



SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

From
Chief Engineer (IPC&RAC),
TGSPDCL, Corporate Office,
6-1-50, Mint Compound,
Hyderabad – 500 063.

To
✓ The Commission Secretary,
TGERC, Vidyuth Niyantran Bhavan,
GTS Colony, Kalyan Nagar,
Hyderabad – 500 045.

Lr. No.CE(IPC&RAC)/SE(RAC)/DE(RAC)/ADE2/F.E-166/D.No.³²¹/25, Dt:22-08-2025.

Sir,

Sub: TGSPDCL–Submission of revised Quarterly reports and Consolidated Annual report of Standards of Performance for FY 2024-25 – Reg.

Ref:1.Lr.No.CE(RAC)/SE(RAC)/DE(RAC)/F.E-166/D.No.124/25, Dt.29.05.2025
2.Lr.No:Secy/Engg/D.No.505/Dt.05.07.2025

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With reference to the above cited(1),the Licensee submitted Quarterly and Annual Reports of SoP for FY 2024-25 in accordance with clause 6(1) and 6(2), Regulation No. 5 of 2016 (Licensee's Standards of performance).However, the Commission directed to resubmit the Sop reports after rectifying certain discrepancies mentioned vide reference cited(2).

In this regard, the TGSPDCL is submitting the revised Quarterly Reports (Q1, Q2, Q3 and Q4) and Consolidated Annual report of Standards of performance for FY 2024-25 with a request to place the same before the Hon'ble Commission.

Further Detailed description on the calculation of Reliability Indices (SAIDI, SAIFI & MAIFI) is as follows:

As per the Regulation No. 05 of 2016, Licensees' Standards of Performance, Para No: 1.6 Reliability Indices states that:

"The reliability/Outages(SAIDI, SAIFI & MAIFI) are prescribed by the Institute of Electrical and Electronics Engineers(IEEE) standard 1366 of 1998. The Licensee shall compute and report the value of these indices from 2002-03 onwards."

As per IEEE Standard 1366 of 1998, the calculation of Reliability Indices (SAIDI, SAIFI & MAIFI) are based on number of consumers only (but not based on connected load) for the respective feeders (Flag 'B')

The Reliability Indices (SAIDI, SAIFI & MAIFI) in the OMS Portal are being calculated as Prescribed by the Institute of Electrical and Electronics Engineers(IEEE) standard 1366 of 1998 and is as follows:

SAIFI Calculation:

- i) (N_t) is total number of consumers, (N_i) is effected consumers, (I) is number of interruptions (> 5 minutes).

- ii) The formula for calculating SAIFI as per the CEA guidelines is

$$\text{SAIFI} = \frac{\sum (N_i * I)}{N_t}$$

- The calculation is done at feeder level i.e, $N_i * I$ is calculated for every feeder.
- If the SAIFI is calculated at Circle or DISCOM level, the sum of $N_i * I$ i.e. $(\sum (N_i * I))$ of all the feeders in Circle or DISCOM is taken respectively.
- N_t would be the total number of consumers of that particular Circle or DISCOM (for which ever entity considered).

SAIDI Calculation:

- i) (N_t) is total number of consumers, (N_i) is effected consumers, (D) is duration of the interruptions (> 5 minutes).

- ii) The formula for calculating SAIDI as per the CEA guidelines is

$$\text{SAIDI} = \frac{\sum (N_i * D)}{N_t}$$

- The calculation is done at feeder level i.e, $N_i * D$ is calculated for every feeder.
- If the SAIDI is calculated at Circle or DISCOM level, the sum of $N_i * D$ i.e. $(\sum (N_i * D))$ of all the feeders in Circle or DISCOM is taken respectively.
- N_t would be the total number of consumers of that particular Circle or DISCOM (for which ever entity considered).

MAIFI Calculation:

- i) (N_t) is total number of consumers, (N_i) is effected consumers, (I) is number of interruptions (< 5 minutes).

