

CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED

STANDARDS OF PERFORMANCE FOR THE YEAR 2009-10

Complaints for the year 2009-10

CPDCL
2009-10

Service Area	Anantapur		Kurnool		Mahaboobnagar		Nalgonda		Medak		RRN		RRS		HYDN		HYDS		HYDC		Discom Total		Overall standard of Performance	
	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	15816	15816	48782	48782	14992	14992	16530	16530	455	455	35220	35220	3666	2666	213287	213287	143761	143761	100134	100134	592643	591643	99	100%
Rural Areas	8204	8204	53721	53721	12201	12201	17389	17389	668	668	740	740	2415	2415	0	0	0	0	0	0	95338	95338	99	100%
Overhead Line/Cable breakdowns																								
Cities and Towns	11	11	60	60	81	81	12	12	365	365	596	596	46	46	807	807	353	353	303	303	2634	2634	95	100%
Rural Areas	595	595	322	322	1609	1609	160	160	543	543	105	105	280	280	0	0	0	0	0	0	3614	3614	95	100%
Under Ground cable Breakdowns																								
Cities and Towns	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	152	152	35	35	187	187		100%
Rural Areas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0%
Distribution Transformer Failure																								
Cities and Towns	684	684	172	172	413	413	193	193	258	239	46	46	265	265	188	188	132	132	161	161	2512	2493	95	99%
Rural Areas	935	935	3077	3077	11691	11691	1734	1734	5260	4772	0	0	2175	2175	0	0	0	0	0	0	24872	24384	95	98%
Period of Schedule outage																								
Maximum duration in a single stretch	0	0	0	0	18	18	0	0	65	65	0	0	0	0	0	0	83	68	0	0	166	151	95	91%
Restoration of supply	1	1	0	0	0	0	0	0	65	65	0	0	0	0	0	0	26	22	0	0	92	88	95	95%
Voltage fluctuations																								
No expansion/enhancement of network in volved	0	0	77	77	0	0	0	0	0	0	0	0	90	90	686	686	239	217						100%
Up-gradation of distribution system required	0	0	15	15	0	0	0	0	62	62	0	0	0	0	125	125	16	16	9292	9292	9510	9510		100%
Erection of Sub station	6	6	15	15	0	0	0	0	17	17	2	2	0	0	4	4	2	2	0	0	46	46		100%
Meter complaints																								
Inspection and replacement of Slow/fast / creeping /stuckup meters.	27555	27233	23106	23106	0	0	296	296	61799	37891	1373	1327	4597	4597	12365	12365	4288	4288	4754	4754	140133	115857		83%
Replacement of burnt meters if cause attributable to Licensee	51	51	0	0	0	0	0	0	9277	4368	142	142	533	533	0	0	4	4	377	377	10384	5475		53%
Replacement of burnt meters if cause attributable to consumer	3064	2906	2469	2469	0	0	179	179	0	0	145	145	404	404	1128	1128	621	621	237	237	8247	8089		98%
Application of new connection/additional load connection feasible from existing network																								
Release of supply	43404	37913	38557	38557	24842	23949	11899	11899	6174	6174	42428	41853	19773	19773	23830	23830	19191	19233	13536	13531	243634	236712		97%

