

2011-12 CPDCL

**CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED**  
**STANDARDS OF PERFORMANCE FOR THE YEAR 2011-12**

Service Area	Complaints for the year 2011-12																								Overall standard of Performance			
	Hyd O		Hyd (N)		Hyd(S)		RR(East)		RR(South)		RR(North)		Medak		Mahabub Nagar		Nalgonda		Kurnool		Anantapur		April-11- to Mar-2012					
	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed	Receiv ed	Attend ed			Receiv ed	Attend ed
Normal Fuse Off																												
Cities and Towns	107644	107644	189063	189063	34955	34955	29576	29576	2153	2153	49192	49192	3179	3179	13975	13975	3327	3327	52214	52214	15445	15445	500723	500723	99	100		
Rural Areas	0	0	0	0	0	0	18225	18225	2053	2053	13057	13057	9889	9889	11521	11521	11032	11032	48211	48211	8040	8040	122028	122028	99	100		
Overhead Line/Cable breakdowns					0	0			0	0			0	0			0	0										
Cities and Towns	325	325	730	730	309	309	465	465	46	46	190	190	79	79	71	71	78	78	14	14	12	12	2319	2319	95	100		
Rural Areas	0	0	0	0	0	0	83	83	210	210	11	11	320	320	1520	1520	456	456	229	229	589	589	3418	3418	95	100		
Under Ground cable Breakdowns					0	0			0	0			0	0			0	0										
Cities and Towns	36	36	190	190	59	59	88	88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	373	373	95	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	0	0	0	0	
Distribution Transformer Failure:					0	0			0	0			0	0			0	0	0	0	0	0	0	0	0	95		
Cities and Towns	175	175	236	236	420	420	272	272	263	263	202	202	353	353	393	393	420	420	160	160	70	70	2964	2964	95	100		
Rural Areas	0	0	0	0	0	0	228	228	2175	2175	147	147	5548	5548	10624	10624	5973	5973	4121	4121	6983	6969	35799	35785	95	99.96		
Period of Schedule outage					0	0			0	0			0	0			0	0					0	0				
Maximum duration in a single stretch	0	0	0	0	0	0	36	36	0	0	0	0	0	0	17	17	0	0	86	86	0	0	139	139	95	100		
Restoration of supply	0	0	0	0	31	31	36	36	0	0	0	0	0	0			0	0	86	86	0	0	153	153	95	100		
Voltage fluctuations									0	0			0	0			0	0					153	153	95	100		
No expansion/enhancement of network in volved	7566	7566	619	619	0	0			151	151	112	112	212	212	0	0	426	426	54	54	0	0	9140	9140		100		
Up-gradation of distribution system required	9989	9989	109	109	3	3			0	0	3	3	18	18	0	0	32	32	7	7	0	0	10161	10161		100		
Erection of Sub station	0	0	0	0	0	0			0	0	2	2	3	3	0	0	3	2	0	0	11	11	19	18		94.74		
Meter complaints					0	0			0	0			0	0			0	0					0	0				
Inspection and replacement of Slow/fast / creeping /stuckup	5111	5111	4529	4529	703	703	12127	12127	4079	4079	1014	1014	6108	6108	15	15	6330	6330	36339	36339	64579	49314	140934	125669	95	89.17		
Replacement of burnt meters if cause attributable to Licensee	406	406	0	0	174	174			432	432	138	138	148	148	0	0	262	262			0	0	1560	1560		100		

