



SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

(A Govt. of Telangana Undertaking)

Corporate office: 6-1-50, Mint Compound, Hyderabad 500063, Telangana State, India.
CIN U40109TG2000SGC034116 website:www.tgssouthernpower.org

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

To
The Secretary,
TGERC,
11-4-660, 5th Floor,
Singareni Bhavan, Red Hills,
Hyderabad – 500 004.

Lr. No.CGM(RAC)/SE(RAC)/DE(RAC)/F.E/8/1/D.No. 184/24, Dt: 19-06-2024.

Sir,

Sub: TGSPDCL – Submission of Monthly, Quarterly and Annually Reports of Standard of performance (under the TSERC Regulation No. 5 of 2016) for FY2023-24 -Reg.

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As per the Hon'ble TSERC (now TGERC) Regulation 05 of 2016 (Licensee's Standards of Performance) Clause 6(1) (Page 4) the Licensee shall submit the report annually for FY 2023-24 in the Formats enclosed to the Regulation on Guaranteed Standards and Overall Standards.

In this regard, the Licensee now submits Consolidated Annual SoP Report for FY2023-24 with a request to place the same before Hon'ble Commission.

Encl: SoP reports of FY2023-24.

Yours faithfully,

Chief General Manager (RAC)

Name: Chilukamari Chakrapani

Designation: CGM (RAC)

Mobile No: 8985322897

Email Id:cgmrac@tssouthernpower.com



APRIL 2023 to MARCH 2024 (Consolidated Annual Report)

Sl.No.	Service area	No of Complaints			No of Complaints redressed in the month (no.)				
		Pending in Previous Year	Received in the Year	Total	Within OS standards	Within GS Stipulated Time	More than the Stipulated time	Total Complaints	Pending Complaints (No.)
I	Normal Fuse Off								
i	Cities and Towns	7	550018	550025	0	536945	13083	550028	0
ii	Rural Areas	0	95290	95290	0	87124	8169	95293	0
II	Overhead Line/Cable breakdowns								
i	Cities and Towns	0	8542	8542	0	7701	837	8538	1
ii	Rural Areas	0	9006	9006	0	7554	1452	9006	0
III	Under Ground cable Breakdowns								
i	Cities and Towns	0	3141	3141	0	3075	66	3141	0
ii	Rural Areas	0	80	80	0	77	3	80	0
IV	Distribution Transformer Failure								
i	Cities and Towns	0	6938	6938	0	5699	1357	6335	#REF!
ii	Rural Areas	0	34593	34593	0	28952	6404	32378	#REF!
V	Period of Schedule outage								
i	Maximum duration in a single stretch consumer affected	0	5459	5459	0	5305	154	5459	0
ii	Restoration of supply	0	1696	1696	0	1578	118	1696	0
VI	Voltage fluctuations								
i	No expansion/enhancement of network involved	4	3412	3416	0	3283	130	3413	3
ii	Up-gradation of distribution system required	0	95	95	0	76	19	95	0
iii	Erection of Sub station	0	7	7	0	7	0	7	0
VII	Meter complaints								
i	Inspection and replacement of Slow/fast / creeping /stuckup meters.	2764	189361	192125	0	161736	21144	182880	2376
ii	Replacement of burnt meters if cause attributable to Licensee	2782	15169	17951	0	11295	1818	13113	0
iii	Replacement of burnt meters if cause attributable to consumer	590	83988	84578	0	62568	16386	78954	5117
iv	Shifting of meters/service lines	65	3341	3406	0	2931	407	3338	50
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	243023	243023	0	232915	4732	237647	7231
ii	Network expansion/enhancement required to release supply								
a	Release of supply - Low Tension	3	11613	11616	0	4368	5643	10011	1867
b	Release of supply -High Tension11 kV	12	1076	1088	0	876	96	972	262
c	Release of supply - high Tension 33 KV	0	100	100	0	59	12	71	21
d	Release of supply - Extra High Tension	0	25	25	0	8	0	8	5

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	7966	285744	293710	0	275027	2876	277903	8941
ii	Network expansion/enhancement required to release supply								
a	Release of supply - Low Tension	2653	8218	10871	0	4265	2819	7084	3062
b	Release of supply - High Tension 11 KV	717	1482	2199	0	1225	146	1371	262
c	Release of supply - High Tension 33 KV	81	153	234	0	76	13	89	21
d	Release of supply - Extra High Tension	17	30	47	0	8	1	9	5
e	Erection of sub station required for release of supply	-	-	-	-	-	-	-	-
X	Transfer of ownership and conversion of services								
i	Title transfer of ownership	1193	144185	145378	0	125565	4856	130421	926
ii	Change of category	691	49506	50197	0	39016	7431	46447	830
iii	Conversion from LT 1 ph to LT 3 ph and vice Versa	2570	18960	21530	0	11244	5965	17209	2229
iv	Conversion from LT to HT and vice- Versa	129	285	414	0	238	29	267	45
XI	Resolution of complaints on consumer's bill								
i	If additional information is required	232	7741	7973	0	4733	2928	7661	303
ii	If no additional information is required	-	-	-	-	-	-	-	-
XII	Reconnection of supply following disconnection due to non-payment of bills								
i	Cities and Towns	1	22	23	0	13	4	17	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								
ii	Levy of reconnection charges without actual physical disconnection.								