Service Area	Complaints for the year 2009-10																						Overall standard of Performance		
	Anantapur		Kurnool		Mahaboobnagar		Nalgonda		Medak		RRN		RRS		HYDN		HYDS		HYDC		Discom Total		Target (%)	Achieved (%)	
	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended			
Network expansion/enhancement required to release supply																									
Release of supply - Low Tension (with agl.)	24459	19271	5148	4062	24842	23949	18297	18131	961	961	7	7	7252	7252	0	0	0	0	0	0	80966	73633		91%	
Release of supply - Low Tension (without agl.)	28757	27349	1713	1713	22237	21480	10356	10325	5067	5067	32081	31491	5839	5839	30068	30068	2938	2938	17332	17332	156388	153602		98%	
Release of supply - 11 KV	33	33	31	18	101	36	163	163	131	131	88	88	8768	8768	138	138	8	8	27	27	9488	9410		99%	
Release of supply - 33 KV	0	0	2	2	5	4	0	0	15	15	3	3	1	1	0	0	77	77	0	0	103	102		99%	
Release of supply - Extra High Tension	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0		0%
Erection of sub station required for release of supply	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	2	0	0	3	3		100%	
Transfer of ownership and conversion of services																									
Title transfer of ownership	1434	1402	258	258	659	659	182	182	217	217	4132	4132	1765	1765	4868	4500	2409	2393	3669	3668	19593	19176		98%	
Change of category	1540	1540	127	127	372	372	115	115	299	299	1696	1669	1219	1219	3680	3748	713	709	997	997	10758	10795		100%	
Conversion from LT 1 ph to LT 3 ph and vice Versa	39	39	112	112	66	66	6	6	67	67	391	361	0	0	1732	1728	76	60	579	574	3068	3013		98%	
Conversion from LT to HT and vice- Versa	2	2	1	1	18	18	0	0	151	151	12	12	0	0	0	0	22	22	0	0	206	206		100%	
Resolution of complaints on consumer's bill																									
If additional information is required	0	0	146	146	823	823	0	0	0	0	223	223	0	0	0	0	88	88	485	485	1765	1765		100%	
If no additional information is required	0	0	5667	5667	0	0	0	0	490	490	521	521	0	0	0	0	86	86	328	326	7092	7090		100%	
Reconnection of supply following disconnection due to non-payment of bills																									
cities and Towns	2425	2401	53934	53934	46950	46950	18078	18078	1382	1382	75561	75561	0	0	594	594	3406	3406	1235	1235	203565	203541		100%	
Rural Areas	2952	2947	30372	30372	31300	31300	17645	16277	466	466	0	0	0	0	0	0	0	0	0	0	82735	81362		98%	

EPDCL
2009-10

REPORT OF SOP FY 2009-10

Service Area	SRIKAKULAM				VIZIANAGARAM				VISAKHAPATNAM				RAJAHMUNDRY				ELURU			EPDCL					
	No Of Complaints /Requests			Achievement SOP %	No Of Complaints /Requests			Achievement SOP %	No Of Complaints /Requests			Achievement SOP %	No Of Complaints /Requests			Achievement SOP %	No Of Complaints /Requests			Targeted SOP (%)	Achievement SOP %				
	Received	Resolved	Resolved within specified time Limit		Received	Resolved	Resolved within specified time Limit		Received	Resolved	Resolved within specified time Limit		Received	Resolved	Resolved within specified time Limit		Received	Resolved	Resolved within specified time Limit			Received	Resolved	Resolved within specified time Limit	
Application of new connection/additional load																									
Connection feasible from existing network																									
Release of Supply	5854	5784	5724	98.96	7971	7924	7873	99.36	28340	27667	27224	98.40	28165	27767	27506	99.06	23781	23523	23388	99.43	94111	92665	91715	-	98.97
Network expansion/enhancement required to release supply																									
Release of Supply - Low Tension (with Agl.)	2224	423	349	82.51	2700	213	170	79.81	2684	401	281	70.07	4827	902	748	82.93	7905	1618	1193	73.73	20340	3557	2741	-	77.06
Release of Supply - Low Tension (without Agl.)	1116	647	340	52.55	1457	705	411	58.30	9520	6983	4064	58.20	4964	3408	1985	58.25	3826	2351	1449	61.63	20883	14094	8249	-	58.53
Release of supply -11KV	25	12	12	100	55	19	19	100	193	129	129	100	179	126	126	100	74	47	47	100	564	363	363	-	100
Release of supply -33KV	9	3	3	100					18	18	18	100	4	4	4	100									
Release of supply - Extra High Tension									5	3	3	100	2	2	2	100									
Erection of Substation required for release of supply																									
Transfer of ownership and conversion of service																									
Title transfer of ownership	328	314	304	96.82	309	290	276	95.17	3303	3193	3083	96.55	1880	1448	1366	94.34	1137	966	923	95.55	6957	6211	5952	-	95.83
Change of Category	246	230	221	96.09	285	278	255	91.73	2514	2176	1972	90.63	885	650	592	91.08	563	431	393	91.18	4493	3765	3433	-	91.18
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	7	5	4	80.00	1	1	1	100	1254	1066	901	84.52	134	68	68	100	7	7	6	85.71	1403	1147	980	-	85.44
If no additional information is required																									
Reconnection of supply following disconnection due to non-payment of bills																									
Cities and Towns	75819	75819	75819	100	132146	1E+05	132146	100	228880	2E+05	228880	100	526790	5E+05	526790	100	402966	4E+05	402966	100	1E+06	1E+06	1366601	-	100

