Statement showing the level of overall performance achieved by the APDiscoms during the FY 2012-13 in accordance with the APERC (Licensees' Standarads of performance) Regulation No.7 of 2004 r/w its First Amendment Regulation dated 19.08.2005

Sl. No.	Service Area	Standard	APCPDCL		APEPDCL								APNPDCL		APSPDCL		Overall Standard of Performance				
					Opening Balance		No. of Complaints/Requests				Closing Balance							Achievment %			
			Received	Attended	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Received	Attended	Received	Attended	Target %	APCPDCL	APEPDCL	APNPDCL	APSPDCL
1	**Normal Fuse-off**																				
(a)	Cities and towns	Within 4 working hours	410193	410143	15	0	98658	98340	95888	221	112	0	33586	33586	100385	100385	99%	100%	100%	100%	100%
(b)	Rural areas	Within 12 working hours	130977	130873									35046	35046	92738	92738	99%	100%		100%	100%
2	**Overhead Line/cable breakdowns**																				
(a)	Cities and towns	Within 6 hours	2831	2829	0	0	1269	1263	1216	2	4	0	361	361	501	501	95%	100%	100%	100%	100%
(b)	Rural areas	Within 24 hours	5973	5964									3410	3410	2991	2991	95%	100%		100%	100%
3	**Underground cable breakdowns**																				
(a)	Cities and towns	Within 12 hours	175	171									0	0	74	74	95%	98%	-	-	100%
(b)	Rural areas	Within 48 hours	0	0									21	21	153	153	95%	-	-	100%	100%
4	**Distribution Transformer failure**																				
(a)	Cities and towns	Within 24 hours	2687	2687	2	0	894	870	844	6	20	0	919	919	1658	1658	95%	100%	97%	100%	100%
(b)	Rural areas	Within 48 hours	31935	31935	42	4	10173	10140	9901	11	50	18	17528	17528	16624	16624	95%	100%	100%	100%	100%
5	**Period of Scheduled Outage**																				
(a)	Maximum duration in a single stretch	Not to exceed 12 hours	3392	3391									0	0	11	11	95%	100%	-	-	100%
(b)	Restoration of supply	By not later than 6 PM	11860	11860									0	0	0	0	95%	100%	-	-	-
6	**Voltage fluctuations**																				
(a)	No expansion/enhancement of network involved	Within 10 days	1329	1329	1	0	13211	13176	12918	10	26	0	8	8	925	925	100%	100%	100%	100%	100%
(b)	Up-gradation of distribution system required	Within 120 days	200	200									0	0	659	659	100%	100%	-	-	100%
(c)	Erection of Substation	Within the time period as approved by the Commission	914	903									0	0	4	4	100%	99%	-	-	100%
7	**Meter complaints**																				
(a)	Inspection and replacement of slow, fast/creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter.	106364	101612	129	11	6171	6134	5939	69	98	10	196941	196941	57188	57180	100%	96%	99%	100%	100%
(b)	Replace burnt meters if cause attributable to Licensee	Within 7 days	3063	2397									3367	3367	3055	3055	100%	78%	-	100%	100%
(c)	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	15541	14811	256	40	19263	18947	18011	396	191	25	43	43	7593	7593	100%	95%	98%	100%	100%
8	**Application of new connection/additional load**																				
(i)	**In Connection feasible from existing network**																				
(a)	Release of Supply	Within 30 days of receipt of application (along-with prescribed charges)	222052	216256	2246	425	122700	121944	117277	1195	2104	128	65688	65688	225957	223815	100%	97%	99%	100%	99%
(ii)	**If Network expansion/enhancement required to release supply**																				
(a)	Release of supply - Low Tension (with Agl.)	Within 30 days of receipt of prescribed charges	173687	167606	13427	1149	15857	12831	12079	6216	9692	1694	0	0	48067	44807	100%	96%	81%	-	93%
	Release of supply - Low Tension (without Agl.)		197572	200557	16966	1302	51869	39622	37732	12255	17495	725	0	0	22846	22795	100%	102%	76%	-	100%
(b)	Release of Supply - High Tension 11 kV	Within 60 days of receipt of prescribed charges	437	356	9372	834	33385	24613	23352	3842	13749	1387	0	0	710	550	100%	81%	74%	-	77%
(c)	Release of Supply - High Tension 33 kV	Within 90 days of receipt of prescribed charges	51	15									0	0	2	2	100%	29%	-	-	100%
(d)	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges	1337	1322									0	0	1	1	100%	99%	-	-	100%
(e)	Erection of substation required for release of supply	Within the time period approved by the Commission	742	686									0	0	2	2	100%	92%	-	-	100%
9	**Transfer of ownership and conversion of services**																				
(a)	Title transfer of ownership	Within 7 days along-with necessary documents and prescribed fee, if any	27225	26882	105	62	10173	9761	9369	265	222	92	2814	2814	5574	5323	100%	99%	96%	100%	95%
(b)	Change of category	Within 7 days along-with necessary documents and prescribed fee, if any	20870	20755	299	44	15755	15027	13896	760	262	49	1445	1445	3669	3403	100%	99%	95%	100%	93%
(c)	Conversion from LT 1-ph to LT 3-ph and vice-versa	Within 30 days of payment of charges by the consumer	2125	2056									0	0	2042	1830	100%	97%	-	-	90%
(d)	Conversion from LT to HT and vice-versa	Within 60 days of payment of charges by the consumer	30	30									0	0	274	274	100%	100%	-	-	100%
10	**Resolution of complaints on consumer's bill**																				
(a)	If no additional information is required	Within 24 working hours of receipt of complaint	2961	2955									809	809	3117	3117	100%	100%	-	100%	100%
(b)	If additional information is required	Within 7 working days of receipt of complaint	1800	1796	40	28	1860	1621	1505	207	66	34	614	614	2198	2196	100%	100%	87%	100%	100%
11	**Reconnection of supply following disconnection due to non-payment of bills**																				
(a)	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	478489	478370									22975	22975	207890	207890	100%	100%	-	100%	100%
(b)	Rural Areas	Within 12 working hours of production of proof of payment by consumer	298962	297140									57675	57675			100%	99%	-	100%	-

CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED
STANDARDS OF PERFORMANCE FOR THE YEAR 2012-13

Service Area	Anantapur		Kurnool		Mahaboobnagar		Nalgonda		Medak		RRN		RRS		RRE		UYDN		HYDS		HYDC		Discom Total		Overall standard of	
	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Target (%)	Achieved (%)
Normal Fuse Off																										
Cities and Towns	19646	19646	52344	52344	9654	9654	10156	10132	6138	6092	53791	53791	2832	2832	20081	20051	35504	35504	96879	96879	123269	123269	410193	410143	99	100.0%
Rural Areas	12387	12387	42590	42590	14823	14823	21338	21283	24765	24718	10383	10383	4693	4689	11333	11333							130977	130873	99	99.9%
Overhead Line/Cable breakdowns							0	0																		
Cities and Towns	194	194	63	63	67	67	118	118	423	421	266	266	504	504	429	429	456	456	523	523	217	217	2831	2829	95	99.9%
Rural Areas	473	473	324	324	1483	1483	598	598	2057	2048	58	58	980	980	194	194							5973	5964	95	99.8%
Under Ground cable Breakdowns							0	0																		
Cities and Towns	0	0	0	0	0	0	0	0	0	0	0	0	1	1	90	90	52	52	73	69	49	49	175	171		97.7%
Rural Areas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	194	194							0	0		#DIV/0!
Distribution Transformer Failure									0	0												0				
Cities and Towns	315	315	135	135	431	431	363	363	222	222	165	165	529	529	295	295	158	158	275	275	94	94	2687	2687	95	100.0%
Rural Areas	4258	4258	2949	2949	10239	10239	8014	8014	4623	4623	116	116	1736	1736	317	317							31935	31935	95	100.0%
Period of Schedule outage							0	0																		
Maximum duration in a single stretch	1152	1152	40	40	18	18	0	0	24	23	4	4	1982	1982	4578	4578	172	172	0	0			3392	3391	95	100.0%
Restoration of supply	2306	2306	40	40			0	0	24	24	4	4	9486	9486	720	720			0	0			11860	11860	95	100.0%
Voltage fluctuations							0	0											0	0						
No expansion/enhancement of network involved	0	0	57	57	0	0	397	397	63	63	0	0	70	70			709	709	33	33			1329	1329		100.0%
Up-gradation of distribution system required	0	0	7	7	0	0	17	17	13	13	0	0	37	37			110	110	16	16			200	200		100.0%
Erection of Sub station	3	3	0	0	8	8	6	6	19	8	7	7	5	5			866	866	0	0			914	903		98.8%
Meter complaints							0	0											0	0						
Inspection and replacement of Slow/fast / creeping /stuck up meters.	20886	20870	29034	29034	20	20	11542	11542	11996	10701	1651	1651	10388	10308	15823	15823	7797	4515	2273	2199	10777	10772	106364	101612		95.5%
Replacement of burnt meters if cause attributable to licensee	414	414	0	0	0	0	807	807			233	233	963	882			585	0	61	61			3063	2397		78.3%
Replacement of burnt meters if cause attributable to consumer	1135	1135	1551	1551	85	85	826	826	2652	2194	729	729	1673	1661	2968	2968	4309	4067	576	558	2005	2005	15541	14811		95.3%
Application of new connection/additional load							17815	17551	17469	17467	9062	9062	13938	13938	0	0	3969	3969	13981	13844	12741	12630	88975	88461		
connection feasible from existing network					171	75	8631	8617	16190	16190	0	0							2444	2444			27436	27326		
Release of supply			50957	50957	47081	42225	16053	15552	26044	25988	46651	46651	12487	12270	8277	8287	12468	12302	2444	2444	7867	7867	222052	216256		97.4%
Network expansion/enhancement required to release supply																			0	0			0	0		
Release of supply - Low Tension (with agl.)			50927	50927	46910	42150	38033	37677	22652	21879	11386	11386	3779	3587	15596	15261			0	0			173687	167606		96.5%
Release of supply - Low Tension (without agl.)			40988	40988	31808	31791	32174	31939	20219	20071	46785	46785	20680	20680	16083	15792	1260	5400	3658	2903			197572	200557		
Release of supply - 11 KV			30	30	129	69	50	30	94	93	92	92	0	0	134	117	42	42	0	0			437	356		81.5%
Release of supply - 33 KV			0	0	42	6	0	0	5	5	1	1	1	1	6	5	2	2	0	0			51	15		29.4%
Release of supply - Extra High Tension			0	0	2	2	0	0	0	0	0	0	0	0			1335	1320	0	0			1337	1322		98.9%
Erection of sub station required for release of supply			0	0	0	0	3	0	0	0	0	0	4	4			735	682	0	0			742	686		92.5%
Transfer of ownership and conversion of services							35	35							0	0	730	714	0	0						
Title transfer of ownership	1812	1775	2817	2817	716	719	1114	1109	1149	1148	3866	3866	2879	2821	9342	9342	2804	2789	5467	5248	4601	4590	27225	26882		98.7%
Change of category	2149	2140	8013	8013	503	505	373	372	581	580	4123	4123	312	299	2150	2150	2022	1976	1159	1143	1635	1606	20870	20755		99.4%
Conversion from LT 1 ph to LT 3 ph and vice Versa	487	487	126	126	61	61	23	23	0	0	63	63	104	104	298	298	266	223	111	109	884	860	2425	2056		96.8%