- ii) The formula for calculating MAIFI as per the CEA guidelines is

$$\text{MAIFI} = \frac{\sum (N_i * I)}{N_t}$$

- The calculation is done at feeder level i.e, $N_i * I$ is calculated for every feeder.
- If the MAIFI is calculated at Circle or DISCOM level, the sum of $N_i * I$ i.e. $(\sum (N_i * I))$ of all the feeders in Circle or DISCOM is taken respectively.
- N_t would be the total number of consumers of that particular Circle or DISCOM (for which ever entity considered).

Hence, the methodology of computation adopted for calculation of SAIFI, SAIDI & MAIFI are as per the IEEE standard 1366 of 1998

- Encl:** 1) SoP reports for Q1, Q2, Q3 and Q4 of FY 2024-25
2) Consolidated Annual report

Yours faithfully,


Chief Engineer (IPC&RAC) (3/3)
TGSPDCL, Corporate office

APRIL 2024 to MARCH 2025 (Consolidated Annual Report)

Sl.No.	Service area	No of Complaints			No of Complaints redressed in the year (no.)						
		Pending in Previous year	Received in the year	Total	Within OS standards	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Rejected/Revoked		Pending Complaints (No.)
I	Normal Fuse Off										
i	Cities and Towns	0	456643	456643	446052	446052	10591	456643	0		0
ii	Rural Areas	0	74865	74865	72481	72481	2384	74865	0		0
II	Overhead Line/Cable breakdowns	0		0							0
i	Cities and Towns	1	8795	8796	8261	8261	535	8796	0		0
ii	Rural Areas	0	6110	6110	5434	5434	676	6110	0		0
III	Under Ground cable Breakdowns	0		0							0
i	Cities and Towns	0	2621	2621	2615	2615	6	2621	0		0
ii	Rural Areas	0	0	0	0	0	0	0	0		0
IV	Distribution Transformer Failure	0		0							0
i	Cities and Towns	0	9467	9467	9056	9056	411	9467	0		0
ii	Rural Areas	0	42879	42879	40166	40166	2713	42879	0		0
V	Period of Schedule outage	0		0							0
i	Maximum duration in a single stretch consumer affected	0	4820	4820	4014	4014	806	4820	0		0
ii	Restoration of supply	0	2050	2050	1993	1993	57	2050	0		0
VI	Voltage fluctuations	0		0							0
i	No expansion/enhancement of network involved	3	1831	1834	1774	1774	60	1834	0		0
ii	Up-gradation of distribution system required	0	19	19	11	11	8	19	0		0
iii	Erection of Sub station	0	0	0	0	0	0	0	0		0
VII	Meter complaints	0		0							0
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	2376	177047	179423	163333	163333	14402	177735	0		1688
ii	Replacement of burnt meters if cause attributable to Licensee	0	9321	9321	8809	8809	449	9258	0		63
iii	Replacement of burnt meters if cause attributable to consumer	5117	77023	82140	70860	70860	6887	77747	0		4393
iv	Shifting of meters/service lines	50	2894	2944	2062	2062	554	2616	0		328
VIII	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand	Pending in Previous year	Received in the year	Total	Within OS standards	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Rejected/ Revoked	Work in progress	Pending Complaints (No.)
i	All cases -if connection feasible from existing network for Release of supply	7574	279624	287198	0	263825	6222	270047	9154	7997	0
ii	Network expansion/enhancement required to release supply*										
a	Release of supply - Low Tension	2516	16102	18618	0	5982	5408	11390	5333	1895	0
b	Release of supply -High Tension11 kV	790	1538	2328	0	1192	127	1321	0	1007	0
c	Release of supply - high Tension 33 KV	108	123	231	0	79	9	88	0	143	0
d	Release of supply - Extra High Tension	22	12	34	0	8	0	8	0	26	0