2011-12 CPDCL

**CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED  
STANDARDS OF PERFORMANCE FOR THE YEAR 2011-12**

Service Area	Complaints for the year 2011-12																				Overall standard of Performance					
	Hyd O		Hyd (N)		Hyd(S)		RR(East)		RR(South)		RR(North)		Medak		Mahabub Nagar		Nalgonda		Karnool		Anantapur		April-11- to Mar-2012		Target (%)	Achieved (%)
	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended		
Replacement of burnt meters if cause attributable to consumer	255	255	1188	1188	2542	2542	2494	2414	294	294	725	725	83	83	83	83	140	140	2206	2206	5491	2491	15501	12421		80.13
Application of new connection/additional load connection feasible from existing network			4065	4057	14750	14750	21269	21176	0	0	0	0	29133	29133	107	71	28878	27837					98202	97024		98.80
Release of supply	6090	6090	14489	14104	3470	3470			30	30	48526	48526	10441	10441	12558	12405	9882	9859	55562	55562	69381	69167			99	
Network expansion/enhancement					0	0			0	0			0	0			0	0			69381	69167	230429	229654.2		99.66
Release of supply - Low Tension (with a/c)	0	0			0	0	37601	37303	43534	43534	9870	9870	36401	36401	41502	41114	31841	31791	55549	55549	69381	69167	325679	324729		99.71
Release of supply - Low Tension (without a/c)	9634	9634			4086	4086	21325	21231	39120	39120	27193	27193	28269	28269	32424	32424	28152	28152	44784	44784	55001	54935	289988	289828		99.94
Release of supply - 11 KV	29	20	0	0	0	0	81	31	36	36	101	101	108	108	92	57	13	13	326	326	14	14	800	706		88.25
Release of supply - 33 KV	0	0	0	0	0	0	3	3	3	3	5	5	3	3	13	13	1	1	13	13	7	7	48	48		100.00
Erection of sub station required for release of supply	0	0	0	0	0	0			1	1	0	0	0	0	1	0	0	0	0	0	0	0	2	1		50.00
Transfer of ownership and conversion of services									1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1		100.00
Title transfer of ownership	3944	3943	4615	4535	3888	3888	8072	6990	5134	5134	5493	5493	640	640	673	673	579	577	269	269	2401	2401	35708	34543		96.74
Change of category	1073	1073	2855	2780	671	671	2551	2126	3036	3036	1486	1486	141	141	504	504	177	177	127	127	2753	2753	15374	14874		96.75
Conversion from LT 1 ph to LT 3 ph and vice Versa	623	618	969	890	0	0	631	521	172	172	698	698	6	6	89	89	21	21	111	111	125	125	3445	3251		94.37
Conversion from LT to HT and vice- Versa	0	0	0	0	0	0	13	3	16	16	3	3	13	13	21	21	2	2	1	1	2	2	71	61		85.92
Resolution of complaints on consumer's bill																										
If additional information is required	522	522	0	0	0	0	1	0	0	0	301	301	8	8	839	839	5	5	149	149	0	0	1825	1824		99.95
If no additional information is required	352	350	0	0	0	0	13	13	0	0	101	101	0	0	0	0	0	0	5479	5479	0	0	5945	5943		99.97
Reconnection of supply following disconnection due cities and Towns	1328	1328	743	743	8907	8907	9109	9109	0	0	42627	42627	23762	23762	57334	57334	19072	19072	10865	10865	2552	2515	176299	176262		99.98
Rural areas	0	0	0	0	0	0	0	0	0	0	770	770	33816	33816	34991	34991	32252	32252	29664	29664	3104	3088	134597	134581		99.99

DETAILS OF COMPENSATION AWARDED FOR THE YEAR 2011-12

CPDCL

Sl.No.	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 Agrl. service	Yes
5	KNL-50	425	Delay in rectifying abnormal demand	Yes