S.No.	Service area	Apr-22								May-22								Jun-22							
		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	Resolved in the Month	Total	Within 24 hours/days	Within 03 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (%)	Pending in Previous Month	Resolved in the Month	Total	Within 24 hours/days	Within 03 Stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (%)	Pending in Previous Month	Resolved in the Month	Total	Within 03 standards	Within 03 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (%)
I	Natural Gas Off																								
i	Cities and Towns	7	55300	55307	47678	54579	722	56301	6	0	43114	45002	48767	46649	371	49320	0	0	54112	54112	33666	54105	78	54113	2
a	Rural Areas	0	7885	7885	6121	7491	252	7884	1	1	0178	9179	1092	9329	2847	9170	0	3	8200	8203	7978	8034	169	8203	0
B	Overhead Line/Cable Installation																								
c	Cities and Towns	0	974	974	764	888	83	973	1	1	689	650	830	620	70	690	0	0	812	812	370	719	89	803	7
e	Rural Areas	0	931	931	713	888	43	931	0	0	728	730	547	645	81	736	0	0	778	778	506	698	80	778	0
II	Under Ground cable Installation																								
f	Cities and Towns	0	264	264	230	282	2	264	0	0	930	230	228	230	2	230	0	0	329	309	392	327	2	329	0
g	Rural Areas	0	2	2	2	2	0	2	0	0	5	5	5	5	-2	2	0	0	6	6	1	5	1	6	0
IV	Distribution Transformer Failure																								
h	Cities and Towns	0	669	669	379	567	65	652	17	17	681	688	377	829	71	720	12	18	626	641	443	600	41	629	4
i	Rural Areas	0	2328	2292	2163	2274	54	2325	0	0	2953	2803	2044	2553	392	2865	2	2	2649	3051	2600	3459	192	3051	0
V	Period of Schedule outage																								
j	Maximum duration at a single stretch occurrence at a feeder	0	290	290	392	277	13	280	0	0	341	341	333	340	1	343	0	0	298	298	272	289	6	295	0
k	Restoration of supply	0	76	70	26	73	6	79	0	0	47	47	28	45	2	47	0	0	77	77	67	73	6	77	0
VI	Feeder Distribution																								
l	No expenditure/enhancement of network involved	6	86	90	63	74	14	88	2	2	127	129	69	114	18	129	0	0	128	150	79	129	26	159	4
m	Up-gradation of distribution system required	0	26	26	36	26	0	26	0	0	12	12	1	8	4	32	0	0	21	21	1	14	8	19	2
n	Erection of Sub station	0	7	2	7	7	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VII	Water supply																								
o	Inspection and replacement of Street Fan / coupling, leakage control	2764	17006	19822	13940	18836	994	16832	2960	2999	18780	31771	3666	12773	2619	10992	8573	6173	17620	23796	12532	16053	780	16803	6903
p	Replacement of burst section if water can't be fixed by L location	2762	2519	5301	761	1299	1429	2694	2580	2580	3703	62	960	1522	96	1620	4663	4663	1468	6128	714	1166	125	1291	4826
q	Replacement of burst section if water can't be fixed by L location	390	5112	5702	3656	4438	684	6948	380	380	7911	7091	4249	2049	1792	7041	427	427	6904	8851	4734	5715	672	6536	398
r	Shifting of water connection line	60	171	230	67	115	11	126	119	118	160	279	47	896	29	131	139	134	179	313	66	134	37	171	142
VIII	Proceeding of application & installation of relevant charges payable for new connections/extension of additional load /Demand																								
s	All sorts of connection fee/line fees meeting network for houses of supply	0	143	145	0	118	13	133	12	0	132	132	0	188	12	118	14	0	132	133	0	108	13	118	34
t	Network expenditure/enhancement required to restore supply																								
u	Release of supply - Low Tension	75	4	7	0	6	1	7	0	0	4	4	0	3	1	4	0	0	8	8	0	1	1	0	6
v	Release of supply -High Tension 33 KV	12	3	17	0	4	0	4	13	13	4	37	0	6	9	6	11	11	4	16	0	0	0	8	7
w	Release of supply -High Tension 33 KV	0	3	1	0	3	0	3	0	0	1	1	0	1	0	1	0	0	1	1	0	1	0	1	0
x	Release of supply - Extra High Tension	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOR(PERSONNEL&ACCOUNTS)-TSERC

TOR(PERSONNEL&ACCOUNTS)-TSERC																									
M.No.	Service area	No of Complaints			No of Complaints redressed in the month (No.)							May-23			No of Complaints			No of Complaints redressed in the month (No.)							
		Pending Previous Month	Received in the Month	Total	Within CO standards	Within Q3 Stipulated Time	Above than the Stipulated Time	Total Compliances	Pending Previous Month	Received in the Month	Total	Within CO standards	Within Q3 Stipulated Time	Above Than the Stipulated Time	Total Compliances	Pending Previous Month	Received in the Month	Total	Within CO standards	Within Q3 Stipulated Time	Above than the Stipulated time	Total Compliances	Pending Compliances		
18.	Release of new connection additional level upon payment of all charges																								
i	All cases & inspection trouble from existing network for Release of supply	0690	25599	33255	0	33473	1197	34063	9918	10018	27999	37615	0	36904	1261	37765	9939	8924	28580	38394	0	34138	1049	25187	8385
ii	Network expansion/reconnection required to release supply																								
iii	Release of supply - Low Tension	4204	768	4972	0	83	373	456	442	456	1056	557	0	103	366	706	4746	4826	1373	6209	0	180	504	684	3306
iv	Release of supply - High Tension (1 KV)	717	135	832	0	164	33	197	68	134	144	298	0	112	11	123	34	140	149	288	0	91	6	97	43
v	Release of supply-- High Tension 33 KV	81	28	107	0	8	0	8	1	6	16	22	0	4	1	5	1	8	12	20	0	8	0	8	0
vi	Release of supply - Extra High Tension	17	3	20	0	0	0	0	1	1	1	2	0	0	0	1	1	0	1	1	0	0	0	0	0
vii	Extension of sub-station required for release of supply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
X.	Transfer of ownership and conversion of services																								
i	Title transfer of ownership	1478	11583	13061	0	3623	200	10069	1271	1586	12323	13871	0	13239	358	15060	80%	1031	12919	13350	0	30640	274	11114	984
ii	Change of category	863	4172	5035	0	2091	728	3719	1039	1041	4625	5686	0	3094	841	3935	467	833	8486	9299	0	4090	840	4930	3552
iii	Conversion from LT to HT or HT to HT and vice versa	1346	1897	3183	0	1087	468	1555	2393	1401	1911	3812	0	1250	607	1957	1327	1291	1878	3069	0	1200	463	1662	9216
iv	Conversion from LT to HT and vice versa	129	30	167	0	22	3	25	9	38	29	34	0	17	0	17	8	23	27	50	0	18	2	20	4
XI	Resolution of complaints on consumer's bill																								
i	If additional information is required	232	250	482	0	216	21	237	245	268	306	588	0	329	173	492	164	164	361	726	0	488	132	620	103
ii	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
XII	Reconnection of supply following disconnection due to non-payment of bills																								
i	Cities and Towns	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0	2	3	0	1	0	1	0
ii	Rural areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
III	Wrongful disconnection of Service Connection / levy of reconnection charges without																								
i	Wrongful disconnection of service connections upon non-payment of electricity charges due																								
ii	Levy of reconnection charges without actual physical disconnection																								
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 coming year.		Measures related to improve the performance in new service releases: Monthly review of performance standards in service releases & compliance is conducted by the Management during the Circle review meetings.										Measures related to improve the performance in new service releases: 1) Monthly review of performance standards in service releases & compliance is conducted by the Management during the Circle review meetings. 2) Metrics are issued to SEACoP of GRMC & Rural to plan to take necessary action on the total three poor performance sections in releasing new services in their respective circles. 3) Metrics are issued to SEACoP of GRMC & 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 to release or pending services without any further delay.													