		Pending in Previous year	Received in the year	Total	Within OS standards	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Rejected/ Revoked	Work in progress	Pending Complaints (No.)
IX	Release of new connection/additional load upon payment of all charges	0		0						0	0
i	All cases if connection feasible from existing network for Release of supply	7574	279624	287198	0	263825	6222	270047	9154	7997	0
ii	Network expansion/enhancement required to release supply*	0		0						0	0
a	Release of supply - Low Tension	1623	11611	13234	0	3588	5517	9105	1816	2313	0
b	Release of supply - High Tension 11 KV	790	1538	2328	0	1192	127	1321	0	1007	0
c	Release of supply - High Tension 33 KV	108	123	231	0	79	9	88	0	143	0
d	Release of supply - Extra High Tension	22	12	34	0	8	0	8	0	26	0
e	Erection of sub station required for release of supply	-	-		-	-	-	-			-
X	Transfer of ownership and conversion of services	0		0							0
i	Title transfer of ownership	1308	150530	151838	0	136010	1992	138002	12035		1801
ii	Change of category	755	48681	49436	0	38363	7753	46116	2429		891
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	1266	16614	17880	0	11512	5407	16919	328		633
iv	Conversion from LT to HT and vice- Versa	126	287	413	0	210	19	228	0		185
XI	Resolution of complaints on consumer's bill	0		0							0
i	If additional information is required	2262	29303	31565	0	25392	5363	30755	565		245
ii	If no additional information is required	-	-		-	-	-	-	-		-
XII	Reconnection of supply following disconnection due to non-payment of bills	0		0							0
i	Cities and Towns	0	36	36	6	6	25	31	5		0
ii	Rural areas	-	-		-	-	-	-	-		-
XIII	Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection.	0		0							0
i	Wrongful disconnection of service connection even after payment of electricity charges due	0	278	278	276	276	2	278	0		0
ii	Levy of reconnection charges without actual physical disconnection.	0	5	5	5	5	0	5	0		0
XIV(i)	Street light faults	TGSPDCL will not monitor street light faults and their rectification									
ii	Frequency variations	Complaints are not received regarding frequency variations									

*For release of services,the estimates are sanctioned and works are executed by consumers on turnkey basis.Pendancy in releasing the services is because of delay in execution of works by the consumers.After completion of work in full shape the services are released by Discom as per the time limit specified in the regulation.

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	Apr-24									May-24									Jun-24								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
I	Normal Fuse Off																											
i	Cities and Towns	0	39698	39698	39499	39499	199	39698		0	0	41155	41155	41018	41018	137	41155		0	0	38528	38528	38412	38412	116	38528		0
ii	Rural Areas	0	5232	5232	5068	5068	164	5232		0	0	5626	5626	5422	5422	204	5626		0	0	6043	6043	5858	5858	185	6043		0
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	1	1146	1147	1100	1100	46	1146		1	1	1013	1014	982	982	31	1013		1	1	808	809	767	767	42	809		0
ii	Rural Areas	0	531	531	429	429	102	531		0	0	533	533	483	483	50	533		0	0	429	429	383	383	46	429		0
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	269	269	269	269	0	269		0	0	116	116	116	116	0	116		0	0	260	260	260	260	0	260		0
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
IV	Distribution Transformer Failure																											
i	Cities and Towns	0	488	488	413	413	75	488		0	0	744	744	727	727	17	744		0	0	874	874	846	846	26	872		2
ii	Rural Areas	0	2054	2054	1319	1319	735	2054		0	0	3220	3220	3119	3119	101	3220		0	0	4974	4974	4822	4822	151	4973		1
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	0	699	699	680	680	19	699		0	0	585	585	585	585	0	585		0	0	132	132	132	132	0	132		0
ii	Restoration of supply	0	172	172	167	167	5	172		0	0	199	199	198	198	1	199		0	0	168	168	162	162	6	168		0
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	3	476	479	450	450	26	476		3	3	447	450	420	420	30	450		0	0	26	26	26	26	0	26		0
ii	Up-gradation of distribution system required	0	5	5	1	1	4	5		0	0	5	5	3	3	2	5		0	0	1	1	1	1	0	1		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.	2376	13918	16294	11070	11070	2414	13484		2810	2810	12754	15564	11916	11916	990	12906		2658	2658	13435	16093	13118	13118	618	13736		2357
ii	Replacement of burnt meters if cause attributable to Licensee	0	518	518	479	479	31	510		8	8	700	708	706	706	0	706		2	2	503	505	497	497	8	505		0
iii	Replacement of burnt meters if cause attributable to consumer	5117	6824	11941	5012	5012	1369	6381		5560	5560	5768	11328	4971	4971	763	5734		5594	5594	5788	11382	5604	5604	375	5979		5403
iv	Shifting of meters/service lines	50	99	149	75	75	12	87		62	62	152	214	103	103	13	116		98	98	188	286	150	150	17	167		119

