensation Paid
- (iii) Reporting Formats-Overall Standards

This is for favour of information.

Encl : Hard copy of the above formats.



Yours faithfully


CHIEF GENERAL MANAGER
IPC&RAC/TSNPDCL/WGL

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2023 -2024)

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.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
I	Normal Fuse-Off								
i.	Cities and towns	0	67973	67973	64540	3331	102	67973	0
ii.	Rural areas	0	89318	89318	84976	4187	155	89318	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	1133	1133	1117	14	2	1133	0
ii.	Rural areas	0	7485	7485	7154	317	14	7485	0
III.	Underground cable breakdowns								
ii.	Cities and towns	0	22	22	22	0	0	22	0
ii.	Rural areas	0	0	0	0	0	0	0	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	1607	1607	1545	43	19	1607	0
ii.	Rural areas	0	24629	24629	22570	1823	236	24629	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	593	593	443	148	2	593	0
ii.	Restoration of supply	0	257	257	255	2	0	257	0
VI.	Voltage fluctuations								
i.	No expansion/ enhancement of network involved	0	269	269	254	15	0	269	0
ii.	Up-gradation of distribution system required	0	942	942	940	2	0	942	0
iii.	Erection of Substation	0	1	1	1	0	0	1	0

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		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	54399	54399	51972	2373	54	54399	0
ii.	Replace burnt meters if cause attributable to Licensee	0	7820	7820	7124	682	14	7820	0
iii.	Replace burnt meters if cause attributable to consumer	0	8223	8223	7888	300	35	8223	0
iv.	Shifting of meters/service lines	0	4218	4218	4216	2	0	4218	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	31170	31170	25435	5491	244	31170	0
ii.	If network expansion / enhancement required to release supply	0	1799	1799	1799	0	0	1799	0
a.	Release of supply-Low Tension	0	39648	39648	36300	3348	0	39648	0
b.	Release of Supply-High Tension 11kV	0	4721	4721	4721	0	0	4721	0
c.	Release of Supply-High Tension 33 kV	0	232	232	232	0	0	232	0
d.	Release of Supply-Extra High Tension	0	2031	2031	2031	0	0	2031	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	71151	71151	65858	4809	484	71151	0
ii.	Network expansion / enhancement required to release supply	0	10951	10951	10943	7	1	10951	0
a.	Release of supply-Low Tension	0	72445	72445	67290	5138	17	72445	0
b.	Release of Supply-High Tension 11kV	0	7886	7886	7886	0	0	7886	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1	0	0	1	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	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	9743	9743	8629	1089	25	9743	0
ii.	Change of category	0	9064	9064	8678	365	21	9064	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	471	471	471	0	0	471	0
iv.	Conversion from LT to HT and vice versa	0	26	26	26	0	0	26	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	15864	15864	15503	328	33	15864	0
ii.	If additional information is required	0	3789	3789	3673	92	24	3789	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	75645	75645	74719	922	4	75645	0
ii.	Rural areas	0	149585	149585	136732	12810	43	149585	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	30	30	30	0	0	30	0


Chief General Manager
 IPC & RAC, TGNPDCL,
 WARANGAL.

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2023-24)