S.No.	Service area	Jul-23							Aug-23							Sep-23									
		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	Resolved in the Month	Total	Within 05 standards	Within 05 stipulated Time	More than the stipulated time	Total Complaints Completed (No.)	Pending in Previous Month	Resolved in the Month	Total	Within 05 standards	Within 05 stipulated Time	More than the stipulated time	Total Complaints Completed (No.)	Pending in Previous Month	Resolved in the Month	Total	Within 05 standards	Within 05 stipulated Time	More than the stipulated time	Total Complaints Completed (No.)			
I	Normal Power Off																								
i	Others and Towns	2	46749	46751	46417	46032	319	36751	0	0	46794	46794	46717	46747	47	46794	0	0	45644	45644	45380	45280	55	45644	0
ii	Rural Areas	0	8880	8880	6755	8057	221	8879	0	2	8459	8461	7456	8577	84	8461	0	0	8639	8639	7587	8431	208	8639	0
II	Overhead Line/Cable Installation																								
i	Others and Towns	7	746	755	601	703	46	753	3	3	676	678	522	629	46	678	0	0	704	704	558	656	112	704	0
ii	Rural Areas	0	888	888	642	777	106	853	3	5	861	866	446	740	126	866	0	0	879	879	441	718	161	879	0
III	Under Ground cable Installation																								
i	Others and Towns	0	348	348	321	344	4	348	3	3	133	136	93	126	2	138	8	8	330	338	297	321	1	332	6
ii	Rural Areas	0	2	2	2	2	0	2	0	0	5	5	0	4	1	5	0	0	2	2	0	1	1	2	0
IV	Distribution Transformer Failure																								
i	Others and Towns	4	692	701	481	620	71	701	0	0	694	694	646	632	2	694	0	15	823	838	676	768	170	838	0
ii	Rural Areas	0	4280	4280	3724	3692	788	4280	0	0	3952	3952	3628	3741	211	3952	0	0	3006	3090	2324	3590	881	3090	0
V	Period of Schedule outage																								
i	Maximum duration in a single stretch seasonal schedule	0	333	333	331	352	1	333	0	0	373	373	352	367	6	373	0	0	335	335	307	323	12	336	0
ii	Restoration of supply	0	51	51	44	48	3	51	0	0	49	49	36	42	7	49	0	0	80	80	66	70	10	80	0
VI	Voltage fluctuations																								
i	No expansion/enhancement of network required	4	102	106	99	99	4	103	3	3	2078	2081	2018	2062	19	2061	0	0	256	259	164	185	13	208	1
ii	Upgradation of distribution system required	2	5	5	1	1	2	3	2	2	7	9	3	6	3	9	0	0	4	4	5	2	1	4	0
iii	Direction of Sub stations	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	Water supply																								
i	Inspection and replacement of Street light / emergency / stand post meters	119	15474	15593	12837	13271	2162	13433	160	160	14954	15114	12241	14870	423	15012	102	102	17805	17907	8718	12533	3991	16934	1263
ii	Replacement of burst meters if same attributable to Leaks	0	805	805	796	890	5	805	0	0	753	753	608	730	11	741	12	12	777	789	638	752	27	779	10
iii	Replacement of burst meters if same attributable to consumer	338	7899	8237	4902	6178	1737	7911	326	326	7335	7561	4517	6196	938	7561	150	151	8462	8613	2858	4806	1785	7391	1220
iv	Shifting of meters/service lines	143	148	291	58	104	38	139	132	132	123	273	17	109	42	181	124	113	87	199	16	74	6	82	117
VIII	Processing of application & induction of relevant charges payable for new connection/extension of additional load Demand																								
i	All cases of connection transfer from existing network for balance of supply	2501	23486	20987	0	23508	991	24500	3937	3930	28725	33958	0	26062	489	30521	6818	6812	23967	30780	0	23480	463	22545	7272
ii	Network expansion/enhancement required to release supply																								
a	Release of supply - Low Tension	4616	1158	5711	0	498	673	1261	4320	4122	1205	5420	0	421	657	1078	3703	3554	1223	4777	0	346	480	826	3032
b	Release of supply - High Tension 11 KV	734	104	818	0	92	11	103	612	448	90	547	0	100	12	112	546	382	107	480	0	65	13	98	488
c	Release of supply - High Tension 33 KV	77	11	68	0	2	1	3	86	27	16	53	0	7	0	7	83	32	10	43	0	2	2	5	42
d	Release of supply - Extra High Tension	12	3	15	0	1	0	1	15	8	3	6	0	1	0	1	6	3	1	4	0	3	2	2	4

TOR(PERSONNEL&ACCOUNTS)-TSERC

Sl.No.		Service area	Aug-18										Sep-18									
			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 05 standards	Within 05 Disputed Time	More than the stipulated Time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within 05 standards	Within 05 Disputed Time	More than the stipulated Time	Total Complaints	Pending Complaints (No.)				
15	Release of new connections without load upon payment of all charges																					
1	All cases of connections that have been existing without the release of supply		7301	23486	30987	0	23500	991	24500	5937	6931	28026	32053	0	30062	459	30521	6819	6913			
2	Network expansion/extension required to restore supply																					
3	Release of supply - Low Tension		2170	1147	3317	0	407	390	997	3313	2138	1341	3446	0	435	525	908	2481	2346			
4	Release of supply - High Tension 11 KV		714	104	818	0	92	11	103	812	448	99	347	0	100	12	112	540	282			
5	Release of supply - High Tension 33 KV		37	11	48	0	2	1	3	46	37	16	53	0	7	0	7	52	32			
6	Release of supply - Extra High Tension		12	3	15	0	1	0	1	13	3	3	6	0	1	0	1	0	3			
7	Provision of sub-station required for release of supply		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
8	Transfer of ownership and restoration of services																					
9	Discontinuation of connection		1122	12709	13831	0	11207	262	11741	891	983	12688	14868	0	12138	240	12456	1147	1139			
10	Change of category		1120	8678	9798	0	9785	132	4637	770	761	4461	8222	0	3606	647	4253	758	735			
11	Connection from LT to HT and vice versa		1238	1055	2293	0	717	505	1220	1072	1072	1116	2188	0	719	464	1187	1001	1001			
12	Connection from HT to HT and vice versa		125	28	151	0	17	1	16	149	90	21	111	0	21	3	24	130	80			
13	Resolution of complaints on consumer's bill																					
14	If additional information is required		622	916	1538	0	488	779	867	633	626	911	1537	0	532	341	873	600	600			
15	If no additional information is required		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
16	Restoration of supply following disconnection due to non-payment of bills																					
17	Closed Tension		0	1	1	0	0	0	0	0												
18	Recd. cases		-	-	-	-	-	-	-	-												
19	Wrongful disconnection of service connection (levy of termination charges without)																					
20	Wrongful disconnection of service connection even after payment of electricity charges due																					
21	Levy of termination charges without actual physical disconnection																					
Measures taken by the licensee to improve the performance in the areas covered by the Disconnected Standards and the licensee's assessment of the target to be improved for the coming 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 SAs/Js of GRMC & Rural circles to take necessary action on the latest three point performance sections in releasing new services in their respective areas. 3) Memos are issued to SAs/Js of GRMC & Rural circles regarding to make 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 SAs/Js of GRMC & Rural circles requesting to come 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 SAs/Js of GRMC & Rural circles to take action on the New Service Regulations against which memos are issued but pending for service releases 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 SAs/Js of GRMC & Rural circles to take action on the New Service Regulations against which memos are issued but pending for service releases 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 SAs/Js of GRMC & Rural circles to take action on the New Service Regulations against which memos are issued but pending for service releases since more than 30days and requested to instruct all their section officers for release of pending services without any further delay.									