Service Area	EPDCL								
	OB		No Of Complaints / Requests			Rejected	CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit		WRT	BRT	
<b>Normal Fuse Off</b>									
Cities and Towns	753	618	201149	200090	195464	1228	323	879	98
Rural Areas	8	1	1943	1944	1837	4	0	4	94
<b>Overhead Line/Cable breakdowns</b>									
Cities and Towns/Rural Areas	0	0	89	89	85	0	0	0	96
<b>Line Breakdowns</b>									
Cities and Towns									
Rural Areas									
<b>Distribution Transformer Failure</b>									
Cities and Towns	16	3	561	576	563	2	2	0	98
Rural Areas	213	42	7230	7423	7335	16	42	4	99
<b>Period of Scheduled outage</b>									
Maximum duration in a single stretch									
Restoration of supply									
<b>Voltage fluctuations</b>									
No expansion / enhancement of network involved	5	2	7001	6976	6817	20	2	10	98
Up-gradation of distribution system required									
Erection of Substations									
<b>Meter Complaints</b>									
Inspection and replacement of Slow/fast/creeping/stuckup meters	109	8	5847	5784	5594	46	128	6	97
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	197	49	17728	17682	16658	21	230	41	94

Service Area	EPDCL									
	OB		No Of Complaints /Requests			Rejected	CB		Achievement SOP %	
	WRT	BRT	Received	Resolved	Resolved within specified time Limit		WRT	BRT		
<b>Application of new connection/additional load</b>										
<b>Connection feasible from existing network</b>										
Release of Supply(48)	1683	1037	106846	106484	100029	1062	1617	403	94	
<b>Network expansion/enhancement required to release supply</b>										
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										
Erection of Substation required for release of supply										
<b>Transfer of ownership and conversion of service</b>										
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										
Conversion from LT to HT and vice Versa										
<b>Resolution of complaints on consumer's bill</b>										
If additional information is required	39	37	1988	1878	1726	127	40	19	92	
If no additional information is required										
<b>Reconnection of supply following disconnection due to non-payment of bills</b>										
Cities and Towns										

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



**ANAGARAM**

Service Area	OB		No Of Complaints / Requests			Rejected	CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit		WRT	BRT	
<b>Normal Fuse Off</b>									
Cities and Towns	0	32	1000	997	998	8	0	32	95
Rural Areas	0	0	10	10	9	0	0	0	90
<b>Overhead Line/Cable breakdowns</b>									
Cities and Towns/Rural Areas	0	0	4	4	2	0	0	0	50
<b>Line Breakdowns</b>									
Cities and Towns									
Rural Areas									
<b>Distribution Transformer Failure</b>									
Cities and Towns	4	1	92	97	95	0	0	0	98
Rural Areas	88	10	849	933	920	7	7	0	99
<b>Period of Scheduled outage</b>									
Maximum duration in a single stretch									
Restoration of supply									
<b>Voltage fluctuations</b>									
No expansion /enhancement of network involved	1	0	123	123	117	1	0	0	95
Up-gradation of distribution system required									
Erection of Substations									
<b>Meter Complaints</b>									
Inspection and replacement of Slow/fast/creeping/stuckup meters	2	0	77	72	62	4	2	1	86
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	21	7	2214	2194	2074	4	34	10	95





Service Area	VISAKHAPATNAM								
	OB		No Of Complaints /Requests			Rejected	CB		Achieve ment SOP %
	WRT	BRT	Receive d	Resolved	Resolved within specified time Limit		WRT	BRT	
<b>Normal Fuse Off</b>									
Cities and Towns	48	73	81611	80621	79481	1038	0	73	99
Rural Areas	3	0	107	107	106	0	0	3	99
<b>Overhead Line/Cable breakdowns</b>									
Cities and Towns/Rural Areas	0	0	15	15	15	0	0	0	100
<b>Line Breakdowns</b>									
Cities and Towns									
Rural Areas									
<b>Distribution Transformer Failure</b>									
Cities and Towns	6	0	146	152	150	0	0	0	99
Rural Areas	21	0	645	660	650	0	6	0	98
<b>Period of Scheduled outage</b>									
Maximum duration in a single stretch									
Restoration of supply									
<b>Voltage fluctuations</b>									
No expansion /enhancement of network involved	1	0	2770	2747	2739	12	2	10	100
Up-gradation of distribution system required									
Erection of Substations									
<b>Meter Complaints</b>									
Inspection and replacement of Slow/fast/creeping/stuckup meters	28	3	3408	3375	3329	19	41	4	99
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	54	8	4909	4915	4761	4	49	3	97