SLNo.		Service area	Apr-24									May-24									Jun-24								
			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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
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	7574	24681	32255		24465	389	24854	508	6893	6893	24227	31120		23874	481	24355	545	6220	6220	22464	28684		20535	391	20926	486	7272	
ii	Network expansion/enhancement required to release supply																												
a	Release of supply - Low Tension	2516	1330	3846		281	229	510	472	2864	2864	1359	4223		520	521	1041	517	2665	2665	1221	3886		438	447	885	317	2684	
b	Release of supply -High Tension11 kV	790	98	888	0	85	10	95		793	793	136	929	0	82	22	104		825	825	103	928	0	96	9	105		823	
c	Release of supply - high Tension 33 KV	108	10	118	0	7	0	7		111	111	13	124	0	4	3	7		117	117	5	122	0	4	1	5		117	
d	Release of supply - Extra High Tension	22	0	22	0	1	0	1		21	21	1	22	0	1	0	1		21	21	0	21	0	1	0	1		20	
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	7574	24681	32255		24465	389	24854	508	6893	6893	24227	31120		23874	481	24355	545	6220	6220	22464	28684		20535	391	20926	486	7272	
ii	Network expansion/enhancement required to release supply																												
a	Release of supply - Low Tension	1823	1245	2868		295	293	588	0	2271	2271	760	3031		257	488	745	288	1998	1998	978	2976		306	372	678	100	2189	
b	Release of supply - High Tension 11 KV	790	98	888	0	85	10	95		793	793	136	929	0	82	22	104		825	825	103	928	0	96	9	105		823	
c	Release of supply - High Tension 33 KV	108	10	118	0	7	0	7		111	111	13	124	0	4	3	7		117	117	5	122	0	4	1	5		117	
d	Release of supply - Extra High Tension	22	0	22	0	1	0	1		21	21	1	22	0	1	0	1		21	21	0	21	0	1	0	1		20	
e	Erection of sub station required for release of supply	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-		-	
X	Transfer of ownership and conversion of services																												
i	Title transfer of ownership	1308	11347	12655		10435	118	10553	970	1132	1132	12165	13297		11075	168	11243	1074	980	980	11283	12263		10152	74	10226	1078	959	
ii	Change of category	755	4342	5097		3767	375	4142	299	656	656	4181	4837		3246	575	3821	289	747	747	3819	4566		2804	576	3470	237	859	
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	1266	1766	3032		1404	322	1726	1	1305	1305	1715	3020		1252	469	1721	0	1299	1299	1387	2686		937	398	1335	0	1351	
iv	Conversion from LT to HT and vice- Versa	126	14	140	0	18	1	18		122	122	27	149	0	11	5	16		133	133	26	159	0	19	1	20		139	

SLNo.	Service area	Apr-24									May-24									Jun-24								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
XI	Resolution of complaints on consumer's bill		287			210		228																				
i	If additional information is required	2262	1025	3287		891	80	971	13	2303	2303	594	2897		480	81	561	36	2300	2300	2766	5066		2438	198	2636	19	2411
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
XII	Reconnection of supply following disconnection due to non-payment of bills																											
i	Cities and Towns	0	3	3	0	0	1	1	2	0	0	1	1	0	0	0	0	1	0	0	2	2	1	1	0	1	0	1
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	0	11	11	11	11	0	11		0	0	4	4	4	4	0	4	0	0	0	6	6	6	6	0	6	0	0
ii	Levy of reconnection charges without actual physical disconnection.	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	1	0	0	0	1	1	1	1	0	1	0	0
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) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take necessary action on the least three poor performance sections in releasing new services in their respective circles. 3) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving. 3) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay and also to instruct all the EROs to release the services in EBS without any pendency.								