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	Oct-22								Nov-22								Dec-22							
		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 CS standards	Within ES stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within CS standards	Within ES stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within CS standards	Within ES stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)
I	General Power D/O																								
1	Chlor and Tension	0	40152	40152	40393	44995	186	43152	0	0	40428	40428	28432	40236	192	40428	0	0	45523	45523	45006	45212	313	45525	0
2	Band Area	0	7826	7826	8712	7073	288	7096	0	0	8377	8377	7272	8169	208	8377	0	0	7903	7906	5652	6411	892	7303	3
II	Overhead Line/Cable Breakdown																								
1	Chlor and Tension	0	704	704	287	914	90	704	0	0	651	651	291	608	43	651	0	0	717	717	274	633	84	717	0
2	Band Area	0	781	781	339	581	200	781	0	0	688	688	418	570	118	688	0	0	921	921	284	688	232	921	0
III	Under Ground cable Breakdown																								
1	Chlor and Tension	6	208	214	86	167	11	208	6	6	213	221	155	214	7	213	6	6	231	237	210	226	11	229	8
2	Band Area	0	82	82	82	82	0	82	0	0	3	3	3	3	0	3	0	0	2	2	3	2	0	2	0
IV	Distribution Transformer Failure																								
1	Chlor and Tension	15	471	486	250	385	80	471	15	15	439	481	238	381	32	436	15	15	335	370	389	308	42	370	0
2	Band Area	0	3227	3227	2106	2361	866	3227	0	0	2267	2267	2121	2248	42	2267	0	0	2518	2518	2331	2450	68	2518	0
V	Period of Schedule outage																								
1	Maximum duration in a single month consumer affected	0	449	449	292	418	31	449	0	0	287	287	278	279	8	287	0	0	910	910	908	900	1	910	0
2	Disconnection of supply	0	144	144	119	130	14	144	0	0	239	239	225	232	7	239	0	0	249	249	244	246	3	249	0
VI	Voltage Fluctuation																								
1	No. of customer/abuse/loss of network involved	1	229	229	182	214	15	229	0	0	210	210	186	203	7	210	0	0	64	64	88	82	2	64	0
2	Up-gradation of distribution system required	0	9	9	5	7	2	9	0	0	10	10	10	10	0	10	0	0	0	0	0	0	0	0	0
3	Location 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	Water connection																								
1	Inspection and replacement of Meter (not including) meter	1983	16839	18822	8893	13484	2824	16008	2210	2210	15209	17599	11274	13033	2126	15156	2393	2393	12382	17773	11884	13305	1243	14648	3127
2	Replacement of burst meter (if same also available in consumer)	10	708	718	346	681	46	707	8	8	588	596	550	363	29	583	3	3	832	835	763	822	12	834	1
3	Replacement of burst meter (if same also available in consumer)	1223	8913	7130	1872	4976	1918	6991	1044	1044	8239	9283	4259	6036	1998	7031	1632	1632	6924	8576	4326	5064	1080	6109	2496
4	Shifting of meter/service line	117	1000	1617	1371	1419	69	1488	132	132	117	249	8	96	26	122	127	127	299	426	20	170	79	249	177
VIII	Preceding of application & installation of relevant charges payable for new connection/extension of additional load Demand																								
1	All cases of intervention from the free existing network for release of supply	7109	24466	31575	0	23967	700	24667	6163	6214	29693	31994	0	24286	640	24038	9250	9422	28438	31935	0	24621	630	25260	2925
2	Network expansion/interconnection required to release supply																								
3	Release of supply - Low Tension	2255	1294	4999	0	517	637	1154	2862	2124	1047	4171	0	991	862	653	2746	2408	1154	2562	0	468	887	1022	2211
4	Release of supply - High Tension (11KV)	329	141	470	0	103	9	107	466	260	126	386	0	109	13	122	396	168	90	248	0	93	14	107	248
5	Release of supply - High Tension (33KV)	27	6	33	0	3	2	8	33	23	2	28	0	8	0	8	28	18	11	26	0	20	3	13	26
6	Release of supply - Extra High Tension	0	6	6	0	0	0	0	6	0	2	2	0	0	0	0	2	0	2	2	0	0	0	0	3

