



SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

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

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

Lr. No. CGM(RAC)/SE(RAC)/DE(RAC)/F.E/8/D.No. 145 /22, Dt: 17-06-2022.

Sir,

Sub: TSSPDCL – Submission of Annual Reports in respect of Standard of Performance (SoP) for FY 2021-22- Reg.

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The Licensee submits the annual reports in respect of Standard of Performance (SoP) for FY 2021-22 with a request to place the same before Hon'ble Commission.

It is to submit that, as per directions of the Hon'ble Commission the licensee has successfully implemented the process of inclusion of SoP Formats in the TSSPDCL Dashboard under RIMS tab duly enabling the concerned officers to enter the required SoP data every month and for onward submission of consolidated annual reports to the Hon'ble commission.

Encl: SoP reports for FY2021-22

Yours faithfully,

Chief General Manager (RAC)

ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS)

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	April'21-June'21					July'21-September'21					October'21-December'21					January'22-March'22				
		No Of Complaints					No Of Complaints					No Of Complaints					No Of Complaints				
		Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C=(A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C=(A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C=(A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C=(A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter
Normal Fuse-off Calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural Areas	9	152965	2E+05	135569	7	7	140178	140185	126308	0	0	115364	115364	101781	0	0	132622	1E+05	118655	0
Line Breakdowns	At least 95% of cases resolved within time limit in both cities and Towns and in Rural areas	5	5934	5939	16536	11	11	5419	5430	3713	0	0	4954	4954	3545	0	0	5532	5532	4347	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	3	9558	9561	8812	4	4	11441	11445	6059	1	1	11701	11702	11212	0	1	7655	7656	7341	0
Period of Scheduled outage																					
Maximum duration in a single stretch		0	4755	4755	4862	0	0	3303	3303	2567	0	0	2317	2317	2314	0	6	2084	2090	2066	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	1	244	245	212	1	1	316	317	215	5	0	386	386	385	1	0	218	218	218	0
Street Light Faults																					
Rectification of line faults		0	197	197	197	0	0	220	220	220	0	0	252	252	252	0	0	315	315	315	0
Replacement of fused/defective unit	At least 90% cases should be complied within prescribed time limits	0	182	182	182	0	0	196	196	196	0		157	157	157	0	0	202	202	202	0
Continuity Indices																					
SAIFI	To be laid down later by the Commission	NIL																			
SAIDI																					
MAIFI																					
Frequency Variations	To Maintain supply frequency within 49-50Hz as per IEGC	NIL																			
Voltage unbalance	Maximum of 3% at point of commencement of supply	33	1155	1188	1069	119	119	1247	1366	1114	252	252	751	1003	985	18	18	4926	4944	4847	97
% billing mistakes	Not Exceeding 0.1%	71	544	615	456	159	159	551	710	559	151	151	1012	1163	958	205	205	765	970	892	78
% faulty meters	Not Exceeding 3%	8455	45832	54287	41527	12760	12760	62162	74922	62983	11939	11939	81811	93750	60387	33363	33363	51004	84367	67207	17160

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 (2021-22)	6799624	66613	10016067	131703587	13.15
2	Q2 (2021-22)	7283231	64064	10061355	126894024	12.61
3	Q3 (2021-22)	7597407	44823	10198574	84168105	8.25
4	Q4 (2021-22)	7094908	32268	10387566	64713074	6.23

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 (2021-22)	6799624	1948423	10016067	3271815381	326.66
2	Q2 (2021-22)	7283231	1858598	10061355	3046749095	302.82
3	Q3 (2021-22)	7597407	1313560	10198574	1886364574	184.96
4	Q4 (2021-22)	7094908	1214225	10387566	1869504177	179.98

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 (2021-22)	6799624	22793	10016067	47175675	4.71
2	Q2 (2021-22)	7283231	19667	10061355	41050328	4.08
3	Q3 (2021-22)	7597407	16807	10198574	31309622	3.07
4	Q4 (2021-22)	7094908	15205	10387566	32409206	3.12

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
April'21-June'21	8455	45832	54287	41527	12760
July'21-September'21	12760	62162	74922	62983	11939
October'21-December'21	11939	81811	93750	60387	33363
January'22-March'22	33363	51004	84367	67207	17160