APCPDCL

CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED

STANDARDS OF PERFORMANCE FOR THE YEAR 2012-13

Service Area	Anantapur		Kurnool		Mahaboobnagar		Nalgonda		Medak		RGN		RRS		RRE		HYDN		HYDS		HYDC		Discom Total		Overall standard of	
	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Target (%)	Achieved (%)
Conversion from LT to HT and vice- Versa	0	0	0	0	8	8	5	5	16	16	1	1	0	0	11	2			0	0			30	30		100.0%
Resolution of complaints on consumer's bill							0	0			0	0							0	0						
If additional information is required	384	384	232	232	734	734	1	1	34	34	122	122	265	261					28	28			1800	1796		99.8%
If no additional information is required	630	630	530	530	0	0	0	0	1562	1562	65	65	174	168					0	0			2961	2955		99.8%
Reconnection of supply following disconnection due to non-payment of bills							0	0											0	0						
cities and Towns	74147	74147	31010	31010	57388	57388	28555	28555	3150	3090	73452	73452	188524	188455	1147	1147	887	887	6194	5846	15182	15540	478489	478370		100.0%
Rural Areas	26152	26152	44571	44571	41242	41242	53906	52892	12567	11898	643	643	119881	119742									398962	297140		99.4%

STANDARDS OF PERFORMANCE (SOP) REPORSTANDARDS OF PERFORMANCE (SOP) REPORT OF CUSTOMER SERVICE CENTERS FOR YEAR 2012-13

Service Area	EPDCL								
	OB		No Of Complaints /Requests				CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Normal Fuse Off	15	0	98658	98340	95888	221	112	0	98
Cities and Towns									
Rural Areas									
Overhead Line/Cable breakdowns	0	0	1269	1263	1216	2	4	0	96
Cities and Towns/Rural Areas									
Line Breakdowns									
Cities and Towns									
Rural Areas									
Distribution Transformer Failure	2	0	894	870	844	6	20	0	97
Cities and Towns	42	4	10173	10140	9901	11	50	18	98
Rural Areas									
Period of Scheduled outage									
Maximum duration in a single stretch									
Restoration of supply									
Voltage fluctuations									
No expansion /enhancement of network involved	1	0	13211	13176	12918	10	26	0	98
Up-gradation of distribution system required									
Erection of Substations									
Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	129	11	6171	6134	5939	69	98	10	97
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	256	40	19263	18947	18011	396	191	25	95

Service Area	EPDCL								
	OB		No Of Complaints /Requests				CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Application of new connection/additional load									
Connection feasible from existing network									
Release of Supply(48)	2246	425	122700	121944	117277	1195	2104	128	96
Network expansion/enhancement required to									
Release of Supply - Low Tension (with AgL)	13427	1149	15857	12831	12079	6216	9692	1694	94
Release of Supply - Low Tension (without AgL)	16966	1302	51869	39662	37732	12255	17495	725	95
Release of supply -11KV	9372	834	33385	24613	23352	3842	13749	1387	95
Release of supply -33KV									
Release of supply - Extra High Tension									
Erection of Substation required for release of supply									
Transfer of ownership and conversion of servi									
Title transfer of ownership	105	62	10173	9761	9369	265	222	92	96
Change of Category	299	44	15755	15027	13896	760	262	49	92
Conversion from LT 1 Ph to LT 3Ph and vice Versa									
Conversion from LT to HT and vice Versa									
Resolution of complaints on consumer's bill									
If additional information is required	40	28	1860	1621	1505	207	66	34	93
If no additional information is required									
Reconnection of supply following disconnecti									
Cities and Towns									

