2011-12 CPDCL

#### CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED

Same 4		Hyd C		34.	yd (N)	T		7 ==					aints for	the year	2011-12												
Service Area	Receiv		_				yd(S)	<del></del>	k(East)	—	R(South)	<del></del>	R(North)		Medak		ahabub Yagar	N:	algonda		Kurnoc		Anantapu	r Apr	il-11- to M		rali standard erformance
Normal Fuse Off	<u> </u>		8	Receiv	Affen	Receiv	Atten	Receiv	Attend	Receiv	Attend	Receiv	Affen	Receiv G	Attend	Receiv	Attend	Receiv	Attend	Receiv	Attend	Receiv ed	ed cd	Receiv ed	2012 B B 1		
Cities and Towns			_			<u> </u>					_									$\top$		17	+	1	-   ≪	-   =	1 58
Rural Areas	1076	+-	644	189063	189063	34955	34955	29576	29570	6 2153	2153	4919	2 4919	92 317	9 3179	13975	13975	3327	332	7 522	14 522	14 154	45 164	15   5000			<u> </u>
Overhead Line/Cable	- 0	1_		0	0	0	0	18225	18225	2053	2053	1305	7 1305	7 988	9 9889	11521	1150	+	+	-		+-	45 154	15 5007	23 50072	3 99	100
reakdowas		L				0	0			0	10	1-	-	0	0	11321	11521	-	+	32 482	11 482	11 80-	0 804	0 1220	28 12202	8 99	100
Cities and Towns	325	32	5	730	730	309	309	465	465	46	46	190	190	<del> </del>	79	+	┼	0	1-0	_	$\bot$						
tural Areas	0			0	0	0	0	83	83	210	210	111	111	+	+	71	71	78	78	14	14	12	12	231	2319	95	100
Juder Ground cable Freakdowns						0	0	<b> </b>		-	0	┼	+	320	+	1520	1520	456	456	22	9 229	589	589	3418	3418	95	100
ities and Towns	36	30		190	190	59	59	88	88	0	0	<del> </del>	+-	0	0	+	<u> </u>	0	0								
urai Arcas	0	0	T	0	0	0	0	. 0	0	0	-	10	10	10	°	-0	0	0	0	0	0	0	0	373	373	95	100
istribution Transformer			T			0	0			1	0		+-	0	0	0	0	0	0	0	0	0	0	0	0	95	
ities and Towns	175	175	1	236	236	420	420	272	272	263	263	202	-	0	0	<b> </b>	ļ	746	746	$\perp$	$oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{ol}}}}}}}}}}}}}}}}}}$			746	746		100
ural Areas	0	0		0	0	0	•	228	228	2175	2175	<b></b>	202	353	353	393	393	420	420	160	160	70	. 70	2964	2964	95	100
riod of Schedule outage			$\top$			0	0			0	0	147	147	5548	5548	10624	10624	5973	5973	4121	4121	6983	6969	35799	35785	95	99.96
eximum duration in a single	0	0		0	0	0	0	36	36	0	0		<del> </del>	0	0		,	0	0	$oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{oldsymbol{ol}}}}}}}}}}}}}}$				0	0.		
storation of supply	0	0	$\top$	0		31	31	36				0	0	°	0	17	17	0	0	86	86	0	0	139	139	95	100
Itage fluctuations			+			<del>-</del>	<del>-</del>		36	0	0	0	0	0	0			0	0	86	86	0	0	153	153	95	100
expansion/enhancement of	7566	7566	+	519	(10					0	0		ļ 	0	0			0	0				<del>                                     </del>	<del> </del>	<u> </u>		
work in volved gradation of distribution	9989	9989	+-	09	619	0	-			151	151	112	112	212	212	0	0	426	426	54	54	0	0	9140	9140		
ern required ction of Sub station	0		+-	0	109	3	3			0	0	3	3	18	18	0	0	32	32	7	7	0	0	10161	10161		100
er complaints	<del>-</del>		+	<del>*  -</del>	0	<u> </u>	•			0	0	2	. 2	3	3	0	0	3	2	0	0	11	11	19	18		100
ection and replacement of	5111	5111	+,	129	4620	0	0			0	0			0	0			0	0					. 0	0		94.74
r/fast / creeping /stuckup accement of burnt meters if	406	406	+				-+	2127 1	2127	4079	4079	1014	1014	6108	6108	15	15	6330	6330	36339	36339	64579	49314	140934	125669	95	
e attrributable to Licensee		700		<u> </u>	0 1	174	174	]		432	432	138	138	148	148	0	0	262	262			0	0	1560	123009	y3	89.17



### CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED

STANDARDS OF PERFORMANCE FOR THE YEAR 2011-12

									STANDA	ARDS OF	PERFO	RMANO	E FOP	HE VE	R 2011-1:											
	-										Comp	laints for	the year	2011-12	K 2011-1											
Service Area	2	Hyd O		Hyd (N		Hyd(S		RR(East)	R	R(South)		R(North		Medak	N	lahabul	, ,	Valgond		Кигно	.	•	14	il-11- to Mar		standard
	Receiv	Affer a	B   5	g g	P ed	8   8	ec ed	g g	g s	ttend	Receiv	ttend ca	ecel ed	iten g	Receiv ed	Neger Bust	E	7.5	-		i	Anantapu		2012		ormance
Replacement of burnt meters cause attrributable to consum	if 255	5 2					42 249	<u></u> 4   241	<u>  ~</u>	<		-   <	-   <del>K</del>	- -₹	-   =	<del></del>	R 8	Aff a	B 8	Attend	Receiv &	Atten	Receiv ed	S Affe	Targe (%)	Achiev ed (%)
Application of new connection/additional load			40	265 40	57 14	750 14	750 212		-	0	1/2		<del>-   -</del>			+-		0 1	0 2	206 22	06 54	91 249	1 1550	1 12421		80.13
connection feasible from existing network						0	,  -	1	0	10	10	- 0			-	<del>                                     </del>	-	-	37				9820	2 97024		98.80
Release of supply	6090	0 60	00 14	189 141	04 34	70 34	70		30	30	4852	<del> </del>	252			+		5 24	15		693	81 6916	17		99	
Network expansion/enhancement						,		$\dashv$	10	100	4632	0 485		+	1 1255	8 1240	988	2 98	9 555	62 555	693	81 6916	7 23042	9 229654,2		99.66
Release of supply - Low Tension (with agl.)	0	0			1	) 0	3760	1 3730	+-	- <del> </del> -	9870		0	0	+-		0	0					0	0		<del></del>
Release of supply - Low Fension (without agl.)	9634	963	4		40	86 408	6 2132			+	27193	+	1.5			+	+	-		49 555			7 32567	9 324729		99.71
Release of supply - 11 KV	29	20	0	0	0	0	81	31	36	36	101	+	+-		+	+	4 2815	2 281	2 447	84 4478	5500	1 5493:	28998	8 289828		99.94
elease of supply - 33 KV	0	0	0	0	0	0	3	3	3	3	5	101		108	92	57	13	13	32	6 326	14	14	800	706		38.25
elease of supply - Extra High	1 0	0	0	0	0	0	0	0	+-	1	0	5	3	3	13	13	1	1	13	13	7	7	48	48		100.00
rection of sub station required release of supply	0	0	0	0	0	0		+-	1	·	-	10	10	0	┼-	0	°	10	Ò	0	0	0	. 2	1	1	50.00
ransfer of ownership and ouversion of services						•	<del>                                     </del>	<del>                                     </del>	<del>                                     </del>	<del>ا</del>	-	-	°	°	10	<u>  °</u>	0	0	0	0	0	0	1	1		100.00
tle transfer of ownership	3944	3943	461:	4535	388	3888	8072	6990	5134	5134	5493	-	-	<del> </del>	<del> </del>	<u> </u>	<u> </u>	_					1			
nange of category	1073	1073	2855	2780	671	671	2551	2126	3036	3036	1486	5493	640	640	673	673	579	577	269	269	2401	2401	35708	34543		96.74
onversion from LT 1 ph to LT oh and vice Versa	623	618	969	890	0	0	631	521	172	172	698	1486	141	141	504	504	177	177	127	127	2753	2753	15374	14874	y	96.75
nversion from LT to HT and e- Versa	. 0	0	0	0	0	10	13	3	16	16	3	698	6	6	89	89	21	21	111	.111	125	125	3445	3251		94,37
solution of complaints on asumer's bill					1	<del> </del>	+			16		3	13	13	21	21	2	2	1	1	2	2	71	61	_	85.92
dditional information is uired	522	522	0	0	0	10	<del>                                     </del>	0					<del> </del>												$\neg +$	
o additional information is uired	352	350	0	0	0	0	13	13	-	-	301	301	8	8	839	839	5	5	149	149	0	0	1825	1824		99.95
connection of supply owing disconnection due					10	0			0	-	101	101	0	0	0	0	0	0	5479	5479	0	0	5945	5943		99.97
s and Towns	1328	1328	743	743	8907	8907	9109	9109	0		42622	40.40.5	0	0			0	0					. 0	0		
al areas	0	0	0	0	0	0	0	0	-	0	42627	42627	23762	23762		57334	19072	19072	10865	10865	2552	2515	176299	176262		99.98
				·		ــــــــــــــــــــــــــــــــــــــ			٧	١	770	770	33816	33816	34991	34991	32252	32252		29664	3104	3088				

### DETAILS OF COMPENSATION AWARDED FOR THE YEAR 2011-12

CPDCL

SLNo.	C.G.No., Dt and Circle	Compensation awarded (Rs)	Reasons in brief	Whether compensations are paid(Y/N)
1	KNL-08	36500	Delay in release of Agrl. service	Yes
2	KNL-11	36950	Delay in release of Cat-II Service	Yes
3	KNL-17	113939	Delay refund of Security Deposit	Yes
4	KNL-42	16200	Delay in release of Agri. service	Yes
5	KNL-50	425	; Delay in rectifying abnormal demand	Yes
			`	
Je V.				
			·	

		, s - s		all-groups of	EPDCL		•		
	o	В	No Of	Complaints /	Requests		C	B	
Service Area	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achieveme nt SOP %
Normal Fuse Off				a de la companya de La companya de la co	An and				
Cities and Towns	753	618	201149	200090	195464	1228	323	879	98
Rural Areas	8	1	1943	1944	1837	4	0	4	94
Overhead Line/Cable breakdowns									
Cities and Towns/Rural Areas	0	0	89	89	85	0	0	0	96
Line Breakdowns				. The second se	en e				
Cities and Towns •	3			824			•		
Rural Areas				e englessive engles des est engles e			i i		]
Distribution Transformer Failure									
Cities and Towns	16	3	561	576	563	2	2	0	98
Rural Areas	213	42	7230	7423	7335	16	42	4	99
Period of Scheduled outage				4					aje v
Maximum duration in a single stretch				and the state of t	la veni i i				
Restoration of supply				e kanada ay ay kanada ay					
Voltage fluctuations									
No expansion /enhancement of network involved	5	2	7001	6976	6817	20	2	10	98
Up-gradation of distribution system required				The second secon					
Erection of Substations									
Meter Complaints	<u>'.</u>					<del> </del>			<u> </u>
Inspection and replacement of Slow/fast/creeping/stuckup meters	109	8	5847	5784	5594	46	128	6	97
Replacement of burnt meters if cause attrributable to Licensee		· .				<u> </u>			
Replacement of burnt meters if cause attributable to consumer	197	49	17728	17682	16658	21	230	41	94

					EPDCL				
	0	В	No Of	Complaints /	Requests		C	В	
Service Area	WRT	BRT	Received	Resolved	Resolved within specified time Limit	esolved within recified ne Limit Rejected WRT 8261 2822 10946 21416 5999 11934 17717 2309 8689 644 0 0 0 8940 191 96 12407 489 264	WRT	BRT	Achievement SOP %
Application of new connection/additional lo	ad				,			1000	WW lacrost
Connection feasible from existing network	1837		600						April 100 miles
Release of Supply(48)	1683	1037	106846	106484	100029	1062	1617	403	94
Network expansion/enhancement required t	o release	supply	0.8		1. 9. 1.		or A Land	200	bros social
Release of Supply - Low Tension (with Agl.)	14668	408	7705	8794	8261	2822	10946	219	94
Release of Supply - Low Tension (without Agl.)	13270	1539	27895	22989	21416	5999	11934	1782	93
Release of supply -11KV	13003	852	17632	18875	17717	2309	8689	1614	94
Release of supply -33KV	0	0	681	681	644	0	0	0	95
Release of supply - Extra High Tension					42	7 10 10 10 1	igints a gr	Honeyun	musuxevi
Erection of Substation required for release of supply							Y S	of supp etgation	Restoración
Transfer of ownership and conversion of serv	rice	1.000	. rom			ofmetwork	Inemagn	on /eahs	amacze ok
Title transfer of ownership	119	44	9578	9392	8940	191	96	62	95
Change of Category	218	32	14206	13661	12407	489	264	42	91
Conversion from LT 1 Ph to LT 3Ph and vice Versa								manufu 20	
Conversion from LT to HT and vice Versa									Canala I
Resolution of complaints on consumer's bill	828	. +81.5	, Y&83	8	-80£	g1979/9	manda and t		and the second
If additional information is required If no additional information is required	39	37	1988	1878	1726	127	40	19	92
Reconnection of supply following disconnect	ion due to	non-pay	ment of bills						
Cities and Towns	1,863	7682	7728 1	4.9	197	261183 11		1000 00 10	Land of Control