TOR(PERSONNEL&ACCOUNTS)-TSERC

TOR(PERSONNEL&ACCOUNTS)-TSERC																									
Sl. No.	Service area	No. of Complaints			No. of Complaints referred in the month (see 1)					No. of Complaints referred in the month (see 1)					No. of Complaints referred in the month (see 1)										
		Pending in Previous Month	Received in the Month	Total	Within 05 standards	Within 05 stipulated time	More than the stipulated time	Pending Complaints (see 1)	Pending in Previous Month	Received in the Month	Total	Within 05 standards	Within 05 stipulated time	More than the stipulated time	Pending Complaints (see 1)	Pending in Previous Month	Received in the Month	Total	Within 05 standards	Within 05 stipulated time	More than the stipulated time	Pending Complaints (see 1)			
13.	Release of new connection/additional load subject payment of all charges-																								
1	All cases of requests on monthly basis for existing network for Release of supply	7199	34488	31687	0	33987	706	26687	4180	6314	35085	31994	0	34289	649	34938	6230	6422	25498	31930	0	34621	639	35260	3926
2	Network expansion/development required to release supply																								
3	Release of supply - Low Tension	3382	943	3327	0	327	659	785	2511	2213	988	3201	0	314	356	870	2002	3051	972	3023	0	389	941	1130	1667
4	Release of supply - High Tension 11 KV	329	141	470	0	103	6	107	465	359	125	386	0	109	13	122	386	108	80	248	0	93	14	107	248
5	Release of supply - High Tension 35 KV	27	6	33	0	3	9	8	33	23	5	28	0	8	0	8	28	15	11	26	0	10	3	13	26
6	Release of supply - Extra High Tension	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	3	0	3	3	0	0	0	0	3
7	Isolation of sub-station required for release of supply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
8	Transfer of ownership and conversion of services																								
9	Take transfer of ownership	943	10940	11883	0	9436	450	9926	886	856	11099	11957	0	9569	239	9768	1266	1167	13587	14724	0	12904	136	13034	942
10	Change of category	706	3603	4309	0	2797	771	3868	704	695	4295	4690	0	3378	973	3451	652	943	4001	5744	0	4431	433	4963	649
11	Conversion from LT 1 ph to LT 3 ph and vice versa	694	743	1435	0	698	837	1259	232	563	686	1249	0	747	416	1163	88	624	804	1428	0	507	261	1269	340
12	Conversion from LT to HT and vice versa	69	26	95	0	21	3	24	34	53	34	87	0	13	3	16	87	37	14	51	0	23	2	25	81
13	Reduction of complaints on customer's bill																								
1	If additional information is required	550	958	1137	0	276	240	518	610	593	355	1144	0	861	239	605	489	488	11	499	0	9	38	23	450
2	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
14	Reconnection of supply following disconnection due to non-payment of bills																								
1	On-site and Tension	0	3	3	0	1	1	2	1	1	8	0	0	2	1	4	8	3	8	9	0	2	1	3	0
2	Band area	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
15	Wrongful disconnection of Service Connection (free of reconnection charges without)																								
1	Wrongful disconnection of service connection over after payment of electricity charges due	0	8	8	0	3	0	3	3	3	12	15	0	7	1	8	7	7	0	7	0	2	1	3	4
2	Free of reconnection charges without actual physical disconnections	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Measures taken by the Licensee to improve the performance in the area covered by the Guaranteed Standards and the Licensee's assessment of the steps to be improved for the coming 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) Memoirs are issued to SDOs of CHMC & Rural circles to take action on the New Service Request forms against which memos are issued but pending for service release since more than 30days and requested to instruct all field section officers for release of pending services without any further delay and also to restrict all the EROs to release the services in 035 within any peritency.								Measures related to improve the performance in new service release and other services: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memoirs are issued to SDOs of CHMC & Rural circles to cause necessary instructions to the section officers to improve the performance standards of Additional work and all other complaints failing which explanation may be called from the concerned officers whose performance is poor in attending complaints.								Measures related to improve the performance in new service release and other services: 1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings. 2) Memoirs are issued to SDOs of CHMC & Rural circles to cause necessary instructions to the section officers to rectify all the pending Additional work, Old Samless & Band meter complaints and improve the performance standards.							

ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)

The following format shall be used by licensees for reporting performance levels for guaranteed standards on monthly basis to the Commission.

Sl.No.	Service area	Jan-18								Feb-18								Mar-18							
		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 05 standards	Within 05 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within 05 standards	Within 05 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within 05 standards	Within 05 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)
I	Normal Free OF																								
1	Urban and Towns	0	42221	42221	39167	41784	437	42221	0	0	36005	33735	22400	35081	224	34306	0	0	40474	40474	34610	33268	10206	40474	0
2	Rural Areas	3	6783	6786	2006	6634	132	6786	0	0	7080	7080	8100	6907	113	7280	0	0	6680	6680	2320	4035	2646	6680	0
II	Overhead Line Cable Installation																								
1	Urban and Towns	0	614	614	307	526	57	633	1	1	842	840	508	362	30	802	1	1	586	577	213	513	66	586	1
2	Rural Areas	0	692	692	371	573	120	692	0	0	436	416	264	344	72	416	0	0	440	374	384	333	113	440	0
III	Under Ground cable Installation																								
1	Urban and Towns	8	224	232	210	224	0	224	8	8	363	370	343	360	0	360	10	10	267	277	338	258	42	277	0
2	Rural Areas	0	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IV	Distribution Transformer Failure																								
1	Urban and Towns	0	432	432	360	376	86	432	0	0	544	544	489	501	43	544	0	0	693	690	866	593	62	655	0
2	Rural Areas	0	2322	2322	1869	1821	701	2322	0	0	1535	1535	1360	1432	103	1635	0	0	1790	2199	1321	1426	774	2109	0
V	Partial or Schedule outage																								
1	Maximum duration in a single day (no. of customers affected)	0	550	550	546	546	4	590	0	0	445	445	443	443	2	445	0	0	821	851	776	782	69	861	0
2	Restoration of supply	0	254	254	248	250	3	283	0	0	305	305	300	202	3	205	0	0	223	218	157	167	96	223	0
VI	Voltage Deviations																								
1	No. of customers/number of network affected	0	62	63	46	60	1	43	1	1	42	43	37	37	5	42	1	1	46	46	28	34	6	43	3
2	Upgradation of distribution system required	0	0	0	0	0	0	0	0	0	1	1	1	1	0	3	0	0	2	2	0	0	2	2	0
3	Location 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	Minor complaints																								
1	Inspection and replacement of Street lighting / existing / shortage meters	3127	14069	17196	8294	11688	2396	13836	3360	3360	14130	17400	10813	13928	486	13968	3506	3506	11011	15417	9100	13942	1388	13041	2376
2	Replacement of fuse meters if cases are feasible as per norms	3	968	969	857	894	14	908	1	1	1105	1106	1052	1081	13	1094	12	12	1008	1020	992	1013	7	1020	0
3	Replacement of fuse meters if cases are feasible as per norms	2406	6693	9101	3173	4713	1379	6092	3006	3007	7441	10448	3432	8268	318	8663	4783	4783	6453	11238	2260	4813	968	6121	5117
4	Working of automatic service lines	177	105	282	13	141	12	159	129	127	277	404	236	305	82	387	47	47	175	221	58	360	12	172	80
VIII	Processing of application & settlement of relevant charges payable for new connection/extension of additional load (Rupee)																								
1	All cases of connection/extension/line crossing across the license of supply	6060	37488	33548	0	36594	304	36823	3920	6012	32887	38999	0	30160	211	30371	7422	7688	51417	89108	0	30000	273	31173	7351
2	Network expansion/extension required to release supply																								
3	Release of supply - Low Tension	1001	1279	3180	0	461	736	1197	1860	1637	1590	2227	0	619	627	1246	1705	2365	1512	3677	0	530	713	3441	1867
4	Release of supply - High Tension 11KV	235	123	358	0	85	17	102	182	158	123	285	0	100	8	108	46	125	140	265	0	91	4	95	362
5	Release of supply - High Tension 33 KV	22	14	36	0	6	2	8	18	18	13	28	0	10	2	12	3	11	11	22	0	7	0	7	21
6	Release of supply - Extra High Tension	3	1	4	0	1	0	1	2	2	3	4	0	0	0	0	2	2	3	3	0	2	0	2	8