**VISAKHAPATNAM**

Service Area

OB

No Of Complaints /Requests

CB

Achieve  
ment  
SOP %

WRT

BRT

Receive  
d

Resolved

Resolved  
within  
specified  
time Limit

Rejected

WRT

BRT

Application of new connection/additional load

Connection feasible from existing network

Release of Supply(48)

Network expansion/enhancement required to release supply

Release of Supply - Low Tension (with Agl.)

Release of Supply - Low Tension (without Agl.)

Release of supply -11KV

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

Change of Category

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

If no additional information is required

Reconnection of supply following disconnection due to non-payment of bills

Cities and Towns

625

336

35661

35299

33633

600

582

141

95

2370

15

1285

1473

1444

705

1489

3

98

5483

427

10783

9387

8860

2517

4163

626

94

1839

200

5166

4571

4253

292

2040

302

93

0

0

240

240

225

0

0

0

94

35

12

4998

4943

4839

51

30

21

98

114

10

6453

6176

5543

275

111

15

90

21

17

1029

941

845

90

25

11

90

Service Area	RAJAHMUNDRY								
	OB		No Of Complaints /Requests			Rejected	CB		Achievement SOP %
	WRT	BRT	Received	Resolved	Resolved within specified time Limit		WRT	BRT	
<b>Normal Fuse Off</b>									
Cities and Towns	30	20	64573	64508	62232	95	0	20	96
Rural Areas	0	0	26	25	25	1	0	0	100
<b>Overhead Line/Cable breakdowns</b>									
Cities and Towns/Rural Areas	0	0	14	14	14	0	0	0	100
<b>Line Breakdowns</b>									
Cities and Towns									
Rural Areas									
<b>Distribution Transformer Failure</b>									
Cities and Towns	6	1	112	117	116	0	2	0	99
Rural Areas	59	4	1393	1434	1420	0	21	1	99
<b>Period of Scheduled outage</b>									
Maximum duration in a single stretch									
Restoration of supply									
<b>Voltage fluctuations</b>									
No expansion /enhancement of network involved	3	0	2798	2797	2770	4	0	0	99
Up-gradation of distribution system required									
Erection of Substations									
<b>Meter Complaints</b>									
Inspection and replacement of Slow/fast/creeping/stuckup meters	30	0	1051	1048	1029	9	24	0	98
Replacement of burnt meters if cause attributable to Licensee									
Replacement of burnt meters if cause attributable to consumer	52	16	4075	4069	3894	4	63	7	96



## STANDARDS OF PERFORMANCE (SOP) REPORT OF CUSTOMER SERVICE CENTERS FOR YEAR 2011-12

2011-12; EPDCL

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



2011-12  
EPDCL

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

Sl.No.	CG No./Date	Circle	Compensation awarded	Reasons in brief	Whether compensations are paid (Y/N)
1	75/ 09.08.2011	Visakhapatnam	Rs. 85,000/-	The complainant consumer expressed his dissent in writing to accept the compensation	-
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/-	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 had 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; NPDCL**