			· ·		SRIKAKULA	M			
	•	)B	No Of C	omplain	ts /Requests		c	В	
Service Area	WRT	BRT	Receiv ed	Resolv ed	Resolved within specified time Limit	Rejected	WRT	BRT	Achieve ment SOP %
Normal Fuse Off Cities and Towns	1	I	T			<del>(</del>	· · · · · · · · · · · · · · · · · · ·		
Rural Areas	658	349	18496	18559	18110	11	323	610	98
Overhead Line/Cable breakdowns	1 4	1 1	1742	1745	1641	1	0	1	94
Cities and Towns/Rural Areas	0	0	1	1	0	0			
Line Breakdowns	1 0	1 0	<del>! •</del>		U	U J	0	0	0
Cities and Towns		<u> </u>							<u> </u>
Rural Areas		1.0 T							
Distribution Transformer Failure	<u> </u>					<u> </u>			<u>L</u>
Cities and Towns	0	0	109	109	105	0 1	0	0	96
Rural Areas	0	0	923	923	910		0	0	99
Period of Scheduled outage			<del>*</del>			<u> </u>			
Maximum duration in a single stretch									
Restoration of supply									
Voltage fluctuations				<b>_</b>	<u></u>				
No expansion /enhancement of network involved	0	0	144	144	46	0	0	0	32
Up-gradation of distribution system required								· · · · · · · · · · · · · · · · · · ·	
Erection of Substations  Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	0	0	11	2	2	9	0	0	100
Replacement of burnt meters if cause attrributable to Licensee				<u> </u>					4-
Replacement of burnt meters if cause attributable to consumer	9	0	2162	2151	2081	5	15	0	97

					SRIKAKULA	M			
	0	В	No Of C	omplaint	ts /Requests		C	В	
Service Area	WRT	BRT	Receiv ed	Resolv ed	Resolved within specified time Limit	Rejected	287 193 2175 108 950 234	BRT	Achieve ment SOP %
Application of new connection/additional lo	ad		English						
Connection feasible from existing network									
Release of Supply(48)	271	182	17061	16934	15019	100	287	193	89
Network expansion/enhancement required t	o release	supply						•	
Release of Supply - Low Tension (with Agl.)	2144	20	1244	853	825	272	2175	. 108	97
Release of Supply - Low Tension (without Agl.)	1113	64	1908	1503	1425	398	950	234	95
Release of supply -11KV	1055	73	936	1055	970	179	735	95	92
Release of supply -33KV	. 0	0	59	59	55	0	0		93
Release of supply - Extra High Tension								-	
Erection of Substation required for release of supply	•							•	
Transfer of ownership and conversion of ser	vice					· · · · · · · · · · · · · · · · · · ·	r		T
Title transfer of ownership	0	2	455	450	433	3	<del> </del>		96
Change of Category	. 7	4	1195	1190	1142	2		1	96
Conversion from LT 1 Ph to LT 3Ph and vice Versa	ij de							41	
Conversion from LT to HT and vice Versa	£.							*	
Resolution of complaints on consumer's bill				· ·		,		1	1 07
If additional information is required If no additional information is required	1	1	39	37	36	2	1	1	97
Reconnection of supply following disconnec	tion due	to non-p	ayment of	bills		, · · · · · · · · · · · · · · · · · · ·		1	
Cities and Towns									<u></u>

			<u> </u>	DIOWERS	2 - EVILLION	OK TEAK 2011	-12		
				200	TEMARAGAR	AM			
	C	B	No Of C	Complai	et: Reguests			CB	
Service Area	WRT	BRT	Receiv ed	Resolv ed	Resolved 13 Carbin Secified 13 Carbinet	Rejected	WRT	BRT	Achieve ment SOP %
Normal Fuse Off							L	J	
Cities and Towns	0	32	1000	992		8	0	32	95
Rural Areas	0	0	10			0	0	0	90
Overhead Line/Cable breakdowns				707.00			<u> </u>	<del></del>	1 30
Cities and Towns/Rural Areas	0	0	4	4		0	0	0	50
Line Breakdowns		- Tu			3.00			<del>                                     </del>	
Cities and Towns							1.7		r
Rural Areas				7.A.4					
Distribution Transformer Failure	•		<del> </del>		I HAGE				
Cities and Towns	4	1	92	97		o	0	0	98
Rural Areas	88	10	849	933	review of	7	7	0	98
Period of Scheduled outage		<del></del>	7 18 18 W	-					79
Maximum duration in a single stretch				The second second		9.7°	<del>, , , , , , , , , , , , , , , , , , , </del>	1	
Restoration of supply							<del></del>	2-	
Voltage fluctuations				- 1					
No expansion /enhancement of network involved	1	0	123	123	- THE	1	0	0	95
Up-gradation of distribution system required									
Erection of Substations  Meter Complaints									
	· · ·								
Inspection and replacement of Slow/fast/creeping/stuckup meters	2	0	77	72	62 <sub>UId 83</sub>	4	2	1	86
Replacement of burnt meters if cause attrributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	21	7	2214	2194	20 <b>74</b>	4	34	10	95

100					VIZIANAGAR	AM			
	0	В	No Of C	omplain	ts /Requests		C	В	
Service Area	WRT	BRT	Receiv ed	Resolv ed	Resolved within specified time Limit	Rejected	WRT	31 20 132 52	Achieve ment SOP %
Application of new connection/additional loa	ad								
Connection feasible from existing network					•				
Release of Supply(48)	138	138	12274	12183	11098	90	246	31	91
Network expansion/enhancement required to	release	supply							
Release of Supply - Low Tension (with Agl.)	3406	120	1559	2036	1896	623	2406	20	93
Release of Supply - Low Tension (without Agl.)	1674	90	1972	1612	1495	492	1500	132	93
Release of supply -11KV	1702	150	1659	2543	2354	130	786	52	93
Release of supply -33KV	0	0	57	57	53	Q	0		93
Release of supply - Extra High Tension		-				Server Meters			1
Erection of Substation required for release of supply	and the second						•		
Transfer of ownership and conversion of ser	vice					<u> </u>			<del></del>
Title transfer of ownership	7	0	445	442	406	2	7		92
Change of Category	13	5	1232	1148	1027	58	34	10	89
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	·			· ·			· · · · · · · · · · · · · · · · · · ·	<del></del>	91
If additional information is required	0	0	48	46	42`	0	0		71
If no additional information is required	<u>L</u>	1				<u> </u>			
Reconnection of supply following disconnec	tion due	to non-p	ayment o	i bilis	T			1	<del></del>
Cities and Towns			· .						