EPDC
2009

Details of compensation awarded by CGRF in FY 2009-10

Sl. No	Operation Circle	No. of Cases	Compensation Awarded	
1	Srikakulam	1	Rs.50/- per each delay day, total delay days 1770	88,500
2	Vizianagaram	-	-	-
3	Visakhapatnam	-	-	-
4	Rajahmundry	1	Rs.4,150/-	4,150
5	Eluru	4	Rs.19,000/-+23,000/-. Rs.56,000 (Rs.250/- per each delay day, total delay days 224). Rs.5,800 (Rs.50/- per each delay day, total delay days 116). Rs.29,000/- (Rs.250/- per each delay day, total delay days 116).	1,09,800
Total		6		2,25,450

NPDC
200

Sl. No.	Service Area	Complaints for the year 2009-10										Total 2009-10	
		Warangal		Karimnagar		Khammam		Nizamabad		Adilabad			
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
	a) Cities and Towns	6874	6874	5252	5252	7841	7841	4516	4516	3589	3589	28072	28072
	b) Rural Area	5673	5673	1751	1751	367	367	3194	3194	766	766	11751	11751
9	Network expansion/enhancement required to release supply												
	Release of supply - Low Tension(with Agl.)	0	0	0	0	0	0	0	0	0	0	0	0
	Release of supply - Low Tension(without Agl)	0	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 required 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	823	823	355	355	152	152	158	158	198	198	1686	1686
	Change of Category	349	349	333	333	104	104	136	136	100	100	1022	1022
	Conversion from LT 1-ph to LT 3-ph and vice-versa	0	0	0	0	0	0	0	0	0	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 consumer's bill	0	0	0	0	0	0	0	0	0	0	0	0
	If additional information is required	5	5	13	13	139	139	557	557	49	49	763	763
	If no additional information is required	3	3	38	38	176	176	133	133	83	83	433	433
12	Reconnection of supply following disconnection due to non-payment of bills												
	a) Cities and Towns	12600	12600	1706	1706	4358	4358	12443	12443	9260	9260	40367	40367
	b) Rural Area	232	232	6445	6445	143	143	4442	4442	72	72	11334	11334

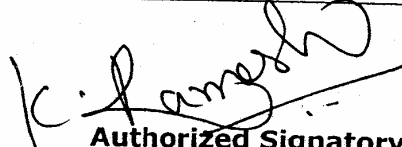
NPDCCL
2009-10



NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED
O/o. CONSUMER GRIEVANCES REDRESSAL FORUM :: WARANGAL.

COMPENSATION AWARDED FOR THE YEAR (2009 - 2010)

Sl. No.	APERC Letter Instructions	Remarks
1	The number of cases in which compensation was paid under Caluse-4 above, and the aggregate amount of the compensation payable and paid by the Licensee.	An amount of Rs. 3,800/- was ordered for payment of compensation to the consumers for the delay in change of category and name change as per the Citizen Charter to the Field Officers of Operation, Circle/Warangal for the Year 2009-2010, Vide T.O.O. 1. Lr. No. CM/CGRF/NPDCL/D. No. 778/09/Dt. 31.07.09. 2. Lr. No. CM/CGRF/NPDCL/D. No. 808/09/Dt. 22.09.09. 3. Lr. No. CM/CGRF/NPDCL/D. No. 811/09/Dt. 23.09.09.


Authorized Signatory
Consumer Grievances Redressal Forum
APNPDCLtd., Warangal.

2009-10

STANDARDS OF PERFORMANCE FOR THE YEAR 2009-2010 (APRIL 2009 TO MARCH 2010)