STANDARDS OF PERFORMANCE (SOP) REPORT OF CUSTOMER SERVICE CENTERS FOR YEAR 2012-13

Service Area	SRIKAKULAM								
	OB		No Of Complaints /Requests				CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Normal Fuse Off									
Cities and Towns	0	0	7385	7360	7032	2	23	0	96
Rural Areas									
Overhead Line/Cable breakdowns									
Cities and Towns/Rural Areas	0	0	72	71	69	0	1	0	97
Line Breakdowns									
Cities and Towns									
Rural Areas									
Distribution Transformer Failure									
Cities and Towns	0	0	124	123	119	1	0	0	97
Rural Areas	0	0	1385	1369	1340	2	14	0	98
Period of Scheduled outage									
Maximum duration in a single stretch									
Restoration of supply									
Voltage fluctuations									
No expansion /enhancement of network involved	0	0	895	891	871	0	4	0	98
Up-gradation of distribution system required									
Erection of Substations									
Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	1	0	18	17	16	2	0	0	94
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	39	3	2466	2196	2068	299	13	0	94

Service Area	SRIKAKULAM								
	OB		No Of Complaints /Requests				CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Application of new connection/additional load									
Connection feasible from existing network									
Release of Supply(4S)	298	170	17412	17488	16593	106	270	16	95
Network expansion/enhancement required to release supply									
Release of Supply - Low Tension (with Agl.)	2439	246	1988	1559	1485	839	1920	355	94
Release of Supply - Low Tension (without Agl.)	942	146	2450	1737	1636	830	860	111	94
Release of supply -11KV	699	110	2265	1244	1193	497	1126	207	96
Release of supply -33KV									
Release of supply - Extra High Tension									
Erection of Substation required for release of supply									
Transfer of ownership and conversion of service									
Title transfer of ownership	13	3	375	277	255	109	0	5	92
Change of Category	38	3	1385	1109	1013	305	10	2	91
Conversion from LT 1 Ph to LT 3Ph and vice Versa									
Conversion from LT to HT and vice Versa									
Resolution of complaints on consumer's bill									
If additional information is required	1	4	61	41	37	24	0	1	90
If no additional information is required									
Reconnection of supply following disconnection due to non-payment of bills									
Cities and Towns									

Service Area	VIZIANAGARAM								
	OB		No Of Complaints /Requests				CB		% Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Normal Fuse Off									
Cities and Towns	1	0	978	978	955	0	1	0	98
Rural Areas									
Overhead Line/Cable breakdowns									
Cities and Towns/Rural Areas	0	0	21	21	21	0	0	0	100
Line Breakdowns									
Cities and Towns									
Rural Areas									
Distribution Transformer Failure									
Cities and Towns	0	0	86	84	81	1	1	0	96
Rural Areas	7	0	1107	1107	1092	1	2	4	99
Period of Scheduled outage									
Maximum duration in a single stretch									
Restoration of supply									
Voltage fluctuations									
No expansion /enhancement of network involved	0	0	100	98	96	0	2	0	98
Up-gradation of distribution system required									
Erection of Substations									
Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	2	1	107	98	93	6	6	0	95
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	36	9	2339	2271	2090	84	27	1	92

Service Area	VIZIANAGARAM								
	OB		No Of Complaints /Requests				CB		Achievement at SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Application of new connection/additional load									
Connection feasible from existing network									
Release of Supply(48)	254	31	11433	11437	11056	69	211	1	97
Network expansion/enhancement required to release supply									
Release of Supply - Low Tension (with Agl.)	2576	71	2852	1559	1470	2243	1488	209	94
Release of Supply - Low Tension (without Agl.)	1925	102	4678	3535	3357	1248	1854	68	95
Release of supply -11KV	838	25	4896	2995	2811	334	2244	186	94
Release of supply -33KV									
Release of supply - Extra High Tension									
Erection of Substation required for release of supply									
Transfer of ownership and conversion of service									
Title transfer of ownership	5	1	614	590	541	14	12	4	92
Change of Category	44	10	1457	1443	1296	43	22	3	90
Conversion from LT 1 Ph to LT 3Ph and vice Versa									
Conversion from LT to HT and vice Versa									
Resolution of complaints on consumer's bill									
If additional information is required	0	2	48	44	40	3	3	0	91
If no additional information is required									
Reconnection of supply following disconnection due to non-payment of bills									
Cities and Towns									