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

Sl. No	Service Area	Complaints for the year 2011-12										NPDCL Total 2011-12	
		Warangal		Karimnagar		Khammam		Nizamabad		Adilabad		Received	Attended
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended		
1	<b>Normal Fuse-Off</b>												
	a)Cities and Towns	3562	3562	9246	9246	13631	13631	4273	4273	8028	8028	38740	38740
	b)Rural Area	11495	11495	9065	9065	4787	4787	11924	11924	1758	1758	39029	39029
2	<b>Overhead Line /Cable breakdowns</b>												
	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	<b>Underground Cable breakdowns</b>												
	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	1
4	<b>Distribution Transformer failure</b>												
	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	<b>Period of Scheduled Outages</b>												
	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	<b>Voltage Fluctuations</b>												
	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	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	<b>Meter Complaints</b>												
	Inspection and replcement 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	<b>Application of new connection/additional load from the existing network</b>												
	a) Cities and Towns	6916	6906	8612	8537	12016	12007	8053	8050	9309	9270	44906	44770
	b) Rural Area	2769	2769	1848	1623	934	921	2873	2873	1059	1059	9483	9245
9	<b>Network expansion/enhancement required to release supply</b>												
	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	<b>Transfer of ownership and conversion of services</b>												
	Title transfer of ownership	625	624	434	432	293	293	114	114	122	119	1588	1582
	Change of Category	231	231	241	239	183	183	180	180	109	107	944	940
	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	<b>Resolution of Complaints on consumer's bill</b>	0	0	0	0	0	0	0	0	0	0	0	0
	If additional information is required	253	253	46	46	198	189	175	175	14	14	686	677
	If no additional information is required	32	32	32	32	101	101	226	226	15	15	406	406
12	<b>Reconnection of supply following disconnection due to non-payment of bills</b>												
	a) Cities and Towns	4800	4800	3897	3897	3144	3144	3261	3261	4	4	15106	15106
	b) Rural Area	4466	4462	22705	22705	8897	8897	6426	6426	9849	9827	52343	52317

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

Service Area	Standard	Complaints for the month of April 11 to March 12												APSPDCL Apr '11 to Mar' 12	
		Vijayawada		Guntur		Ongole		Nellore		Tirupati		Kadapa		Received	Attended
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended		
<b>Normal Fuse Off</b>															
Cities and Towns	Within 4 working hours	41664	41664	5033	5033	13521	13521	6243	6243	8622	8622	41558	41558	116641	116641
Rural Areas	Within 12 working hours	77276	77276	6194	6194	23881	23881	13607	13607	2622	2622	25254	25254	148834	148834
<b>Overhead Line/Cable breakdowns</b>															
Cities and Towns	Within 6 hours	427	427	63	63	31	31	74	74	78	78	342	342	1015	1015
Rural Areas	Within 24 hours	329	329	178	178	704	704	2236	2236	287	287	1371	1371	5105	5105
<b>Under Ground Cable Breakdowns</b>															
Cities and Towns	Within 12 hours	0	0	1	1	0	0	31	31	0	0	0	0	32	32
Rural Areas	Within 48 hours	0	0	0	0	0	0	40	40	0	0	0	0	40	40
<b>Distribution Transformer Failure</b>															
Cities and Towns	Within 24 hours	313	313	281	281	77	77	107	107	487	487	857	857	2122	2122
Rural Areas	Within 48 hours	1894	1894	397	397	3745	3745	3383	3383	2808	2808	3038	3038	15265	15265
<b>Period of Scheduled outage</b>															
Maximum duration in a single stretch	Not to exceed 12 hours	278	278	0	0	26	26	0	0	0	0	53	53	357	357
Restoration of supply	By not later than 6-00 PM	0	0	0	0	0	0	0	0	0	0	50	50	50	50
<b>Voltage fluctuations</b>															
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
<b>Meter Complaints</b>															
Inspection and replacement of slow /fast/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 attributable to Licensee	Within 7 days	548	548	192	192	2187	2187	387	387	432	432	1650	1650	5396	5396
Replacement of burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	4520	4520	290	290	1100	1100	764	764	246	246	1093	1093	8013	8013
<b>Application of new connection/additional load</b>															
Connection feasible from existing network															
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
<b>Network expansion/enhancement required to release supply</b>															
Release of supply - Low Tension(With Agl.)	Within 30 days of receipt of	7765	7765	3171	3171	2022	2022	34937	34937	11728	11728	7291	7291	66914	66914