				Vis/	KHAPATNAN	1	· · · · · · · · · · · · · · · · · · ·		
Service Area		ОВ	No Of	Complaints	/Requests		C	B	
	WRT	BRT	Receive d	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achieve ment SOP %
Normal Fuse Off			<del></del>		come Dimit				
Cities and Towns	48	73	81611	AGGGG T					
Rural Areas	3	0	107	80621	79481	1038	0	73	99
Overhead Line/Cable breakdowns	<del>, , , , , , , , , , , , , , , , , , , </del>	<u> </u>	1 107	107	106	0	0	3	99
Cities and Towns/Rural Areas	0	0	T	<u> </u>	n en		1.		
ine Breakdowns			15	15	15	0	0	0	100
Cities and Towns	<del>1</del>								100
Rural Areas	<del> </del>	<del> </del>				T			
Distribution Transformer Failure	1	<u> </u>	<u> </u>						-
cities and Towns	T								<del></del>
Rural Areas	6	0	146	152	150	0			· · · · · · · · · · · · · · · · · · ·
eriod of Scheduled outage	21	0	645	660	650	0	0	0	99
faximum duration in a single stretch		<del> </del>					6	0	98
estoration of supply				1	1124		<del></del>		
oltage fluctuations				· · · · · · · · · · · · · · · · · · ·					
o expansion /enhancement of network			<del></del>		<u>iv</u>				
volved	ļ	0	2770	2747	2739	12	2		
p-gradation of distribution system required							4	10	100
rection of Substations									
eter Complaints									
spection and replacement of ow/fast/creeping/stuckup meters	28	3	3408	3375	3329	1			
placement of burnt meters if cause rributable to Licensee						19	41	4	99
placement of burnt meters if cause					1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	•	.* *		
ributable to consumer	54	8	4909	4915	4761	4	49	3	97

			and the second s	VISA	<del></del>		СВ		; 
	OI	<b>3</b>	No Of C	omplaints	/Requests	1	<del>СБ</del>	<u></u>	Achieve
ervice Area	WRT	BRT	Receive d	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	ment SOP %
		- <del> </del>	The second secon						i landa (1) Pua mandam
pplication of new connection/additional los									
Connection feasible from existing network		336	35661	35299	33633	600	582	141	95
Release of Supply(48)	625		A CONTRACTOR OF THE PARTY OF TH						
Vetwork expansion/enhancement required to	release su	pply		T - 1		705	1489	3	98
	2370	15	1285	1473	1444	/05		<del></del>	
Release of Supply - Low Tension (with Agl.)	5483	427	10783	9387	8860	2517	4163	626	94
Release of Supply - Low Tension (without Agl.)		200	5166	4571	4253	292	2040	302	93
Release of supply -11KV	1839	200	240	240	225	0	0	0	94
Release of supply -33KV	0	0	240	<u> </u>	4			The Paris	***
Balance of supply - Extra High Tension					1				
Erection of Substation required for release of							<b></b>		
Transfer of ownership and conversion of ser	vice	<del></del>	4998	4943	4839	51	30	21	98
Title transfer of ownership	35	12	6453	6176	5543	275	111	15	90
Change of Category	114	10	- 0.33	1					
Conversion from LT 1 Ph to LT 3Ph and vice							796		-
Versa	+								
Conversion from LT to HT and vice Versa									
Resolution of complaints on consumer's bil	1			941	845	90	25	11	90
If additional information is required	21	17	1029	941	- 045				<u>,_L</u>
If additional information is required	Ţ					-			
If no additional information is required  Reconnection of supply following disconne	ction due to	, non-paym	lent of bills						
Cities and Towns									-

2011-12; EPDCL

				RA	JAHMUNDRY				<del></del>
Service Area		)B	No Of C	Complaints	/Requests		c	B	
Normal Fuse Off	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achieve ment SOP %
Cities and Towns	30	20	T					· · · · · · · · · · · · · · · · · · ·	
Rural Areas	0	20	64573	64508	62232	95	0	20	96
Overhead Line/Cable breakdowns	r – o – –	0	26	25	25	1	0	0	100
Cities and Towns/Rural Areas	0	·	T						100
Line Breakdowns	<u> </u>	0	14	14	14	0	0	0	100
Cities and Towns						Sign series (1)	<del>, , , , ,</del>		100
Rural Areas							T		
Distribution Transformer Failure		<u> </u>	L				<del>*************************************</del>		
Cities and Towns	6						<del>, , , , , , , , , , , , , , , , , , , </del>		
Rural Areas	59	1	112	117	116	0	2	0	99
Period of Scheduled outage		4	1393	1434	1420	0	21	1	99
Maximum duration in a single stretch		*** *							
Restoration of supply					*		T	7	<del> </del>
oltage fluctuations									<u> </u>
lo expansion /enhancement of network nvolved	3	0	2798	2797	2770	4	0	0	99
p-gradation of distribution system required								·	99
rection of Substations						· · · · · · · · · · · · · · · · · · ·			
leter Complaints									
aspection and replacement of									
low/fast/creeping/stuckup meters	30	o	1051	1048	1029	9	24	0	
eplacement of burnt meters if cause trributable to Licensee									98
eplacement of burnt meters if cause tributable to consumer	52	16	4075	4069	3894	4	63	7	96

				RA.	JAHMUNDRY				<u></u>
	<b>O</b> ]	В	No Of C	omplaints	/Requests		C	В	Achieve
Service Area	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	ment SOP %
application of new connection/additional loa	đ								<u> </u>
Connection feasible from existing network								· ·	1
Release of Supply(48)	144	20	9317	9348	9113	17	108	8	97
Network expansion/enhancement required to	release su	pply					<u> </u>	<del>,</del>	<del>,</del>
Release of Supply - Low Tension (with Agl.)	2414	130	1347	1484	1331	496	1888	23	90
Release of Supply - Low Tension (without Agl.)	2399	308	6343	4891	4395	1476	2423	260	90
	3297	139	5769	5237	4998	654	2687	627	95
Release of supply -11KV	0	0	172	172	168	0	0	0	98
Release of supply -33KV				<b>.</b>			<del>, ,</del>	<del>,                                    </del>	· · · · · · · · · · · · · · · · · · ·
Release of supply - Extra High Tension Erection of Substation required for release of supply			**						
Transfer of ownership and conversion of serv	rice			1	2137	106	39	20	91
Title transfer of ownership	66	14	2422	2337	2952	114	60	9	90
Change of Category	54	7	3388	3266	2932	1	<del>                                     </del>		
Conversion from LT 1 Ph to LT 3Ph and vice Versa							¥		
Conversion from LT to HT and vice Versa			·			<u> </u>		<u></u>	
Resolution of complaints on consumer's bill					603	29	8	0	95
If additional information is required	11	9	654	637	003		1		
fair and imformation is required					<u></u>				
Reconnection of supply following disconnec	tion due to	non-payn	Jent or pins		T	T	T		
Cities and Towns	\$				1				