Service Area	VISAKHAPATNAM								
	OB		No Of Complaints /Requests				CB		
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achieveme nt SOP %
Normal Fuse Off									
Cities and Towns	13	0	47377	47197	46251	154	39	0	98
Rural Areas									
Overhead Line/Cable breakdowns									
Cities and Towns/Rural Areas	0	0	699	697	668	2	0	0	96
Line Breakdowns									
Cities and Towns									
Rural Areas									
Distribution Transformer Failure									
Cities and Towns	0	0	202	199	195	2	1	0	98
Rural Areas	6	0	1260	1252	1212	3	8	3	97
Period of Scheduled outage									
Maximum duration in a single stretch									
Restoration of supply									
Voltage fluctuations									
No expansion /enhancement of network involved	0	0	6605	6591	6511	9	5	0	99
Up-gradation of distribution system required									
Erection of Substations									
Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	41	4	3972	3940	3795	24	49	4	96
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	49	2	5558	5554	5324	6	45	4	96

Service Area	VISAKHAPATNAM								
	OB		No Of Complaints /Requests				CB		
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achievement SOP %
Application of new connection/additional load									
Connection feasible from existing network									
Release of Supply(48)	621	51	31072	30795	29883	483	435	31	97
Network expansion/enhancement required to release supply									
Release of Supply - Low Tension (with Agl.)	1560	51	2215	1676	1579	896	1127	127	94
Release of Supply - Low Tension (without Agl.)	6374	243	22031	15630	15161	5482	7288	248	97
Release of supply -11KV	2300	60	10216	7944	7622	530	3938	164	96
Release of supply -33KV									
Release of supply - Extra High Tension									
Erection of Substation required for release of supply									
Transfer of ownership and conversion of service									
Title transfer of ownership	30	12	5236	5128	4995	36	103	11	97
Change of Category	111	15	7046	6796	6200	266	94	16	91
Conversion from LT 1 Ph to LT 3Ph and vice Versa									
Conversion from LT to HT and vice Versa									
Resolution of complaints on consumer's bill									
If additional information is required	25	11	941	779	698	150	36	12	90
If no additional information is required									
Reconnection of supply following disconnection due to non-payment of bills									
Cities and Towns									

Service Area	RAJAHMUNDRY								
	OB		No Of Complaints /Requests				CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Normal Fuse Off									
Cities and Towns	1	0	26565	26502	25849	35	29	0	98
Rural Areas									
Overhead Line/Cable breakdowns									
Cities and Towns/Rural Areas	0	0	259	257	249	0	2	0	97
Line Breakdowns									
Cities and Towns									
Rural Areas									
Distribution Transformer Failure									
Cities and Towns	2	0	285	269	259	1	17	0	96
Rural Areas	21	1	2374	2377	2259	0	16	3	95
Period of Scheduled outage									
Maximum duration in a single stretch									
Restoration of supply									
Voltage fluctuations									
No expansion /enhancement of network involved	0	0	3867	3861	3750	0	6	0	97
Up-gradation of distribution system required									
Erection of Substations									
Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	24	3	901	878	872	30	17	3	99
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	63	6	4616	4608	4456	7	54	16	97

Service Area	RAJAHMUNDRY								
	OB		No Of Complaints /Requests				CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	
Application of new connection/additional load									
Connection feasible from existing network									
Release of Supply(48)	669	145	33253	32936	31631	329	734	68	96
Network expansion/enhancement required to release supply									
Release of Supply - Low Tension (with Agl.)	2863	293	2625	2808	2615	994	1663	316	93
Release of Supply - Low Tension (without Agl.)	3954	286	11122	8518	7959	3021	3628	195	94
Release of supply -11KV	2998	176	6991	6169	5913	1225	2543	228	96
Release of supply -33KV									
Release of supply - Extra High Tension									
Erection of Substation required for release of supply									
Transfer of ownership and conversion of service									
Title transfer of ownership	39	27	2536	2428	2317	81	62	31	98
Change of Category	60	9	3679	3524	3343	122	88	14	95
Conversion from LT 1 Ph to LT 3Ph and vice Versa									
Conversion from LT to HT and vice Versa									
Resolution of complaints on consumer's bill									
If additional information is required	8	4	601	583	571	11	15	4	98
If no additional information is required									
Reconnection of supply following disconnection due to non-payment of bills									
Cities and Towns									

Service Area	ELURU							
	OB		No Of Complaints /Requests				CB	
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT
Normal Fuse Off								
Cities and Towns	0	0	16353	16303	15801	30	20	0
Rural Areas								
Overhead Line/Cable breakdowns								
Cities and Towns/Rural Areas	0	0	218	217	209	0	1	0
Line Breakdowns								
Cities and Towns								
Rural Areas								
Distribution Transformer Failure								
Cities and Towns	0	0	197	195	190	1	1	0
Rural Areas	8	3	4047	4035	3998	5	10	8
Period of Scheduled outage								
Maximum duration in a single stretch								
Restoration of supply								
Voltage fluctuations								
No expansion /enhancement of network involved	1	0	1744	1735	1690	1	9	0
Up-gradation of distribution system required								
Erection of Substations								
Meter Complaints								
Inspection and replacement of Slow/fast/creeping/stuckup meters	61	3	1173	1201	1163	7	26	3
Replacement of burnt meters if cause attributable to Licensee								
Replacement of burnt meters if cause attributable to consumer	69	21	4284	4318	4073	0	52	4