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. 546/2022-23	24-02-2023	Sc No: 26 06 00557	Sri. Akula Surender, S/o Kanakaiah, Village: Gattududdenapally, Mandal: Manakondur, Dist: Karimnagar, USC.No.13128974, Category-III, Ph No: 9652384647. Reg.No.CGRF-I-230001614.	Dispute in load.	Regulation No.3/2015 of TSERC	₹ 33,000.00	An amount of Rs.33,000/- recovered from various officers and credited to the SC.No.260600557 of Chenjerla section. An amount of Rs.2,24,164/- recovered from AE/Comm/D./KNR.R.AND DE/OP/KNR.R to release the extra budget for release of work order. The work was completed on 09.06.2023 at 19.00Hrs.
2	CG No. 26/2023-24	23-05-2023	Sc No: 14636230	Sri. Madisheti Anil Kumar, Old Beat Bazar, Jangaon District USC.No.14636230, Category-I, Ph No: 9885886088. Reg.No.CGRF-I-230001893.	Dispute in load.	Regulation No.3/2015 of TSERC	₹ 1,000.00	An amount of Rs.1,000/- received from DE/OP/Jangaon vide CB Vr.No.78 of 07/2023 Dt:14.07.23 and credited to the SC.No.14636230 vide JE No. 36 of 07/2023.
3	CG No. 539/2022-23	10-02-2023	Sc No: 15330759	Sri. Arsia Srinivas(Principal), Krishnaveni Talent School, H.No.3/11/1977, Alluur, Godavarikhani Peddapally District USC.No.15330759, Category-II, Ph No: 9959639909. Reg.No.CGRF-I-	Billing Dispute.	Regulation No.3/2015 of TSERC	₹ 6,600.00	An amount of Rs.6,600/- credited vide JE No. 20 of 10/2023.
4	CG No. 73/2023-24	18-06-2023	Sc No: 15607115	Sri. G.Muthyam Reddy, H.No.11-24-145, Pochammamaidan Warangal District USC.No.15607115, Category-I, Ph No: 9581524377. Reg.No.CGRF-I-230001939.	Wrong Billing .	Regulation No.3/2015 of TSERC	₹ 500.00	Compensation amount received from PAA, of Rs 500/- paid vide PR No.5842167, dt: 08.10.2023.

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	CG No. 268/2023-24	26-09-2023	Sc No: 02104-01733	Sri. Harinadh Reddy , H.No.14/AA/2, Pandurangapuram village, Palvoncha Mandal, Bhadradi Kothagudem District. Ph No: 7013860778. Reg.No.CGRF-I-230002433.	Non-release of new services	Regulation No.3/2015 of TSERC	₹ 3,000.00	Compensation amount received from the respondents , of Rs 3000/- vide PR No.678275, dt: 14.12.2023.
6	325/2023-24	25-10-2023	USC No.16849701,	Sri. Kasarla Parsharamulu, Gangapur Village, Bachannapet Mandal, Jangaon District. USC No.16849701, Category-V, Ph.No.8466830664. Reg.No.CGRF-I-230002551.	Agriculture service released without providing infrastructure	Regulation No.3/2015 of TSERC	₹ 5,000.00	Compensation amount recovered from the respondent of Rs.5000/- and credited to the SC. No. 13109-00470 vide JE No. 48 of 02/2024.
7	NZB/263/2023-2024	12-10-23	SC No:50214-01967,	Sri. Samiulla Khan, H.No.2-72/A, Vill: Chepur, Mandal: Armoor, Dist: Nizamabad, SC No.New of Cat-V, Ph No.7032211660.	02No's Agl. DD's paid in 2021 & Paid ORC amount of Rs.32,697/- on Dt:14.07.2023, but not provided DTR & supply connection till now at Chepur (V) of Perkit Section.	Regulation No.3/2015 of TSERC	₹ 2,000.00	Rs.2000/- recovered from AE/OP/Perkit on Dt:10.02.2024 & credited to complainant's service vide SC No:50214-01967, Cat-V vide JE No:14 of 02/2024 on Dt:14.02.2024. Lr No:DEE/OP/ARR/ F Tech/ D No:2120/2023-24, Dt:14.02.2024 & received on Dt:01.04.2024.
TOTAL							51,100	


Chief General Manager
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ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) FY 2022-23