TOR(PERSONNEL&ACCOUNTS)-TSERC

TOR (PERSONNEL & ACCOUNTS)-TSERC																									
Sl. No.	Service area	No. of Complaints			No. of Complaints referred in the month (No.)					No. of Complaints					No. of Complaints referred in the month (No.)					No. of Complaints					
		Pending in Previous Month	Received in the Month	Total	Within 03 standards	Within 03 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within 03 standards	Within 03 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)	Pending in Previous Month	Received in the Month	Total	Within 03 standards	Within 03 stipulated Time	More than the stipulated time	Total Complaints	Pending Complaints (No.)
15	Release of new connections/additional load upon payment of all charges																								
1	All cases of connection from the free existing network for Release of supply	6060	27488	32548	0	26519	209	26823	3920	6012	32587	38999	0	30160	211	30371	7423	7948	31437	36105	0	30990	273	31173	7231
2	New work expenses/inbursement required to release supply																								
3	Release of supply - Low Tension	1577	897	2474	0	397	649	945	1305	1143	958	2136	0	334	254	588	1945	1304	1240	2450	0	301	288	329	1884
4	Release of supply - High Tension (1 KV	235	125	359	0	88	13	102	152	189	135	288	0	108	8	106	46	128	140	265	0	91	4	95	262
5	Release of supply - High Tension (3 KV	22	14	36	0	6	3	9	15	18	13	28	0	10	2	12	3	11	11	22	0	7	0	7	21
6	Release of supply - Extra High Tension	3	1	4	0	1	0	1	2	2	2	4	0	0	0	0	2	2	3	5	0	2	0	2	5
7	Disconnection of sub stations required for release of supply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
8	Transfer of ownership and connection of services																								
1	Transfer of ownership	1043	15112	16155	0	13817	338	13920	992	1003	16949	69952	0	14438	105	14503	1590	1818	15075	16293	0	13828	78	13907	1209
2	Change of category	634	4749	5383	0	4193	277	4470	588	576	5342	6918	0	4430	384	4814	801	801	8124	8925	0	4529	308	4837	740
3	Connections from LT / ph to LT / ph and vice versa	641	873	1514	0	688	340	1228	346	325	841	1266	0	3069	399	1332	54	778	1866	2244	0	1326	295	1622	722
4	Connections from LT to HT and vice versa	36	26	62	0	22	4	26	56	37	28	62	0	24	4	28	12	32	14	46	0	22	2	24	48
50	Reduction of complaints on consumer's bill																								
1	If additional information is required	615	1175	1790	0	494	566	1263	427	437	3348	1775	0	745	415	1159	676	218	522	840	0	367	170	537	300
2	If no additional information is required	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
51	Reconnection of supply following disconnection due to non-payment of bills																								
1	Ones and Tens	0	1	1	-	1	0	1	0	0	1	1	-	1	0	1	0	0	1	1	-	1	0	1	0
2	Rest of ones	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
51B	Wrongful disconnection of Service Connection (loss of reconnection charges without refund)																								
1	Wrongful disconnection of service connection upon offer payment of electricity charges due																								
2	Loss of reconnection charges without actual physical disconnection																								
Measures taken by the Company to improve the performance in the areas covered by the Guaranteed Standards and the Company's commitment of the targets to be achieved for the coming year. Measures related to improve the performance in new service release and other services: 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 all SAC/Op of GHMC & Rural circles to cause necessary instructions to the window officers to release all the pending new service connections at various stages and improve the performance standards. 3) Memos are issued to SAC/Op of GHMC & Rural circles to take action on the New Service Registrations against which entries are issued but pending for service release since more than 30days and requested to inspect at their subsector offices for release of pending services without any further delay and also to inform all the ERs to release the services in ESD without any pendency. Measures related to improve the performance in new service release and other services: 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 all SAC/Op to cause necessary instructions to the concerned officers to clear the pendency of New service connections which are pending for meter issue and pending for release immediately for improving the SOP. 3) Memos are issued to all SAC/Op to cause necessary instructions to the window officers to clear the pending additional loads at various stages and to rectify all the complaints pending beyond service level. Measures related to improve the performance in new service release and other services: 1) Monthly review of performance standards in service releases & complaints is conducted in the respective Circle review meetings. 2) Memos are issued to all SAC/Op to clear the new service registrations pending for estimates at various levels without any delay. 3) Memos are issued to all SAC/Op to cause necessary instructions to all the concerned section officers to rectify all the pending complaints immediately for improving the SOP. 4) Memos are issued to all SAC/Op to cause necessary instructions to all the field officers to clear the pendency of new services at various stages i.e., pendency for estimates preparation/sanction, estimate is ready/bill status, pendency of meter issue, pendency at release, pending for work order, etc.) and release all the pending new service connections immediately for improving the SOP.																									