(REPORTING FORMATS - GUARANTEED

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	Jul-24									Aug-24									Sep-24								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
I	Normal Fuse Off																											
i	Cities and Towns	0	34655	34655	34497	34497	158	34655		0	0	33375	33375	33133	33133	242	33375		0	0	40291	40291	40180	40180	111	40291		0
ii	Rural Areas	0	6354	6354	6066	6066	288	6354		0	0	7937	7937	7643	7643	294	7937		0	0	7046	7046	6823	6823	223	7046		0
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	0	863	863	804	804	59	863		0	0	828	828	752	752	76	828		0	0	694	694	672	672	22	694		0
ii	Rural Areas	0	790	790	745	745	45	790		0	0	801	801	679	679	122	801		0	0	414	414	369	369	45	414		0
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	291	291	291	291	0	291		0	0	75	75	75	75	0	75		0	0	296	296	294	294	2	296		0
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
IV	Distribution Transformer Failure																											
i	Cities and Towns	2	827	829	787	787	42	829		0	0	746	746	705	705	41	746		0	0	949	949	881	881	68	949		0
ii	Rural Areas	1	4219	4220	4005	4005	215	4220		0	0	3914	3914	3538	3538	376	3914		0	0	4472	4472	4227	4227	242	4469		3
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	0	129	129	128	128	1	129		0	0	116	116	115	115	1	116		0	0	378	378	377	377	1	378		0
ii	Restoration of supply	0	195	195	193	193	2	195		0	0	196	196	195	195	1	196		0	0	175	175	168	168	7	175		0
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	0	74	74	74	74	0	74		0	0	97	97	97	97	0	97		0	0	80	80	76	76	4	80		0
ii	Up-gradation of distribution system required	0	0	0	0	0	0	0		0	0	1	1	1	1	0	1		0	0	2	2	0	0	2	2		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.	2357	12957	15314	12975	12975	1097	14072		1242	1242	14863	16105	12938	12938	1795	14733		1372	1372	16147	17519	14858	14858	1093	15951		1568
ii	Replacement of burnt meters if cause attributable to Licensee	0	692	692	678	678	14	692		0	0	478	478	430	430	48	478		0	0	393	393	385	385	8	393		0
iii	Replacement of burnt meters if cause attributable to consumer	5403	5633	11036	5249	5249	459	5708		5328	5328	6067	11395	5498	5498	653	6151		5244	5244	6631	11875	6066	6066	698	6764		5111
iv	Shifting of meters/service lines	119	182	301	127	127	12	139		162	162	195	357	143	143	8	151		206	206	143	349	182	182	36	218		131

Sl.No.	Service area	Jul-24									Aug-24									Sep-24								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
XI	Resolution of complaints on consumer's bill																											
i	If additional information is required	2411	9535	11946		8156	1024	9180	22	2744	2744	5189	7933		4557	1952	6509	258	1166	1166	4228	5394		3763	1120	4883	86	425
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
XII	Reconnection of supply following disconnection due to non-payment of bills																											
i	Cities and Towns	1	4	5	1	1	4	5	0	0	0	6	6	1	1		1	1	4	4	1	5	0	0	4	4	0	1
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	0	36	36	36	36	0	36		0	0	47	47	46	46	1	47	0	0	0	30	30	30	30	0	30	0	0
ii	Levy of reconnection charges without actual physical disconnection.	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	
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) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take necessary action on the least three poor performance sections in releasing new services in their respective circles. 3) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving. 3) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay and also to instruct all the EROs to release the services in EBS without any pendency.								