Service Area	ELURU							
	OB		No Of Complaints /Requests				CB	
	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT
Application of new connection/additional load								
Connection feasible from existing network								
Release of Supply(48)	404	28	29530	29288	28114	208	454	12
Network expansion/enhancement required to release supply								
Release of Supply - Low Tension (with Agl.)	3989	488	6177	5229	4950	1244	3494	687
Release of Supply - Low Tension (without Agl.)	3771	525	11588	10242	9579	1674	3865	103
Release of supply -11KV	2537	463	9017	6261	5813	1256	3898	602
Release of supply -33KV								
Release of supply - Extra High Tension								
Erection of Substation required for release of supply								
Transfer of ownership and conversion of service								
Title transfer of ownership	18	19	1412	1338	1261	25	45	41
Change of Category	46	7	2188	2155	2044	24	48	14
Conversion from LT 1 Ph to LT 3Ph and vice Versa								
Conversion from LT to HT and vice Versa								
Resolution of complaints on consumer's bill								
If additional information is required	6	7	209	174	159	19	12	17
If no additional information is required								
Reconnection of supply following disconnection due to non-payment of bills								
Cities and Towns								

DETAILS OF COMPENSATION PAID CASES FOR THE YEAR 2012-13

Sl. No.	CG.No./Date	Circle	Compensation on per day	Compensation awarded	Reasons in brief	Whether compensation s are paid (Y/N)
1	100/13.09.12	Srikakulam	Rs.50/- per day from 17th June, 2012 onwards till the date of Redressal of the grivance. (Low Voltage Problem, Delay in Transformer shifting).	Rs.13,550/-	Shifting of the existing DTR from original place and erect in some other place causing how voltage and more interruptions at SS IV, Pothrakonda, Sompeta, Srikakulam	No
2	447/12.09.12		Recover for Rs.50/- per day of delay from concerned field staff from 06.08.2012 to 09.09.2012 (33 days) towards compensation to pay the same to the complainant	Rs.1650/-	Meter burnt necessary charges paid, but not replaced the meter	No
3	112/16.08.12	Vizianagaram	The Superintending Engineer/ Operation/ Vizianagaram is directed to recover an amount of Rs. 50/-(Rupees Fifty only) form 17.02.2012 to actual date of deration effected and take suitable disciplinary action against the concerned Assistant Engineer/ Operation not to repeat in future.		Respondents has not taken steps and illegally collected amounts even though paid departmental charges.	No
4	388/15.10.12		The 3rd respondent is herewith directed to recover compensation as per Standards of Performance from the concerned O&M Staff and arrange payment to the consumer.		One phase is stuck up to the existing DTR for the last one week and no supply so far to the existing 18 Nos. of agricultural services at Venkatapuram Village, Gajapathinagaram (M).	No
5	75/ 05.07.12	Visakhapatnam	Hence the Licensee shall pay compensation to the Complainant Consumer @ Rs.25/- from 8th May'2012 to the date i.e. till the grievance is completely redressed.		Abnormal bill issued and rectify the same.	No
6	86/ 05.07.12		Hence the Licensee shall pay compensation to the Complainant Consumer @ Rs.25/- from 8th May'2012 to the date i.e. till the grievance is completely redressed.		Abnormal bill issued and requested to rectify the same.	No
7	276/ 30.08.12	Rajahmundry	As per standards of performance Schedule – II under regulation No. 7 of 2004 issued by Hob'ble APERC, the compensation shall be paid by the respondents to the affected consumer @ Rs. 50/- each day of default upto date of release of supply.	Rs. 37,100/-	New Agricultural service not released even though paid all the Departmental charges on 09.07.2010 so far the service not released at Thondangi Village and Mandal, East Godavari District.	No
8	293/ 30.08.12		As per standards of performance Schedule – II under regulation No. 7 of 2004 issued by Hob'ble APERC, the compensation shall be paid by the respondents to the affected consumer @ Rs. 50/- each day of default upto date of release of supply.	Rs. 36,250/-	New Agricultural service not released even though paid all the Departmental charges on 08.07.2010 so far the service not released at Srungavruksham Village, Tondangi Mandal, East Godavari District.	No
9	216/ 24.08.12	Eluru	The Superintending Engineer/ Operation/ Eluru is herewith directed to recover compensation from the concerned respondents as per Regulation 7/2004 Standards of Performance.		Change of Category from II to I against SC.No. 1045, Akiveedu Village and Mandal, West Godavari District.	No
10	324/ 24.08.12		The Superintending Engineer/ Operation/ Eluru is herewith directed to recover compensation from the concerned respondents as per Regulation 7/2004 Standards of Performance.		Change of Category from II to I against SC.No. 1045, Akiveedu Village and Mandal, West Godavari District.	No
11	378/ 06.12.12		Superintending Engineer/Operation/Eluru is herewith directed that above issue as stated should be regularized and take suitable disciplinary action against the erroring officers as it is a clear lapse of departmental people and arrange compensation to the complainant for their negligency of the respondents who involved for delay as per Standards Of Performance.		Though he paid additional load amounts through DDs for an amount of Rs.3200/- but not regularized on 04-08-2008 and again additional load case booked for 2KW in September, 2010 against Sc.No.152, Busarajupalli (V), Buttaigudem (M), W.G.Dist.	No