BITING FORMATS - OVERALL STANDARDS

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

Service Area	Overall standards of performance	April 22-June 22					July 19-Sept 22				
		No. Of Complaints					No. Of Complaints				
		Pending at the start of the quarter	Filed by the consumers in this quarter (B)	Total (A+B)	Addressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	Filed by the consumers in this quarter (B)	Total (A+B)	Addressed within the stipulated time for overall standards	Pending at the end of the quarter
General Power off Calls	At least 95% calls received should be resolved within prescribed time limits in both Urban and Towns and in Rural Areas	3	16399	16402	16372	3	3	30580	30583	30533	50
Line Breakdown	At least 95% of cases resolved within prescribed time limits in both Urban and Towns and in Rural areas	0	5785	5785	5782	3	7	5628	5635	5635	0
Distribution Transformer failure	At least 95% of BTRs to be replaced within prescribed time limits in both Urban and Towns and in Rural areas	0	10923	10923	10893	30	4	13920	13924	13923	1
Period of Scheduled outages											
Maximum duration in a single month		0	930	930	924	6	0	1042	1042	999	43
Restoration of supply by 6:00 PM	At least 95% of cases resolved within time limit	3	203	206	202	4	21	180	180	179	1
Street Light Faults											
Replacement of fuses/breaker for out	At least 95% cases should be completed within prescribed time limits			Nil					Nil		
Coordination Indices											
SAFI	To be laid down later by the Commission			Nil					Nil		
SAOS											
SAAGI											
Frequency Variations	To Maintain supply frequency within 45-50 Hz as per IEEE			Nil					Nil		
On billing instances	Not Exceeding 0.7%	368	1175	1543	1533	104	611	1630	3007	2900	107
On faulty meters	Not Exceeding 3%	11005	4380	15385	15415	11001	45114	44517	15071	44006	14235

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

Service Area	Overall standards of performance	Dec 23-Dec 23 No Of Complaints					Jan 24-Mar 24 No Of Complaints				
		Pending at the start of the quarter	Fixed by the respondents in this quarter (B)	Total Co (A+B)	Noticed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	Fixed by the respondents in this quarter (B)	Total Co (A+B)	Noticed within the stipulated time for overall standards	Pending at the end of the quarter
Rural Free off calls	At least 90% calls received should be serviced within prescribed time limits in both Cities and Towns and in Rural areas	0	2549 (1)	2549 (1)	147455	0	0	147240	147340	100000	
Low Bandwidth	At least 90% of calls received within time limit in both Cities and Towns and in Rural areas	0	5170	5170	3580	0	0	4220	4210	2180	
Distribution of customer follow-up	At least 90% of 311s to be captured within prescribed time limits in both Cities and Towns and in Rural areas	71	8839	8910	9720	0	70	7600	7670	7080	
Period of scheduled outage											
Maximum duration in a single event		0	3046	3046	1330	0	0	1040	1030	1760	
Restoration of supply by 6.00 PM	At least 90% of calls received within time limit	0	850	850	584	0	0	580	580	580	
Street Light Faults											
Response time of fault@44 to the end	At least 90% calls should be completed within prescribed time limits			96					96		
Continuity indices											
SAIFI	To be laid down later by the Commission			96					96		
SAIDI											
SAIFI											
Frequency Variations	To Maintain supply frequency within 49.70Hz to 50.30Hz			96					96		
% billing mistakes	Not Exceeding 0.1%	100	1360	1233	1345	403	633	3645	3605	3834	103
% fault resolution	Not Exceeding 1%	10000	38440	151007	120087	11800	11800	78021	79700	79194	30400

CGRF-I: Monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid :

Month	S.No.	Complaint No.	Date of filing of Complaint	Consumer No.	Name and address of consumer	Nature of complaint	Reference Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
Apr-23	1	CG.No.533/2022-23 of Sangareddy Circle	17.01.2023	113786539	Sri Md.Mubeen Ahmed, H.No.6-71/A1, Alipur Village, Zaheerabad Sangareddy Dist. Pin Code: 502318. Cell: 9866399442	Rectification of damaged cable and providing of the material to the Agriculture bore well service 113786539 at Hothi-4- Village,Zaheerabad,Sangareddy Dist	Section 146 of Electricity Act 2003, Regulation No.03/2015 Clause 2.39.	1000/-	Compliance report not received from the Respondents
	2	CG.No.571, 576, 577/2022-23 of Sangareddy Circle	19.01.2023	New Service	1. SRI K. MALLAPPA, HNO: 2-85, GAJWEL, SIDDIPET. 2. SRI M.SRINIVAS, H NO.2-41, RAMCHANDRAPUR, JAGDEVPUR,SIDDIPET. 3. SRI A NARESH,R&R COLONY,YETIGADDA KRISHNAPUR, GAJWEL, SIDDIPET	Rectification of Loose lines , replacement of Iron poles , Providing of intermediate poles at various locations of Gajwel Division, Siddipet Dist.	Section 146 of Electricity Act 2003, Regulation No.03/2015 Clause 2.39.	1000/-	Compliance report not received from the Respondents
May-23	1	CG.No.583, 585, 589, 592/2022-23 of Suryapet Circle	10.02.2023/ 23.05.2023		1. Sh K.SHIVA, 18th WARD COUNCILOR, KODAD. 2. Sri M.RAM GORI, HNO: 2-87, 6th WARD COUNCILOR HUZURNAGAR. 3. Sri K. CHANDRA SHEKAR, 15th WARD COUNCILOR, KODAD. 4. Sri DONGALA LAXMI NARAYANA, 5th WARD COUNCILOR, KODAD.	Providing of Additional DTRs , rectification of Low Voltage Problems, damaged lines/ Cables at Kodad Town and Huzurnagar Town, Suryapet Dist	Section 146 of Electricity Act 2003, Regulation No.03/2015 Clause 2.39.	1000/-	Written submissions are not received even after lapse of three months from the Respondents
	2	CG.No.652/2022-23 of Nalgonda Circle	06.03.2023/ 29.05.2023	4820115138	Smt. Ch. Prabhavathi Housing Board Colony, Miryalguda, Nalgonda Dist -506207. Cell: 9441083668	Dismantlement of Service, SC.No.4820115138, LT Cat-II	Section 146 of Electricity Act 2003, Regulation No.03/2015 Clause 2.39.	1000/-	Written submissions are not received even after lapse of two months from the Respondents
Jun-23	1	CG.No.698/2022-23 of Medak Circle	15.03.2023/ 01.06.2023		Sri Srinivas Reddy, S/o. Narayan Reddy H.No:2-45, Chandoor (Vgl, Chilpched Mandal, MedakDist- 502313 Cell:9989708580	Providing of Streetlight poles and 15KVA transformer to Chandoor Village, Chilpched Mandal	Section 146 of Electricity Act 2003, Regulation No.03/2015 Clause 2.39.	1000/-	Written submissions are not received even after lapse of two months from the Respondents