(REPORTING FORMATS - GUARANTEED

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-24									Nov-24									Dec-24								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
I	Normal Fuse Off																											
i	Cities and Towns	0	39791	39791	34538	34538	5253	39791		0	0	38570	38570	36683	36683	1887	38570		0	0	37058	37058	36424	36424	634	37058		0
ii	Rural Areas	0	8870	8870	8723	8723	147	8870		0	0	6063	6063	5929	5929	134	6063		0	0	5593	5593	5439	5439	154	5593		0
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	0	392	392	289	289	103	392		0	0	449	449	421	421	28	449		0	0	811	811	798	798	13	811		0
ii	Rural Areas	0	458	458	407	407	51	458		0	0	358	358	334	334	24	358		0	0	480	480	436	436	44	480		0
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	79	79	77	77	2	79		0	0	214	214	214	214	0	214		0	0	209	209	209	209	0	209		0
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
IV	Distribution Transformer Failure																											
i	Cities and Towns	0	537	537	520	520	17	537		0	0	537	537	520	520	17	537		0	0	677	677	651	651	26	677		0
ii	Rural Areas	3	4007	4010	3817	3817	191	4008		2	2	4007	4009	3817	3817	191	4008		1	1	3330	3331	3190	3190	141	3331		0
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	0	680	680	120	120	560	680		0	0	569	569	373	373	196	569		0	0	581	581	578	578	3	581		0
ii	Restoration of supply	0	195	195	187	187	8	195		0	0	177	177	165	165	12	177		0	0	166	166	161	161	5	166		0
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	0	145	145	145	145	0	145		0	0	82	82	82	82	0	82		0	0	76	76	76	76	0	76		0
ii	Up-gradation of distribution system required	0	5	5	5	5	0	5		0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0		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.	1568	15993	17561	14189	14189	1804	15993		1568	1568	15993	17561	13874	13874	1804	15678		1883	1883	14681	16564	13348	13348	1337	14685		1879
ii	Replacement of burnt meters if cause attributable to Licensee	0	811	811	740	740	71	811		0	0	811	811	631	631	157	788		23	23	1231	1254	1215	1215	9	1224		30
iii	Replacement of burnt meters if cause attributable to consumer	5111	6934	12045	6557	6557	377	6934		5111	5111	6934	12045	6593	6593	377	6970		5075	5075	6570	11645	5862	5862	841	6703		4942
iv	Shifting of meters/service lines	131	205	336	146	146	67	213		123	123	205	328	175	175	67	242		86	86	331	417	133	133	132	265		152

Sl.No.	Service area	Oct-24									Nov-24									Dec-24								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
XI	Resolution of complaints on consumer's bill																											
i	If additional information is required	425	1456	1881		1156	247	1403	44	434	434	1384	1818		1266	202	1468	5	345	345	981	1326		857	87	944	47	335
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
XII	Reconnection of supply following disconnection due to non-payment of bills																											
i	Cities and Towns	1	4	5	1	1	2	3	1	1	1	3	4	0	0	0	0	0	4	4	6	10	0	0	8	8	0	2
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	0	26	26	26	26	0	26	0	0	0	24	24	24	24	0	24	0	0	0	23	23	22	22	1	23	0	0
ii	Levy of reconnection charges without actual physical disconnection.	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	
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) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take necessary action on the least three poor performance sections in releasing new services in their respective circles. 3) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving. 3) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay and also to instruct all the EROs to release the services in EBS without any pendency.								