/JOINT DIRECTOR(PERS

the Director for the Commission 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	551/2022-23	02-03-2023	USC No.16950594	Sri. Yelabaka Lachumaiah, H.No.53-1-131, Yellapur Village, Hasanparthy Mandal, Hanamkonda District. USC No.16950594, Category-II, Ph.No.9959071122. Reg.No.CGRF-I-230001630.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from PAA and credited to the SC No. 12304-01553 vide PR No. 998890, Dt: 13.04.2023.
2	16/2022-23	07-04-2022	-	B.MALLAIAH 2-70/1,GANGADHARA, GABGADHARA, GANGADHARA 7095159550 Sc. No.00000000 of Category I- DOMESTIC Reg. No.CGRF-I-220000039	DISPUTE IN TRANSFORMER	Regulation No.3/2015 of TSERC	5417	Compensation recovered from Sri. R. Chandra Shekar, Ex-AE/OP/ Gundi now AE/Indoor/KNR stores vide Lr. No. SE/OP/KNR/SAO/AO.Expr./ AAO/JAO/Sr. Asst./D.No. 31/23, Dt: 19.04.2023.
3	312/2022-23	12-10-2022	Sc. No.11183995	VENKATAIAH M,MUDDIREDDY.VENKAIAH S/O NARAYANA O,LAXMIPURAM,LAXMIPURAM,NE LLIKUDURU 9490568420 Sc. No.11183995 of Category I- DOMESTIC Reg. No.CGRF-I-220000918	BILLING DISPUTE	Regulation No.3/2015 of TSERC	1000	Implementation report received vide Lr. No. AAO/ERO/ THRR/ JAO.B/SA.B/ F.No. CGRF/ D.No.13/23, Dt: 21.04.2023 and the amount was credited to the Consumer's service vide JE No. 36 of 04/2023.
4	460/2022-23	20-12-2022	USC No. 16849712,	Sri. Narsimhulu Gangaraboina, H.No.580/1/1, Padamatikeshavapur Village, Bachannapet Mandal, Jangaon District. USC No. 16849712, Category-V, Phone No. 9603419132. Reg.No.CGRF-I-220001376.	Non-release of new service.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from AE/OP/Parkal vide Lr. No. DEE/OP/JGN/AE.T/F.No./ D.No.64/23-24, Dt: 21.04.2023 and credited to SC No. 13107-01417.
5	461/2022-23	20-12-2022	SC No. 13103-01424.	Sri. Pachimadla Ilaiah, Padamatikeshavapur Village, Bachannapet Mandal, Jangaon District. Phone No.9705014895. Reg.No.CGRF-I-220001377.	Non-release of new service.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from AE/OP/Parkal vide Lr. No. DEE/OP/JGN/AE.T/F.No./ D.No.64/23-24, Dt: 21.04.2023 and credited to SC No. 13103-01424.

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
6	473/2022-23	09-01-2023	USC No. 11390940,	Sri. Oddula Sampath Kumar, Mallaram Village, Bheemadevarapally Mandal, Hanamkonda District. USC No. 11390940, Category-I, Ph.No. 9441821578. Reg.No.CGRF-I-230001415.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Implementatation report received vide Lr. No. AAO/ERO/BDPally/ BS/D.No. 26/2023, Dt: 21.04.2023.
7	488/2022-23	12-01-2023	USC No.16980222,	Sri. Pragnapuram Yadagiri, Narmetta Village & Mandal, Jangaon District. USC No.16980222, Category-II, Phone No.9491818180. Reg.No.CGRF-I-230001453.	Billing dispute.	Regulation No.3/2015 of TSERC	8379	Compensation recovered from Ch. Ravindar, Ex-AE/OP/Quilashapur vide Lr. No. DE/OP/JGN/AE.T/ F.No./D.No.64/23-24, Dt: 21.04.2023 and credited to the consumer service connection No.16980222.
8	241/2022-23	06-09-2022	Sc. No.NEW	Sri. Jerupothula Suresh, Challagarige Village, Chityala Mandal, Bhoopalpally District. Ph.No. 7330975614. Reg.No.CGRF-I-220000713.	Non-release of new service.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from Sri. P. Ramesh, AAE vide Lr No. DEE/OP/BHPL/ AE/Tech./D.No.236/23, Dt: 29.04.2023.
9	NZB/197/2022-2023	13-08-2022	SC No:50609-01491 USC No.12100428	Sri. K.PD Rajeshwar, H.No.7-92/6/10, Loc: Veera Hanuman Colony, Vill: Padgal, Section: Velpur, Dist: Nizamabad, USC No.12100428,Cat-I, Ph No.9666130347.	Billing dispute.	Regulation No.3/2015 of TSERC	2000	Bill revised & withdrawn Rs.826/- vide JE No:Penalty implemented & recovered from the AE/OP/Velpur & adjusted to SC No:50609-01491 vide JE No:07 of 05/2023, Dt:16.05.2023.
10	09/2022-23	07-04-2022	-	JUDI.RAJAMALLU O,VANNARAM,VANNARAM,RAMADUGU 9133278985 Sc. No.00000000 of Category V-AGRICULTURAL Reg. No.CGRF-I-220000032	DISPUTE IN TRANSFORMER	Regulation No.3/2015 of TSERC	1000	An amount of Rs.2000/- recovered from Sri. Ch. Omkar Ex-I/C AE/OP/Gundi now AE/OP/Arnakonda and an amount of Rs.1000/-recovered from Sri.R.ChandraShekar, Ex-AE/OP/Gundi now AE/Indoor/KNR stores was adjusted to CC bills of various consumers on DTR SS-08 and its improvement DTR at Vannaram Village vide Lr.No.AAO/ERO/Gundi/JAO/Billing/SA/ D.No.645/23 Dt:25.02.2023. and Lr.No.AAO/ERO/Gundi/JAO/Billing/SA/ D.No.276/23 Dt:09.06.2023.