Jul-23	1	CG.No.687/2022-23 of Medak Circle	15.03.2023/ 12.07.2023		Sri G. Ramarajam, S/o. Bhumalaiah, H.No:1-70/1, Bunugupally (Vg), Haveelghangur(Mandal), MedakDist- 502313 Cell:7702485378	Tree cutting and rectification of Loose lines at Bunugupally (Vg)		1000/-	Written submission filed by the Respondent which is not acceptable by Forum and filed false report to the forum
Jul-23	2	CG.No.341/2022-23 of Gadwal Circle	15.10.2022/ 26.07.2023		Sri. G Raja Gopal Reddy, S/o. Salva Reddy, Satharia Vg, Itikyai Mandal, Gadwal Dist. Ph.no, 9553068778	Dismantlement of Service, SC.No.5219500017, LT Cat-V	Section 146 of Electricity Act 2003, Regulation No.03/2015 Clause 2.39.	1000/-	Written submissions are not received even after lapse of ten months from the AAG/ERC/ Gadwal
Aug-23	1	CG.No.672/2022-23 of Medak Circle	15.03.2023/ 21.08.2023		Sri Ch. Bhooma Goud (Consumer), Srinivas Goud S/o Bhooma Goud (Complainant), Chilpched, Chilpched Mandal, Medak Dist -502314 Cell: 8333073370	Wrong case booked on SC.No.7743600137, LT Cat-I, Ch.Booma Goud, Chilpched, Medak Dist- Deletion of case from MATs and deletion of case amount from CC Bill		5000/-	The Grievance is not resolved even after lapse of 7 years, 11 months after registering the complaint in Customer Service Centre, Narsapur on 14.09.2015
Sep-23	1	CG.No.156,157, 158 & 159/ 2022-23 of Nagarkurnool Circle	18.07.2023/ 15.09.2023		1.Sri Ch. Ravi 2.Sri M.Buchanna 3.Sri G.Buchanna 4.Sri P.Krishnaiah R/O. Nagarkurnool District	Providing of AB Switches for Agriculture transformers, intermediate poles rectification of HT/LT Loose lines in the Agriculture fields	Section 146 of Electricity Act. 2003, Regulation No.03/2015 Clause 2.39.	1000	Written submissions are not received even after lapse of two months from the respondent
Oct-23					Nil				
Nov-23					Nil				
Dec-23					Nil				
Jan-24					Nil				
Feb-24					Nil				
Mar-24	1	CG.No.238/2023-24 of Sangareddy Circle	29.12.2023/ 16.03.2024		Sri. P. Karthik Mot no 421, Beeranguda, Ameerpur Sangareddy	Request for Rectification of Development charges		5000/-	Delay in change of load and category

CGRF-2- Monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complainants where compensation has been paid :

Month	S.No.	Complainant No.	Date of filing of Complaint	Consumer No.	Name and address of consumer	Nature of complaint	Reference Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
Apr-23	1					Nil			
May-23	1					Nil			
Jun-23	1					Nil			
Jul-23						Nil			
Aug-23	1	Cr.MP. No. 01/2023-24	24-05-2023	0315 00312	M/s. MBHO FUEL BRIQUETTS Smt. Waheeda Begum (Proprietor) H.No. 17-3-325/12/L/A Murtusa Nagar Yakutpura Hyderabad-500023 Mobile No.: 9853991715	Non implementation of the Forum's order issued by the CGRF- II, in C.G.No: 126/2022-23	Clause 2.56 of Regulation No. 3 of 2015	Compensation payable @ Rs.25000.00 for non-implementation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award	
	2	86/2023-24	31-05-2023	6218-02251	Mrs. Pathipaka Remika, W/o Pathipaka Venkata Vara Prasad Rao, H.No-P.No 6, W Part Shanthi Nagar, Kalyanika Hayath Nagar, Hyderabad 501505. Mobile No.: 9948907128	Delay in Refund/Adjustment of an amount of Rs. 5033.60/- (which was paid for release of 2 no's new domestic service connections) to the SC.No 6218-02251 of cat - I	Clause 2.49 (c) of Regulation No. 3 of 2015	3,000/- (Compliance Report Not Received)	Consumer Preferred Appeal to Vidyuth Ombudsman vide Appeal No. 35 of 2023-24. The same has been closed and the compensation awarded by the Forum is also waived off.
Sep-23						Nil			
Oct-23						Nil			
Nov-23						Nil			
Dec-23	3	C.G. No: 199/2023-24	14-09-2023	2687 03554	Sri G.S.R. Murthy, S/o. G. Laxminarayana, H. No. B-8-1085/30, Plot No. 50, Anuradha colony, Chintalkunta check post, LB Nagar, Hyderabad-500074, Mobile No.: 8790138643	Delay in adjustment of rejected new service connection application amount of Rs. 3,285/- against S.C. No. 2687 03554	Clause 2.49 (c) of Regulation No. 3 of 2015	Compensation payable @ Rs.1000/- for the delay in adjustment of new application rejected amount as per Clause 2.49 (c) of Regulation No. 3 of 2015	Pending
Jan-24						Nil			
Feb-24						Nil			
Mar-24						Nil			

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	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum(Ai*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2)/(1)
1	Q1(2023-24)	6662809	37145	10083592	74014798	7.34
2	Q2(2023-24)	7463481	49822	10084627	85259445	8.45
3	Q3(2023-24)	8664819	66710	10329508	108132783	10.47
4	Q4(2023-24)	9418101	50622	10931253	82328309	7.53

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	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum Bi*Ni$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2)/(1)
1	Q1(2023-24)	6662809	1055924	10083592	1822030753	180.69
2	Q2(2023-24)	7463481	1413759	10084627	2195247793	217.68
3	Q3(2023-24)	8664819	1961826	10329508	2912301019	281.94
4	Q4(2023-24)	9418101	1350263	10931253	2341892665	214.24

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	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum(Ci*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2)/(1)
1	Q1(2023-24)	6662809	14774	10083592	31763314.8	3.15
2	Q2(2023-24)	7463481	16486	10084627	37313120	3.70000001
3	Q3(2023-24)	8664819	22561	103229508	542987212	5.26
4	Q4(2023-24)	9418101	22635	10931253	60012578.97	5.49

The Quarterly information regarding Faulty meters shall be submitted by licensee in the following format

Quarter	No. of Faulty meters at the start of the quarter	No. of Faulty meters added during the quarter	Total no. of Faulty meters	No. of meters rectified/replaced	No. of Faulty meters pending at the end of the quarter
Apr'23-June'23	37025	93401	130426	78425	52001
Jul'23-Sep'23	45714	84557	130271	96046	34225
Oct'23-Dec'23	33045	98442	131487	110487	21000
Jan'24-Mar'24	21000	73071	92960	72294	20666