			- · · · · · · · · · · · · · · · · · · ·		ELURU				<del></del>
	o	В	No Of	Complaints	/Requests		C	В	
Service Area	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achievem ent SOP %
Normal Fuse Off					<u> </u>				1 00
Cities and Towns	17	144	35469	35410	34703	76	0	144	98
Rural Areas	1	0.	58	57	56	2	0	0	98
Overhead Line/Cable breakdowns				Y					98
Cities and Towns/Rural Areas	0	0	55	55	54	0	0	0	98
Line Breakdowns				<b>.</b>	<del></del>			т	<del></del>
Cities and Towns									<del> </del>
Rural Areas		<u> </u>		·			<u> </u>	L	<u> </u>
Distribution Transformer Failure								T	
Cities and Towns	0	1	102	101	97	2	0	0	96
Rural Areas	45	28	3420	3473	3435	9	8	3	99
Period of Scheduled outage	<del>,</del>			<u>,</u>	<u>,</u>		T .		<del></del>
Maximum duration in a single stretch		1						age of the	
Restoration of supply	<u> </u>		<u> </u>				<u> </u>	ļ	<u> </u>
Voltage fluctuations	<u> </u>							<del> </del>	·
No expansion /enhancement of network involved	0	2	1166	1165	1145	3	0	0	98
Up-gradation of distribution system required		*						<u> </u>	
Erection of Substations									
Meter Complaints									
Inspection and replacement of Slow/fast/creeping/stuckup meters	49	5	1300	1287	1172	5	61	1	91
Replacement of burnt meters if cause attrributable to Licensee						·		. •	
Replacement of burnt meters if cause attributable to consumer	61	18	4368	4353	3848	4	69	21	88

					ELURU				
	0	В	No Of	Complaints	/Requests		C	В	
Service Area	WRT	BRT	Received	Resolved	Resolved within specified time Limit	Rejected	WRT	BRT	Achievem ent SOP %
Application of new connection/additional los	ad ·								<u></u>
Connection feasible from existing network						······································			
Release of Supply(48)	505	361	32533	32720	31166	255	394	30	95
Network expansion/enhancement required to	o release	supply			·	<u> </u>		***************************************	
Release of Supply - Low Tension (with Agl.)	4334	123	2270	2948	2765	726	2988	65	94
Release of Supply - Low Tension (without Agl.)	2601	650	6889	5596	5241	1116	2898	530	94
Release of supply, -11KV	5110	290	4102	5469	5142	1054	2441	538	94
Release of supply -33KV	0	0	153	153	143	0	0	0	93
Release of supply - Extra High Tension		·		1.0		<b>(Q</b> 25 + 24 S)		1,0	
Erection of Substation required for release of supply	ôk Land	11 4 11			.,,		₹		
Transfer of ownership and conversion of serv	rice							·	
Title transfer of ownership	11	16	1258	1220	1125	29	18	18	92
Change of Category	30	6	1938	1881	1743	40	. 46	7	93
Conversion from LT 1 Ph to LT 3Ph and vice Versa							1		
Conversion from LT to HT and vice Versa	. •								
Resolution of complaints on consumer's bill									
If additional information is required	6	10	218	217	200	6	6	5	92
If no additional information is required								. <del></del>	<u> </u>
Reconnection of supply following disconnect	ion due t	o non-pa	yment of bil	ls	-				<del></del>
Cities and Towns									
		<u> </u>	· · · · · · · · · · · · · · · · · · ·						
e e e e e e e e e e e e e e e e e e e									



### DETAILS OF COMPENSATION PAID CASES FOR THE FY:2011-12

SI.No.	CG No./Date	Circle	Compensation awarded	Reasons in brief	Whether compensations are
1	75/ 09.08.2011	Visakhapatnam	Rs. 85,000/-	The complainant consumer expressed his dissent in writing to accept the compensation	paid (Y/N)
2	349 / 23.12.11	Rajahmundry	Rs.8,950/-	Delay in release of agl.service even though necessary charges paid on 22,02.11.	Amount paid vide DD.No.360854/ 04.06.12 and adjusted in CC bill of Agl.service No.0258-006106 of Sri Tadi Ramachandra Reddy, Vemulapalli.
3	18/ 24.06.2011	Eluru	Rs.44,500/-	The consumer paid the amount on 27.12.10. The delay in release of Agl. Service was due to non availability of 40 KVA DTR at District stores. Mean while the estimate was revised with star rated DTR and the consumer paid the revised estimated charges on 01.08.11. The service was released on 23.08.11. But CGRF issued orders to pay the compensation amount of Rs.44500 arrived from 27.12.10 to 23.08.11.  In the similar case of Smt. Alluri Nirmala Devi (CG No.245/2011-12), the consumer had paid revised estimated charges on 24.08.11, and the service was released on 29.08.11. The CGRF authorities has issued order stating that there is no deficiency of service and complaint is not entitled payment of compensation	- -
4	107/ 19.08.2011	Eluru	Rs.23,250/-	The consumer paid the amount on 26.03.11. The delay in release of Agl. Service was due to non availability of 40 KVA DTR at District stores. Mean while the estimate was revised with star rated DTR and the consumer paid the revised estimated charges on 08.08.11. The service was released on 27.08.11. But the CGRF had issued orders to pay the compensation. An amount of Rs.23,250 was arrived from 26.03.11 to 27.08.11 towards compensation. In the similar case of Smt. Alluri Nirmala Devi (CG No. 245 / 2011-12), the consumer had paid revised estimated charges on 24.08.11, and the service was released on 29.08.11. The CGRF authorities has issued order stating that there is no deficiency of service and complaint is not entitled payment of compensation	-
5	176/ 19.08.2011	Eluru	Rs.11,000/- t	The consumer paid the amount on 22.03.11. The delay in release of Agl. Service was due to non availability of 40 KVA DTR at District stores. Meanwhile the estimate was revised with star rated DTR and intimated to the consumer on 28.07.11. After lapse of 3 months, the consumer had paid the revised estimated charges on 05.10.11. The service was released on 10.11.11. But the CGRF and issued orders to pay the compensation. An amount of Rs.11000 was arrived from 22.05.11 to 04.07.11 (in which instructions were issued to revise estimates) towards compensation.	-