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
JOINT DIRECTOR(PERSONNEL&ACCOUNTS)-TSERC								
11	10/2022-23	07-04-2022	-	JUDI.RAJAMALLU O,VANNARAM,VANNARAM,RAMAD UGU 9133278985 Sc. No.00000000 of Category V- AGRICULTURAL Reg. No.CGRF-I-220000033	DISPUTE IN TRANSFORMER	Regulation No.3/2015 of TSERC	1000	An amount of Rs.2000/- recovered from Sri. Ch. Omkar Ex-I/C AE/OP/Gundi now AE/OP/Arnakonda and an amount of Rs.1000/-recovered from Sri.R.ChandraShekar, Ex-AE/OP/Gundi now AE/Indoor/KNR stores was adjusted to CC bills of various consumers on DTR SS-08 and its improvement DTR at Vannaram Village vide Lr.No.AAO/ERO/Gundi/JAO/Billing/SA/ D.No.645/23 Dt:25.02.2023. and Lr.No.AAO/ERO/Gundi/JAO/Billing/SA/ D.No.276/23 Dt:09.06.2023.
12	11/2022-23	07-04-2022	-	JUDI.RAJAMALLU O,VANNARAM,VANNARAM,RAMAD UGU 9133278985 Sc. No.00000000 of Category V- AGRICULTURAL Reg. No.CGRF-I-220000034	DISPUTE IN TRANSFORMER	Regulation No.3/2015 of TSERC	1000	An amount of Rs.2000/- recovered from Sri. Ch. Omkar Ex-I/C AE/OP/Gundi now AE/OP/Arnakonda and an amount of Rs.1000/-recovered from Sri.R.ChandraShekar, Ex-AE/OP/Gundi now AE/Indoor/KNR stores was adjusted to CC bills of various consumers on DTR SS-08 and its improvement DTR at Vannaram Village vide Lr.No.AAO/ERO/Gundi/JAO/Billing/SA/ D.No.645/23 Dt:25.02.2023. and Lr.No.AAO/ERO/Gundi/JAO/Billing/SA/ D.No.276/23 Dt:09.06.2023.
13	NZB/161/2022-2023	12-07-2022	USC No:12615700	MD Akber, S/o: Naseer, H No:1-142, Vill: Bela, Sec: Bela, Dist: Adilabad, USC No:12615700, Cat-I, Ph No:9705680586	Providing of DTR & Supply connection	Regulation No.3/2015 of TSERC	2000	Compensation recovered from AE/OP/Bela & ADE/OP/Jainath and adusted to service of SC No:60547-00396 vide PR No: 865367 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023