(i) **Compliance to Standards of Performance (SoP) for FY 2012-13 :**

COMPLIANCE TO STANDARDS OF PERFORMANCE (SOP) for FY 2012-13 NPDCL

Sl No	Service Area	Complaints for the year 2012-13										Total (2012-13)		Overall standard of performance	
		Warangal		Karimnagar		Khammam		Nizamabad		Adilabad					
		Services	Attended	Services	Attended	Services	Attended	Services	Attended	Services	Attended	Services	Attended	Target %	Achieved %
1	Normal Fuse Off														
	a)Cities and Towns	9927	9571	7470	7470	10782	10592	7792	7792	666	666	36599	36383	99	100
	b)Rural Area	16521	16521	5483	5483	9486	9168	8487	8487	368	368	39945	39445	98	100
2	Overhead Line /Cable breakdowns														
	a)Cities and Towns	73	73	24	24	36	36	136	136	15	15	284	284	100	100
	b)Rural Area	1280	1280	702	702	438	438	804	804	28	28	3418	3418	100	100
3	Underground Cable breakdowns														
	a)Cities and Towns	0	0	0	0	0	0	0	0	0	0	0	0		
	b)Rural Area	0	0	21	21	0	0	0	0	0	0	21	21		100
4	Distribution Transformer failure														
	a)Cities and Towns	195	195	67	67	212	223	367	337	98	98	939	940	95	100
	b)Rural Area	7140	7140	3003	3003	3465	3480	1731	1731	199	199	17538	17538	98	100
5	Period of Scheduled Outages														
	Maximum outage in single stretch	0	0	0	0	0	0	0	0	0	0	0	0	95	
	Restoration of Supply	0	0	0	0	0	0	0	0	0	0	0	0	95	
6	Voltage Fluctuations														
	Investigation/rectification of network involved	0	0	2	0	8	8	8	0	2	0	8	8		100
	Upgradation of distribution system required	0	0	0	0	0	0	0	0	0	0	0	0		
	Erection of Sub Station	0	0	0	0	0	0	0	0	0	0	0	0		
7	Meter Complaints														
	Inspection and replacement of slow /fast/creep/ stuck up	30680	30992	15613	15911	32496	32495	42134	42154	5719	5718	136941	137991		100
	Replace burnt meters / cases attributable to Licensee	1083	1083	684	684	968	968	1383	1382	69	69	2280	3387		100
	Replace burnt meters / cases attributable to Consumer	43	43	0	0	0	0	0	0	0	0	43	43		100
8	Application of new service/load/additional load from the existing network														
	a)Cities and Towns	12126	12126	14697	14797	9913	9912	12288	12288	809	801	49825	49825		100
	b)Rural Area	5733	5739	2984	2984	1679	1676	4874	4854	512	512	15782	15782		100
9	Network expansion/enhancement required to release														
	Release of supply - Low Tension(with Agri)	0	0	0	0	0	0	0	0	0	0	0	0		
	Release of supply - Low Tension(without Agri)	2	0	0	0	0	0	0	0	0	0	0	0		
	Release of supply High Tension 11KV	0	0	0	0	0	0	0	0	0	0	0	0		
	Release of supply High Tension 33KV	0	0	0	0	0	0	0	0	0	0	0	0		
	Release of supply Extra High Tension 132KV	0	0	0	0	0	0	0	0	0	0	0	0		
	Erection of Sub Station covered for release of supply	0	0	0	0	0	0	0	0	0	0	0	0		
10	Transfer of ownership and conversion of services														
	Title transfer of ownership	1054	1054	609	609	449	446	825	824	41	41	2814	2814		100
	Change of Category	369	369	371	371	281	281	278	278	26	26	1449	1445		100
	Conversion from LT high to LT 3ph and vice versa	0	0	0	0	0	0	3	0	3	0	0	0		
	Conversion from LT to HT and vice - versa	0	0	0	0	0	0	0	0	0	0	0	0		
11	Resolution of Complaints on consumers bill			0	0							0	0		
	Additional information is required	280	280	52	52	34	34	280	280	8	8	634	634		100
	No additional information is required	517	517	25	25	58	58	101	101	15	15	650	650		100
12	Reconnection of supply following disconnection due to non-payment of bills														
	a)Cities and Towns	4284	4284	4074	4074	2020	2020	3563	3563	1539	1539	25480	25480		100
	b)Rural Area	8579	8579	2825	2825	7328	7328	18463	18463	285	285	57875	57875		100

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STANDARDS OF PERFORMANCE FOR THE YEAR 2012-2013 (APRIL 2012 TO UPTO MARCH 2013)