## 2011-12; NADCL

### CSC NPDCL STANDARDS OF PERFORMANCE REGULATION No." 7" OF 2004 NPDCL WARANGAL

SI.	CSC NF DOL STANDARD			C	omplair	nts for t	he year	2011-1	2			ŧ .	DCL
No	Service Area	Wara	angal	Karim	nagar	Khan	nmam	Nizan	nabad	Adi	labad	Total 2	2011-12
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
1	Normal Fuse-Off												
	a)Cities and Towns	3562	3562	9246	9246	13631	13631	4273	4273	8028	8028	38740	38740
	b)Rurai Area	11495	11495	9065	9065	4787	4787	11924	11924	1758	1758	39029	39029
2	Overhead Line /Cable breakdowns												
	a)Cities and Towns	3	3	0	0	37	37	25	25	30	30	95	95
	b)Rural Area	1513	1513	650	650	666	665	651	651	228	228	3708	3707
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	0	0	1	1	0	0	0	0	1	11
4	Distribution Transformer failure												
	a)Cities and Towns	5	5	126	126	7	7	26	26	7	7	171	171
	b)Rural Area	1393	1393	1109	1109	308	308	986	986	759	759	4555	4555
5	Period of Scheduled Outages			<u> </u>									
	Maximum duration in single stretch	0	0	0	0	0	0	0	0	0	0	0	0
	Restoration of Supply	0	0	0	0	0	0	0	0	0	0	0	0
6	Voltage Fluctuations												
-	No expansion/enhancement of network involved	0	0	0	0	0	0	0	0	0	0	0	0
	Upgradation of distribution system required	0	0	0	0	Ö	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 repleement of slow,fast/screeping,stuck-up meters	48114	42773	62694	48744	20351	19925	10975	9321	11369	5124	153503	125887
	Replace burnt meters if cause atributable to Licensee	1203	1144	783	783	713	716	655	589	484	484	3838	3716
	Replace burnt meters if cause atributable to Consumer	16	16	3	3	5	5	0	0	5	5	29	29

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8   cc	pplication of new onnection/additional load from e existing network						40007	8053	8050	9309	9270	44906	44770
	Cities and Towns	6916	6906	8612	8537	12016	12007			1059	1059	9483	9245
	Rural Area	2769	2769	1848	1623	934	921	2873	2873	1059	1009	9400	3240
9 No	etwork expansion/enhancement equired to release supply												
Re	elease of supply - Low Tension(with Agl.)	0	0	0	0	0	0	0	0	0	0	0	0
	elease of supply - Low Tension(without Agl)	0	0	0	0	0	0	0	0	0	0	0	0
	elease of supply High Tension 11KV	0	0	Ö	0	0	0	0	0	0	0	0	0
	elease of supply High Tension 33KV	0	0	0	0	0	0	0	0	0	0 .	0	0
<del></del>	elease of supply Extra High Tension 132KV	0	0	0	0	0	0	0	0	0	0	0	0
E	rection of Sub-Station required for release of upply	0	0	0	0	0	0	0	0	0	0	0	0
12 1	ransfer of ownership and conversion of services								<u> </u>	100	119	1588	1582
	itle transfer of ownership	625	624	434	432	293	293	114	114	122	107	944	940
	Change of Category	231	231	241	239	183	183	180	180	<del> </del>	<del> </del>		
C	Conversion from LT 1-ph to LT 3-ph and vice -	0	0	0	0	0	0	0	0	0	0	0	0
	rersa Conversion from LT to HT and vice - versa	0	0.	0	0	0	0	0	0	0	0	0	0
	Resolution of Complaints on	0	0	0	0	0	0	0	0	0	0	0	0
	consumer's bill	253	253	46	46	198	189	175	175	14	14	686	677
	f additional information is required	32	32	32	32	101	101	226	226	15	15	406	406
	f no additional information is required	32	- J2	+	<del>                                     </del>								
12	Reconnection of supply following disconnection due to non-payment of bills				·			2004	2264	4	4	15106	1510
<del>     </del>	a)Cities and Towns	4800	4800	3897	3897	3144	3144	3261	3261 6426	9849	9827	52343	5231
	b)Rural Area	4466	4462	22705	22705	8897	8897	6426	0420	3043	1 3021	02010	