JOINT DIRECTOR(PERSONNEL&ACCOUNTS)-TSERC

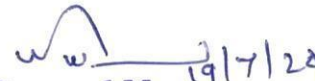
Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
14	NZB/104/2022-23	13-06-2022	SC No:60160-00025, 60160-00026, 60160-00008 & 60160-00017 vide PR Nos0: 886258, 886259,886256 & 886257	K. Vittal & Others, S/o Babu Rao, Vill: Ramulu Guda, Yapal Guda, Section: Adilabad Rural, Adilabad Dist., Ph No.9492282235.	Providing of DTR & Supply connection	Regulation No.3/2015 of TSERC	3000	Compensation recovered from AE/OP/Adilabad Rural & ADE/OP/Adilabad Town and adusted to services of SC No:60160-00025, 60160-00026, 60160-00008 & 60160-00017 vide PR Nos0: 886258, 886259,886256 & 886257 respectively on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:472/2023, Dt.09.06.2023
15	NZB/166/2022-23	13-07-2022	No:60601-05807	Akkerla Laxmi, W/o: Mallesh, H No: 2-72/1, Vill: Kanugutta, Sec: Boath, Dist: Adilabad, USC No: New, Cat-V, Ph No: 6304139961.	Providing of poles & Supply Connection	Regulation No.3/2015 of TSERC	2000	Compensation recovered from AE/OP/Boath & ADE/OP/Echoda and adusted to service of SC No:60601-05807 vide PR No: 890453 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023
16	NZB/167/2022-23	13-07-2022	USC No: 16770736,	Sri. Pedda Chinnaiah Kummari & Others, Svy No: 77/E, Vill:Kanugutta, Sec: Boath, Dist: Adilabad, USC No: 16770736, Cat-V, Ph No: 9963297903.	Providing of LT line to AGL services	Regulation No.3/2015 of TSERC	2000	Compensation recovered from AE/OP/Boath & ADE/OP/Echoda and adusted to service of SC No:60609-01453 vide PR No: 890464 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023
17	NZB/168/2022-23	13-07-2022	SC No:60609-01476	Naramshetty Lalitha, W/o: Gangaiah, H No: 3-35, Vill: Kanugutta, Sec: Boath, Dist: Adilabad, USC No: New, Cat-V, Ph No: 9963297903.	providing of DTR, poles & Supply connection	Regulation No.3/2015 of TSERC	2000	Compensation recovered from AE/OP/Boath & ADE/OP/Echoda and adusted to service of SC No:60609-01476 vide PR No: 890465 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023
18	NZB/505/2022-23	13-12-2022	SC No:60819-00468	Sri. Vittal Kadam, S/o Shesha Rao, H.No.1-64, Vill: Dharamapuri, Mandal: Echoda, Dist: Adilabad, SC No.60819-00468,Cat-V, Ph No.9666789706.	Providing of poles & LT line	Regulation No.3/2015 of TSERC	1000	Compensation recovered from AE/OP/Echoda & ADE/OP/Echoda and adusted to service of SC No:60819-00468 vide PR No: 890452 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023

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
JOINT DIRECTOR(PERSONNEL&ACCOUNTS)-TSERC								
19	NZB/506/2022-23	13-12-2022	SC No:60819-00469	Sri. Radhesyam Dukre, H.No.1-29, Vill: Dharmapuri, Mandal: Echoda, Dist: Adilabad, SC No.16827635,Cat-V, Ph No.9014362070.	Providing of poles & LT line	Regulation No.3/2015 of TSERC	1000	Compensation recovered from AE/OP/Echoda & ADE/OP/Echoda and adusted to service of SC No:60819-00469 vide PR No: 890466 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023
20	NZB/516/2022-23	13-12-2022	SC No.12625364	Sri. K. Bhuchanna, S/o Sayanna, H.No.3-74, Vill: Pochera, Mandal: Boath, Dist: Adilabad, SC No.12625364,Cat-I, Ph No.8247542684.	Additional load charges to be removed	Regulation No.3/2015 of TSERC	2000	Compensation recovered from AAO/ERO/Adilabad Rural and adusted to service of SC No:60632-00449 vide PR No: 890451 on Dt:09.06.2022 which is received from DE/OP/Adilabad vide Lr No:DEE/OP/ADB/JAO/SA/ADM/ D No:470/2023, Dt.09.06.2023
21	NZB/400/2022-2023	09-11-2022	SC No.12744580	Sri. Pawar Laxman, H.No.2-39/1, Vill: Tanoor, Mandal: Tanoor, Dist:Nirmal, SC No.12744580 of Cat-I, Ph No.7659846553.	Replacement of failed 25KVA DTR & allotment of Service numbers.	Regulation No.3/2015 of TSERC	2000	Compensation recovered from Ex. AE/OP/Tanoor now ADE/DPE/NZB and adusted to service of SC No:62813-01796 vide JE No: 02 of 06/2023 which is received from DE/OP/Bhainsa vide Lr No:DEE/OP/Bhainsa/AE(T)/F No: CGRF-II/ D No:232/23, Dt:17.06.2023
22	319/2022-23	13-10-2022	Sc. No.NEW	NAYANI.ANIL S/O VENKATAIH 2-30, MULKALAGUDEM, MULKALAGUDEM,INAVOLU 7013626663 Sc. No.NEW of Category V- AGRICULTURAL Reg. No.CGRF-I-220000928	NON RELEASE OF NEW SERVICES	Regulation No.3/2015 of TSERC	5000	Partial amount of Rs. 2500/- recovered from Sri. G. Valu Naik, (From M/s. Valu Electrical and Civil works) vide Lr. No. DE/OP/R/HNK/JAO/ADM./JA.I/D.No.21 2/23, Dt: 10.06.2023. Recovery of penalized amount of Rs. 2500/- from Sri. Devisingh, Ex-AAE/OP/Inavolu vide DEE/OP/HNK.R/JAO/Adm/D.No.228/ 23, Dt: 19.06.2023.