Service Area	Standard	Complaints for the month of April 12 to March 13												APSPDCL Apr 12 to Mar 13	
		Vijayawada		Guntur		Ongole		Nellore		Tirupati		Kadapa			
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
Normal Fuse Off															
Cities and Towns	Within 4 working hours	37319	37319	497	4971	18155	18155	6939	6939	15023	15023	17978	17978	100385	100385
Rural Areas	Within 12 working hours	36460	36460	6125	6125	23781	23781	12001	12001	2467	2467	11904	11904	92738	92738
Overhead Line/Cable breakdowns															
Cities and Towns	Within 6 hours	220	220	49	49	15	15	54	54	51	51	112	112	501	501
Rural Areas	Within 24 hours	666	666	206	206	177	177	1553	1553	211	211	158	158	2991	2991
Under Ground Cable Breakdowns															
Cities and Towns	Within 12 hours	0	0	0	0	0	0	74	74	0	0	0	0	74	74
Rural Areas	Within 48 hours	0	0	0	0	0	0	153	153	0	0	0	0	153	153
Distribution Transformer Failure															
Cities and Towns	Within 24 hours	341	341	418	418	113	113	153	153	288	288	345	345	1658	1658
Rural Areas	Within 48 hours	2067	2067	464	464	3480	3480	3477	3477	3449	3449	3687	3687	16624	16624
Period of Scheduled outage															
Maximum duration in a single stretch	Not to exceed 12 hours	0	0	0	0	11	11	0	0	0	0	0	0	11	11
Restoration of supply	By not later than 6-00 PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voltage fluctuations															
No expansion/enhancement of network involved	Within 10 days	332	332	281	281	7	7	93	93	114	114	98	98	925	925
Up-gradation of distribution system required	Within 120 days	268	268	58	58	37	37	296	296	0	0	0	0	659	659
Erection of Substation	Within the time period as approved by the Commission	0	0	4	4	0	0	0	0	0	0	0	0	4	4
Meter Complaints		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inspection and replacement of slow /fast/creeping /stuckup meters	Inspection within 7 days in towns and cities	9752	9752	6104	6104	7880	7880	16353	16353	14278	14278	813	813	57180	57180
Replacement of burnt meters if cause attributable to Licensee	Within 7 days	60	60	241	241	1794	1794	526	526	143	143	292	292	3056	3056
Replacement of burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	4483	4483	280	280	580	580	1583	1583	530	530	157	157	7593	7593
Application of new connection/additional load															
Connection feasible from existing network															
Release of Supply	Within 30 days of receipt of application (along with prescribed charges)	33316	33316	49799	49799	46032	46032	41242	41236	28583	28583	34574	34574	229857	229815

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Service Area	Standard	Complaints for the month of April 12 to March 13												APSPDCL, Apr '12 to Mar '13	
		Vijayawada		Guntur		Ongole		Nellore		Tirupati		Kadapa			
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
Network expansion/enhancement required to release supply														48087	44807
Release of supply - Low Tension(With Agl.)	Within 30 days of receipt of prescribed charges	6656	6656	3367	3367	635	635	9810	9802	16088	16088	12389	9143	22846	22795
Release of supply - Low Tension(Without Agl.)		5113	5113	3538	3538	924	924	5865	5847	7003	7003	708	708	710	550
Release of supply - 11 KV	Within 60 days of receipt of prescribed charges	60	60	23	23	0	0	7	7	43	43	32	32	2	2
Release of supply - 33 KV	Within 90 days of receipt of prescribed charges	0	0	0	0	0	0	1	1	0	0	2	2	2	2
Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	0	0	0	0	0	0	0	0	0	0	1	1	1	1
Erection of Substation required for release of supply	Within the time period approved by the Commission	0	0	0	0	0	0	2	2	0	0	0	0	2	2
Transfer of ownership and conversion of services		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee if any	710	710	828	828	231	231	912	843	2728	2728	201	201	5674	5323
Change of Category	Within 7 days along with necessary documents and prescribed fee if any	870	870	466	466	607	607	501	426	813	813	174	174	3669	3403
Conversion from LT 1 ph to LT 3ph and vice Versa	Within 30 days of payment of charges by the consumer	306	306	315	315	531	531	222	164	356	356	92	92	2042	1830
Conversion from LT to HT and Vice-Versa	Within 60 days of payment of charges by the consumer	0	0	242	242	0	0	1	1	1	1	0	0	274	274
Resolution of complaints on consumer's bill		0	0	0	0	0	0	0	0	0	0	0	0	0	0
If additional information is required	Within 7 working days of receipt of complaint	436	436	750	750	151	151	416	414	454	454	3	3	2196	2195
If no additional information is required	Within 24 working hours of receipt of complaint	997	997	594	594	312	312	827	827	306	306	158	158	3117	3117
Reconnection of supply following disconnection due to non-payment of bills		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cities and Towns	Within 4 working hours of production of proof of payment by consumer	5625	5625	43157	43157	54277	54277	99107	99107	5424	5424	0	0	207690	207690

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