## 2011-12; SPDCL

### STANDARDS OF PERFORMANCE FOR THE YEAR 2011-2012 (APRIL 2011 TO MARCH 2012)

					¢	omplaints f	or the mont	h of April 1	1 to March	12				APSP Apr'11 to	4.7 J. P. 18
Service Area	Standard	Vilavi	wada	Gu	ntur	On	jole	Nel	lore	Tiru	pati	Kad	lapa	дрі сі м	/3U/AI 12
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
Normal Fuse Off													14550	116641	116641
	Within 4 working hours	41664	41664	5033	5033	13521	13521	6243	6243	8622	8622	41558	41558		148834
	Within 12 working hours	77276	77276	6194	6194	23881	23881	13607	13607	2622	2622	25254	25254	148834	140034
Overhead Line/Cable breakdowns				<u> </u>					L	70	78	342	342	1015	1015
	Within 6 hours	427	427	63	63	31	31	74	74	78	287	1371	1371	5105	5105
	Within 24 hours	329	329	178	178	704	704	2236	2236	287	287	13/1	13/1	0.00	0
Under Ground Cable Breakdowns												0	0	32	32
	Within 12 hours	0	0	1	1	0		31	31	0	0	0	0	40	40
Rural Areas	Within 48 hours	0	0	0	0	0	0	40	40	0	0				TY
Distribution Transformer Failure					<u> </u>			ļ		497	487	857	857	2122	2122
Cities and Towns	Within 24 hours	313	313	281	281	. 77	77	107	107	487	<del></del>		3038	15285	15265
Rural Areas	Within 48 hours	1894	1894	397	397	3745	3745	3383	3383	2808	2808	3038	3036	40200	10200
Period of Scheduled outage					<u> </u>		<u> </u>	<u> </u>		ļ	<u> </u>	ļ	<u> </u>	1	
Maximum duration in a single stretch	Not to exceed 12 hours	278	278	0 -	0	26	26	0	0	0	0	53	53	357 50	367 50
Restoration of supply	By not later than 6-00 PM	0	0	0	0	<del>} °</del>	0	- 0	+		<del>                                     </del>	<b>—</b> —		grand and the	
Voltage fluctuations  No expansion/enhancement of network involved	Within 10 days	297	297	251	251	63	63	129	129	141	141	292	292	1173	1173
Up-gradation of distribution system required	Within 120 days	148	148	77	77	141	141	76	76	47	47	32	32	521	521
Erection of Substation	Within the time period as approved by the Commission	0	0	4	4	0	0	0	0	15	15	8	8	27	27
Meter Complaints				1				ļ		<u> </u>	ļ <u></u>		<del> </del>		+-
Inspection and replacement of slow //ast/creeping /stuckup meters	Inspection within 7 days in towns and cities	15864	15864	7648	7648	13348	13348	18289	18289	7790	7790	17985	17985	80924	80924
Replacement of burnt meters if cause attrributable to Licensee		548	548	192	192	2187	2187	387	387	432	432	1650	1650	5396	5396
Replacement of burnt meters if cause attrributable to consumer	Within 7 days of receiving payment from consumer	4520	4520	290	290	1100	1100	764	764	246	246	1093	1093	8013	8013
Application of new connection/addit					1					<u> </u>		<del> </del>	<del> </del>	0	-
Connection feasible from existing n										ļ	ļ		<del> </del>		
Release of Supply	Within 30 days of receipt of application (along with prescribed charges)	39936	39936	67298	67298	43733	43733	43333	43333	39075	39075	34374	34374	267749	267749
Network expansion/enhancement re	equired to release supply	<u> </u>				ļ			<del> </del>				+		00011
Release of supply - Low Tension(With Adl.)	Within 30 days of receipt of	7765	7765	3171	3171	2022	2022	34937	34937	11728	11728	7291	7291	66914	66914

### 2011-12; SPOCL

					. 6	omplaints fo	ir the mont	h of April 1	to March	12		lide.		APSF	
Service Area	Standard	Vijaya	wada	Gui	ntur	⊗Ong	olė	Nel	ore	Tiru	pati	Kad	lapa .	Apr II u	) Mar 12
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
Release of supply - Low Tension(Without Agl.)	prescribed charges	7023	7023	3115	3115	1308	1308	31943	31943	3585	3585	516	516	47490	47490
Release of supply - 11 KV	Within 60 days of receipt of prescribed charges	0	0	46	46	0	0	8	8	57	57	24	24	135	135
Release of supply - 33 KV	Within 90 days of receipt of prescribed charges	0	0	0	0	0	0	0	0	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	3	3	3	3
Erection of Substation required for release of supply	Within the time period approved by the Commission	0	- 0	0	0	0	0	1	1	0	0	0	0	1	<b>1</b>
Transfer of ownership and converio	sn of services														Bartar Bereit
Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee if any	1509	1509	691	691	165	165	1487	1487	1962	1962	1241	1241	7055	7055
Change of Category	Within 7 days along with necessary documents and prescribed fee if any	1439	1439	631	631	607	607	502	502	525	525	321	321	4025	4025
Conversion from LT 1 ph to LT 3ph and vice Versa	Within 30 days of payment of charges by the consumer	314	314	328	328	308	308	293	293	66	66	262	262	1571	1571
Conversion from LT to HT and Vice- Versa	Within 60 days of payment of charges by the consumer	0	0	120	120	0	0	0	0	0	0	12	12	132	132
Resolution of complaints on consul	mer's bill					ļ							<b></b>		<u> </u>
If additional information is required	Within 7 working days of receipt of complaint	261	261	804	804	222	222	522	522	489	489	26	26	2324	2324
If no additional information is required	Within 24 working hours of receipt of complaint	656	656	677	677	200	200	508	508	281	281	626	(626	2948	2948
Reconnection of supply following of	lisconnection due to non-paymen	t of bills							ļ			<del> </del>			<u> </u>
Cities and Towns	Within 4 working hours of production of proof of payment by consumer		5819	49442	49442	10517	10517	102846	102846	1888	1888	40	40	170552	170552

Overall Standards of performance %	99:62	99.92		Period of scheduled outage	99.34	A 99.34	Street Light Faults	Not Applicable		Continuity Indices	65.62	46.24	1003 Minutes	1577 Minutes	82.39	46.83	829	3.84%	1.76%
Service area	Normal fuse-off calls	Line Breakdowns	Distribution Transformer failure	Period of s	Maximum duration in a single stretch	Restoration of supply by 6:00 PM	Street	Rectification of line faults	Replacement of fused/defective unit	Contin	SAIFI(NonAgi)	SAIFI(Agi)	SAIDI(NonAgi)	SAIDI(Agi)	MAIFI(NonAgi)	MAIFI(Agi)	Frequency Variations	% billing mistakes	% faulty meters

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## 2011-12; SPDCL

### Companyation averaged by 2011-12 (Prom 1-4-2011 to 31-3-2012)

5(1e)	GGNe 3 Care	ভাগোল	Ecopensors exercise	rents one di Biller	Wrigher Compensations are paid (WN) –
7	45/2011-12 Dt: 19-5-2011	Vijayawada	Rs 1,10,850/-	New services for Agl release delayed by 2217 days.	No
2	71/2011-12 Dt: 24-5-2011	Vijayawada	Rs 1550/-	Delay in bill revision for a period of 62 days.	Yes
3	52/2011-12 Dt:19-5-2011	Vijayawad <b>a</b>	Rs 1,03,300/-	Delay in release of Agl service for a period of 2066 days.	No
4	57/2011-12 Dt:19-5-2011	Vijayawada	Rs 11600/-	Delay in release of Agl service for a period of 232 days.	No
5	46/2011-12 Dt: 19-5-2011	Vijayawada	Rs 11,150/-	Delay in release of Agl. service for a period of 223 days even after allowing the standard 30 days after allotment of quota	No
6	163/2011-12 Dt: 20-7-2011	Vijayawada	Rs 800/-	Not taken action to correct the contents of the C.C.bill and delayed for 32 days.	No
7	167/2011-12 Dt:20-7-2011	Vijayawada	Rs 5,975/-	Defective meter was replaced but the corresponding bill revision was delayed by 219 days.	No
8	169/2011-12 Dt: 20-7-2011	Vijayawada	Rs 1800/-	Change of category was delayed by 36 days	No
9	174/2011-12 Dt: 21-7-2011	Vijayawada	Rs 2,375/-	Defective meter wasd replaced but the corresponding bill revision was delayed by 95 days.	No
10	307/2010-11 Dt:10-10-2011	Vijayawada	Rs 27,750/-	AGL lift irregation schemes were disconnected for non payment of CC charges. Even after change of tariff the services were not reconnected till the consumer approach the Forum. The delay was 1110 days.	Yes
11	175/2011-12 Dt: 21-7-2011	Vijayawada	Rs 7050/-	Release of additional load was delayed by 141 days	No
12	300/2010-11 Dt:04-02-2011	Guntur	Rs 2,250/-	Delay in sanction of estimate for release of new service.	No
13	364/2010-11 Dt:28-02-2011	Guntur	Rs 13,500/-	Revision of bill delayed by 18 months.	Yes
14	109/2011-12 Dt:13-6-2011	Guntur	Rs 2650/-	Release of additional load was delayed by 53 days though it is a released on the existing network	No
15	391/2010-11 Dt: 21-03-2011	Ongole	Rs 34,500/-	AE/DPE/Ongole booked malpractice case without proper	Yes
16	98/2011-12 Dt:10-6-2011	Ongole	Rs 100/-	Low voltage is to be rectified with in 120 days from the date of complaint and is to be completed by 8-11-2011	Yes
17	216/2011-12 Dt: 10-8-2011	Ongole	Rs 19775/-	Malpractice case was booked by the AE/DPE treating the service as existing under category-I thought the service was already under category-II. Rectification wasd delayed by 791 days	No