(REPORTING FORMATS - GUARANTEED

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-25									Feb-25									Mar-25								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
I	Normal Fuse Off																											
i	Cities and Towns	0	38362	38362	36614	36614	1748	38362		0	0	36004	36004	35962	35962	42	36004		0	0	39156	39156	39092	39092	64	39156		0
ii	Rural Areas	0	5520	5520	5094	5094	426	5520		0	0	5473	5473	5435	5435	38	5473		0	0	5108	5108	4981	4981	127	5108		0
II	Overhead Line/Cable breakdowns																											
i	Cities and Towns	0	514	514	422	422	92	514		0	0	648	648	637	637	11	648		0	0	629	629	617	617	12	629		0
ii	Rural Areas	0	419	419	351	351	68	419		0	0	445	445	387	387	58	445		0	0	452	452	431	431	21	452		0
III	Under Ground cable Breakdowns																											
i	Cities and Towns	0	198	198	197	197	1	198		0	0	340	340	340	340	0	340		0	0	274	274	273	273	1	274		0
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
IV	Distribution Transformer Failure																											
i	Cities and Towns	0	644	644	599	599	42	641		3	3	1055	1058	944	944	1	945		113	113	1389	1502	1463	1463	39	1502		0
ii	Rural Areas	0	2715	2715	2502	2502	213	2715		0	0	2795	2795	2793	2793	2	2795		0	0	3172	3172	3017	3017	155	3172		0
V	Period of Schedule outage																											
i	Maximum duration in a single stretch consumer affected	0	667	667	666	666	1	667		0	0	150	150	126	126	24	150		0	0	134	134	134	134	0	134		0
ii	Restoration of supply	0	160	160	154	154	6	160		0	0	136	136	134	134	2	136		0	0	111	111	109	109	2	111		0
VI	Voltage fluctuations																											
i	No expansion/enhancement of network involved	0	118	118	118	118	0	118		0	0	94	94	94	94	0	94		0	0	116	116	116	116	0	116		0
ii	Up-gradation of distribution system 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
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.	1879	14660	16539	13059	13059	1278	14337		2202	2202	15149	17351	15541	15541	75	15616		1735	1735	16497	18232	16447	16447	97	16544		1688
ii	Replacement of burnt meters if cause attributable to Licensee	30	883	913	802	802	51	853		60	60	950	1010	930	930	13	943		67	67	1351	1418	1316	1316	39	1355		63
iii	Replacement of burnt meters if cause attributable to consumer	4942	5973	10915	5607	5607	481	6088		4827	4827	6756	11583	7365	7365	286	7651		3932	3932	7145	11077	6476	6476	208	6684		4393
iv	Shifting of meters/service lines	152	310	462	212	212	58	270		192	192	256	448	227	227	7	234		214	214	628	842	389	389	125	514		328

SL.No.	Service area	Jan-25									Feb-25									Mar-25								
		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	Rejected	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	Rejected	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	Rejected	Pending Complaints (No.)
XI	Resolution of complaints on consumer's bill																											
i	If additional information is required	335	862	1197		730	149	879	15	303	303	634	937		551	154	705	9	223	223	649	872		547	69	616	11	245
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
XII	Reconnection of supply following disconnection due to non-payment of bills																											
i	Cities and Towns	2	4	6	2	2	2	4	0	2	2	2	4	0	0	3	3	0	1	1	0	1	0	0	1	1	0	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	0	27	27	27	27	0	27	0	0	0	15	15	15	15	0	15	0	0	0	29	29	29	29	0	29	0	0
ii	Levy of reconnection charges without actual physical disconnection.	0	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
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) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take necessary action on the least three poor performance sections in releasing new services in their respective circles. 3) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving. 3) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay.									Measures related to improve the performance in new service release: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memos are issued to SEs/Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay and also to instruct all the EROs to release the services in EBS without any pendency.								

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

S.No.	Quarter	Ni= No of Services 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 No of Services at 11kV in licensees area of supply (1)	$=\sum(Ai \cdot Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2)/(1)
1	Q1(2024-25)	8976902	41257	11000823	84005551	7.64
2	Q2(2024-25)	7766619	50901	10611512	85452425	8.05
3	Q3(2024-25)	7352202	34547	10712299	53569248	5.00
4	Q4(2024-25)	7230381	30971	10794973	48097617	4.46

S.No.	Quarter	Ni= No of Services 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 No of Services at 11kV in licensees area of supply (1)	$=\sum Bi \cdot Ni$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2)/(1) In Minutes
1	Q1(2024-25)	8976902	1345270	11000823	2608247614	237.10
2	Q2(2024-25)	7766619	1399194	10611512	2095990670	197.52
3	Q3(2024-25)	7352202	928007	10712299	1403284873	131.00
4	Q4(2024-25)	7230381	808113	10794973	1526012393	141.36

S.No.	Quarter	Ni= No of Services 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 No of Services at 11kV in licensees area of supply (1)	$=\sum(Ci \cdot Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2)/(1)
1	Q1(2024-25)	7945026	32578	11000823	75665734	6.88
2	Q2(2024-25)	6760681	31651	10611512	62169307	5.86
3	Q3(2024-25)	6238558	22564	10712299	43354028	4.05
4	Q4(2024-25)	6362152	20057	10794973	38623933	3.58