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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
23	322/2022-23	13-10-2022	Sc. No.NEW	Smt. Kusa. Manjula, Ontimamidipalli Village, Inavolu Mandal, Hanamkonda District. Ph.No.8106063905. Reg.No.CGRF-I-220000931.	Non-release of new service.	Regulation No.3/2015 of TSERC	6000	Partial amount of Rs. 3000/- recovered from Sri. G. Valu Naik (From M/s. Valu Electrical and Civil works) vide Lr. No. DE/OP/R/HNK/JAO/ADM./JA.I/D.No.21 1/23, Dt: 10.06.2023. Recovery of penalized amount of Rs. 3000/- from Sri. Devisingh, Ex-AAE/OP/Inavolu vide DEE/OP/HNK.R/JAO/Adm/D.No.228/ 23, Dt: 19.06.2023.
24	468/2022-23	05-01-2023	USC No. 10028115,	Sri. Dharavath Chandu Naik, H.No.1-52/2, Main Road, Sarapaka Village, Burgampahad Mandal, Bhadradri Kothagudem District. USC No. 10028115, Category-II, Ph.No.9701408683.	Billing dispute.	Regulation No.3/2015 of TSERC	14400	Compensation recovered from AE/OP/Sarapaka vide Trns. ID No. T230630140 4059564527326, Dt: 30.06.2023.
25	NZB/185/2023-24	10-08-2023	SC No:65207-01044	Sri. Kamera Ramesh, H.NO.4-99, Vill:Ramaraopet, Mandal: Jaipur, Dist:Mancheria, Ph No.8686416834	Billing dispute.	Regulation No.3/2015 of TSERC	1000	AE/OP/Jaipur paid amount of Rs.1000/- on Service vide SC No:65207-01044 with PR No:597611 on Dt:27.09.2023. Vide Lr.No:DEE/OP/MNCL/AE(T)/F.No:D No:737/23-24, Dt:04.11.2023 received on Dt:11.04.2024.
26	NZB/120/2022-23	17-06-2022	USC No. 12534229, SC No:52779-00185	Sri. K. Roop singh, H.NO.10-13/2, Vill: Ekkapally, SS Reddy Section Ph Dist:Kamareddy, No.9640698848	Non-release of AGL new service.	Regulation No.3/2015 of TSERC	2000	Penalty Amount of Rs.2000/- recovered from AE/OP/SS Reddy & credited on Sc No:52779-00185 vide JE No:09 of 11/2023. Lr No:DEE/OP/YLR/ D No:1911/23, Dt:30.12.2023
27	NZB/129/2022-23	17-06-2022	USC No. 14086527	Sri. Chitkula Mallaiah, S/o Bagaiah, Vill: Jalalpur, Section:Nagireddypet, Ph Dist:Kamareddy, No.8185981717	Over load TRANSFORMER Work	Regulation No.3/2015 of TSERC	2000	Penalty Amount of Rs.2000/- recovered from AE/OP/Nagireddypet & credited on Service of Sc No:552955-458, Cat-V vide JE No:10 in the month of 11/2023. Lr No:DEE/PO/YLR/D No:1912/2023, Dt:30.12.2023.