8	80/2011-12 Dt:10-6-2011	Ongole	Rs 177750/-	Release of services with a delay of 237 days	No
9,	86/2011-12 Dt:10-6-2011	Ongole	Rs 15000/-	For resolving the low voltage problem took 150 days	No
0	91/2011-12 Dt:10-6-2012	Ongole	Rs 12900/-	Low voltage problem was rectified for agl service with a delay of 129 days	Nó
1	92/2011-12 Dt:10-6-2012	Ongole	Rs 14850/-	Agl service connection was released with a delay of 297 days	No
2	407/2011-12 Dt:13-2-2012	Ongole	Rs 36,500/-	the respondents are not responding and revise to bill for 1460 days	Consumer requested that he does not require the penalty amount
23	158/2011-12 Dt: 21-7-2011	Nellore	Rs 100/-	DTR was stolen on 31-8-2010 but was replaced on 26-7-2011 i.e. after a delay of about 10 months	Yes
24	135/2011-12 Dt: 13-7-2011	Nellore	Rs 100/-	DTR was stolen on 18-6-2011 and was replaced on 12-7-2011 with	Yes
25	146/2011-12 Dt: 13-7-2011	Nellore	Rs 100/-	The transformer was damaged by some unknown miscrents and the replacement was delayed by 22 days	Yes
26	147/2011-12 Dt: 13-7-2011	Nellore	Rs 4200/-	Defective meter recorded consumption with 200% error the meter was replaced but the corresponding bill revision was delayed by 168 days	Consumer requested that he does not require the penalty amount
27	138/2011-12 Dt:13-7-2012	Nellore	Rs 16,600/-	Released the agl service with a delay of 332 days	Yes
28	02/2011-12 Dt:08-4-2011	Tirupati	Rs 13,500/-	The line inspector Erpedu collected money from consumers and paid for new services but the services are not released as per applications	Yes
29	156/2011-12 Dt 16-7-2011	Tirupati	Rs 13,300/-	Delay in revision of bill for a periodf of 532 days	Yes
30	257/2011-12 Dt: 6-9-2011	Tirupati	Rs 50/-	Failed DTR was replaced with a delay of 25 days. Only one consumer was effected.	Consumer requested that he does not requine the penalty amount
31	262/2011-12 Dt: 6-9-2011	Tirupati	Rs 250/-	Rectification of low voltage delayed by 5 days	Consumer requested that he does not requine the penalty amount
32	265/2011-12 Dt: 7-9-2011	Tirupati	Rs 50/-	Delay in replacement of CTR by 2 months and 6 numbers consumers were effected due to this	Consumer requested that he does not require the penalty amount

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33	254/2011-12 Dt:7-9-2011	Tirupati	Rs 50/- x 6 = 300	Replacement of failed DTR delayed by 40 days and 6 numbers consumers were effected	Consumer requeste that he does not requ the penalty amoun
» 34	256/2011-12 Dt6-9-2011	Tirupati	Rs 19700/-	Release of AGL service delayed by 394 days	Consumer requeste that he does not requeste the penalty amount
35	260/2011-12 Dt6-9-2011	Tirupati	Rs 50/- x 10 =500	Replacement of failed DTR delayed by 6 days, 10 numbers consumers were effected	Consumer requester that he does not requi
- 36	427/2011-12 Dt:25-2-2012	Tirupati	Rs 550/-	New service connection was released with a delay of 11 days	the penalty amount
37	369/2011-12 Dt:23-1-2012	Tirupati	Rs 1500/-	Transfer of ownership and conversion of services was resolved with a delay of 30 days	Yes
38	270/2010-11 Dt:22-12-2010	Kadapa	Ps 58 650/	Delay in replacement of stolen lines for Act Service	NO
39	65/2011-12 Dt:27-5-2011	Kadapa	Rs 50/-	1173 days suffering the consumers causing crop loss.  The service was disconnected without any notice and intimation. The reasons are also not explained by the respondents which indicates that the disconnection was unnecessary.	No No
40	178/2011-12 Dt 25-07-2011	Kadapa	Rs 18,250/-	Capacitors surcharge for the industry was straight put away levied by the audit wing without serving 30 days notice. The bill revision was delayed by 730 days.	No
41	179/2011-12 Dt: 26-7-2011	Kadapa	Rs 100/-	Transformer was stolen by miscrents on 16-7-2010 and not eplaced even as on date of order i.e. 13-9-2011. The delay is 424 days.	Yes
42	185/2011-12 Dt:25-7-2011	Kadapa	Rs 8,750/- ii	Abnormal delay of 350 days in effecting the bill revision by the nternal audit wing though the field recommendations were submitted.	No
43	299/2010-11 Dt: 6-9-2011	Kadapa	Rs 42 500/- E	Defective meter was replaced and not taken police for its to all	
	291/2011-12 Dt: 29-9-2011	Kadapa	Rs 900/- tf	MRT. Bill revision was delayed by 852 days.  Consumption recorded in 2 meters simultaniously at 2 places for the same consumption due to wrong connection of the meters. The connection were corrected but the bill revision was delayed by 36 ays	Yes Yes
5	181/2011-12 Dt:26-7-2012	Kadapa		efective meter was replaced with a delay of 15 days	
				doing of 10 days	No