Service Area	Standard	Complaints for the month of April 09 to March 10												APSPDCL Apr '09 to Mar '10	
		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	43586	43586	5510	5510	17060	17060	9269	9269	6820	6820	40272	40272	122517	122517
Rural Areas	Within 12 working hours	89283	89283	5011	5011	115913	115913	13016	13016	3027	3027	18968	18968	245218	245218
Overhead Line/Cable breakdowns															
Cities and Towns	Within 6 hours	370	370	28	28	44	44	66	66	68	68	1851	1851	2427	2427
Rural Areas	Within 24 hours	1083	1083	150	150	1955	1955	2316	2316	212	212	6827	6827	12543	12543
Under Ground Cable Breakdowns														0	0
Cities and Towns	Within 12 hours	0	0	0	0	0	0	0	0	15	15	0	0	15	15
Rural Areas	Within 48 hours	0	0	0	0	0	0	348	348	5	5	0	0	353	353
Distribution Transformer Failure															
Cities and Towns	Within 24 hours	271	271	78	78	128	128	67	67	204	204	1763	1763	2511	2511
Rural Areas	Within 48 hours	1534	1534	229	229	3823	3823	1844	1844	1378	1378	4764	4764	13572	13572
Period of Scheduled outage															
Maximum duration in a single stretch	Not to exceed 12 hours	466	466	0	0	1598	1598	0	0	0	0	0	0	2064	2064
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	0	0	258	258	995	995	195	195	129	129	263	263	1840	1840
Up-gradation of distribution system required	Within 120 days	0	0	83	83	473	473	251	251	161	161	0	0	968	968
Erection of Substation	Within the time period as approved by the Commission	0	0	0	0	0	0	4	4	29	29	0	0	33	33
Meter Complaints															
Inspection and replacement of slow /fast/creeping /stuckup meters	Inspection within 7 days in towns and cities	340	340	4849	4849	5930	5930	1883	1869	5275	5275	137054	137054	155331	155317
Replacement of burnt meters if cause attributable to Licensee	Within 7 days	0	0	181	181	231	231	274	274	24	24	1792	1792	2502	2502
Replacement of burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	0	0	324	324	2053	2053	119	119	19	19	786	786	3301	3301
Application of new connection/additional load														0	0
Connection feasible from existing network															
Release of Supply	Within 30 days of receipt of application (along with prescribed charges)	43925	43925	80970	80970	36490	36490	40210	39748	65076	65076	44724	44724	311395	310933
Network expansion/enhancement required to release supply															

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Service Area	Standard	Complaints for the month of April 09 to March 10												APSPDCL Apr '09 to Mar' 10		
		Vijayawada		Guntur		Ongole		Nellore		Tirupati		Kadapa		Received	Attended	
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended			
Release of supply - Low Tension(With Agl.)	Within 30 days of receipt of prescribed charges	8021	8021	6843	6843	8929	8929	12742	12697	33113	29293	21002	21002	90650	86785	**
Release of supply - Low Tension(Without Agl.)		6696	6696	4015	4015	7956	7956	8815	8815	18449	18449	6802	6802	52733	52733	
Release of supply - 11 KV	Within 60 days of receipt of prescribed charges	19	19	68	68	30	30	20	20	62	37	17	17	216	191	**
Release of supply - 33 KV	Within 90 days of receipt of prescribed charges	0	0	0	0	0	0	0	0	3	3	0	0	3	3	
Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	0	0	0	0	0	0	1	1	0	0	0	0	1	1	
Erection of Substation required for release of supply	Within the time period approved by the Commission	0	0	0	0	0	0	1	1	1	1	0	0	2	2	
Transfer of ownership and conversion of services																
Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee if any	1078	1078	1480	1480	649	649	1275	1206	1279	1260	1251	1251	7012	6924	**
Change of Category	Within 7 days along with necessary documents and prescribed fee if any	285	285	1060	1060	488	488	525	481	580	578	144	144	3082	3036	**
Conversion from LT 1 ph to LT 3ph and vice Versa	Within 30 days of payment of charges by the consumer	0	0	28	28	83	83	218	208	40	40	67	67	436	426	**
Conversion from LT to HT and Vice-Versa	Within 60 days of payment of charges by the consumer	0	0	0	0	0	0	4	4	2	2	0	0	6	6	
Resolution of complaints on consumer's bill																
If additional information is required	Within 7 working days of receipt of complaint	0	0	368	368	596	596	2626	2626	376	356	0	0	3966	3946	**
If no additional information is required	Within 24 working hours of receipt of complaint	250	250	906	906	4807	4807	0	0	75	75	206	206	6244	6244	
Reconnection of supply following disconnection due to non-payment of bills																
Cities and Towns	Within 4 working hours of production of proof of payment by consumer	0	0	56278	56278	277440	277440	69078	69078	2361	2361	0	0	405157	405157	

** With in the stipulated time

SOUTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED:: TIRUPATI

Compensation awarded for the year 2009-2010

2009-2010				
S.No	C.G.No & Date & Circle	Date of Order	Compensation Awarded	Brief Cause
1	20/09-10 Dt:1-7-09 Tirupati	27-7-09	Rs 1050/-	Delay in effecting the change of category
2	24/09-10 Dt:18-7-09 Vijayawada	5-9-09	Rs 1650/-	Delay in release of Agricultural service
3	32/09-10 Dt:5-8-09 Guntur	17-9-09	Rs 500/-	Delay in revision of wrong billing
4	44/09-10 Dt:7.10.09 Nellore	13-11-09	Rs 4575/-	Delay in revision of wrong billing
5	41/09-10 Dt:24.9.09 Tirupati	13-11-09	Rs 4175/-	Delay in revision of wrong billing