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
JOINT DIRECTOR(PERSONNEL&ACCOUNTS)-TSERC								
28	NZB/286/2022-23	21-09-2022	USC No. 12920908	Sri. Muthyala Rajamouli, Vill: Dharmaraopet, Section:Kasipet, Dist:Mancheria, USC No. 12920908 Ph No.986362025	DISPUTE IN TRANSFORMER	Regulation No.3/2015 of TSERC	5000	Penalty Amount of Rs.5000/- recovered from AE/OP/Kasipet & credited on Service of Sc No:63404-00653, Cat-1 vide JE No:01 of 12/2023. Lr No:DEE/OP/BPL/AE(Tech)/F No:CGRF/D No:620/23, Dt:08.12.2023.
29	NZB/66/2023-24	08-05-2023	USC No. 12450750	Sri. Gajing Ravindhar, H.No:1-146/1 Vill: Jannepally, Section:Navipet, Dist:Nizamabad, USC No. 12450750 of cat-I Ph No.8919355989	Billing dispute.	Regulation No.3/2015 of TSERC	3000	Penalty Amount recovered from AE/OP/Jannepally, ADE/OP/Navipet & AAO/Sub-ERO/Navipet of Rs.3000/- (each Rs.1000/-) remitted to TSNPDCL A/c No:37621816725 on Dt:01.12.2023 & Credited on Service of Sc No:51072-01308, Cat-I in the month of 12/2023. Lr No:DEE/OP/NZB/AAE/Tech, D.No:1601/23, Dt:07.12.2023.
TOTAL							80,196	


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ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) FY 2021-22

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	98/ 2020-21	07.01.21	SC.No.10408-00756	Sri A.Bapanna Rayaparthi - Village, Parkal Rural, Warangal Rural-Dist. Ph.No.9951143062. SC.No.10408-00756, Cat-V	Pole required for Agl.Service	Regulation No.3/2015 of TSERC	5000	Compensation recovered vide Lr. No. AAO/ERO/ PRKL/JAO(B)/SA(B)/D.No.09/2023, Dt: 10.04.2023.
2	143/ 2020-21	06.02.21	SC No. 20620-03485	Sri Paindla Srinivas, H.No.1-118, Gopalraopet, Ramadugu, Karimnagar District. Ph.No.9392427691. SC.No.3949, Category-II.	Non-release of Category-II service.	Regulation No.3/2015 of TSERC	48200	1) Compensation recovered from AE and ADE and the same was credited to SC No. 20620-03485 vide Lr. No. DE/OP/ KNR/R/Tech./F.No. /D.No.5640/22, Dt: 24.11.2022 & AAO/ERO/ Gundi/D.No.160/21, Dt: 10.05.2023.
TOTAL							53,200	


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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2023-24)

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 2023-24)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the Year (FY 2023-24) (C-D)
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	168061	168061	168061	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	9858	9858	9858	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	26916	26916	26916	0
Period of scheduled outage						
Maximum duration in a single stretch		0	292	292	292	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	157	157	157	0
Street Light Faults						
Rectification of line faults		0	175	175	175	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	216	216	216	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 2023-24)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the Year (FY 2023-24) (C-D)
Continuity Indices						
SAIFI	To be laid down later by the Commission	0	50	50	50	0
SAIDI		0	15	15	15	0
MAIFI		0	14	14	14	0
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	525	525	525	0
% billing mistakes	Not exceeding 0.1%	0	1325	1325	1325	0
0% faulty meters	Not exceeding 3%	0	1861	1861	1861	0


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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2023-24)

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

No. of faulty meters at the start of the Year	No. of faulty meters added during the Year	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the Year
16242	140743	156985	147067	9918


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ANNEXURE - II (Apr -23 to Mar-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	Q4(2023-24)	6599671	205149	6599671	400469874	61

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(2023-24)	6599671	5273209380	6599671	1129884826	171.20

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 agriculturefeeders (2)	MAIFI = (2) / (1) (Nos)
1	Q4(2023-24)	6599671	238278	6599671	449279485	68


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