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Service Area	Standard	Complaints for the month of April 11 to March 12												APSPDCL Apr '11 to Mar '12	
		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(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	1
<b>Transfer of ownership and conversion of services</b>															
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
<b>Resolution of complaints on consumer's bill</b>															
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
<b>Reconnection of supply following disconnection due to non-payment of bills</b>															
Cities and Towns	Within 4 working hours of production of proof of payment by consumer	5819	5819	49442	49442	10517	10517	102846	102846	1888	1888	40	40	170552	170552

Overall Standards of Performance for the Year 2011 to 2012

SPDCL

Service area	Overall Standards of performance %
Normal fuse-off calls	99.95
Line Breakdowns	99.92
Distribution Transformer failure	99.90
Period of scheduled outage	
Maximum duration in a single stretch	99.34
Restoration of supply by 6:00 PM	99.34
Street Light Faults	
Rectification of line faults	Not Applicable
Replacement of fused/defective unit	Not Applicable
Continuity Indices	
SAIFI(NonAgl)	65.62
SAIFI(Agl)	46.24
SAIDI(NonAgl)	1003 Minutes
SAIDI(Agl)	1577 Minutes
MAIFI(NonAgl)	82.39
MAIFI(Agl)	46.83
Frequency Variations	678
% billing mistakes	3.84%
% faulty meters	1.76%

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## Compensation awarded BY 2011-12 (From 1-4-2011 to 31-3-2012)

Sno	Case No & Date	Circle	Compensation awarded	Reasons in Brief	Whether compensations are paid (Y/N)
1	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	Vijayawada	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 was 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 irrigation 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 inspection.	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 though the service was already under category-II. Rectification was delayed by 791 days.	No

18	80/2011-12 Dt:10-6-2011	Ongole	Rs 177750/-	Release of services with a delay of 237 days	No
19	86/2011-12 Dt:10-6-2011	Ongole	Rs 15000/-	For resolving the low voltage problem took 150 days	No
20	91/2011-12 Dt:10-6-2012	Ongole	Rs 12900/-	Low voltage problem was rectified for agl service with a delay of 129 days	No
21	92/2011-12 Dt:10-6-2012	Ongole	Rs 14850/-	AgI service connection was released with a delay of 297 days	No
22	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 a delay of 23 days	Yes
25	146/2011-12 Dt: 13-7-2011	Nellore	Rs 100/-	The transformer was damaged by some unknown miscreants 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 period 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 require 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 require the penalty amount
32	265/2011-12 Dt: 7-9-2011	Tirupati	Rs 50/-	Delay in replacement of DTR by 2 months and 6 numbers consumers were effected due to this	Consumer requested that he does not require the penalty amount

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 requested that he does not require the penalty amount.
34	256/2011-12 Dt:6-9-2011	Tirupati	Rs 19700/-	Release of AGL service delayed by 394 days	Consumer requested that he does not require the penalty amount
35	260/2011-12 Dt:6-9-2011	Tirupati	Rs 50/- x 10 =500	Replacement of failed DTR delayed by 6 days, 10 numbers consumers were effected	Consumer requested that he does not require the penalty amount
36	427/2011-12 Dt:25-2-2012	Tirupati	Rs 550/-	New service connection was released with a delay of 11 days	Yes
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	No
38	270/2010-11 Dt:22-12-2010	Kadapa	Rs 58,650/-	Delay in replacement of stolen lines for Agl. Services for a period of 1173 days suffering the consumers causing crop loss.	No
39	65/2011-12 Dt:27-5-2011	Kadapa	Rs 50/-	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
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 miscreants on 16-7-2010 and not replaced 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/-	Abnormal delay of 350 days in effecting the bill revision by the internal audit wing though the field recommendations were submitted.	No
43	299/2010-11 Dt: 6-9-2011	Kadapa	Rs 42,600/-	Defective meter was replaced and not taken action for its testing at MRT. Bill revision was delayed by 852 days.	Yes
44	291/2011-12 Dt: 29-9-2011	Kadapa	Rs 900/-	Consumption recorded in 2 meters simultaneously 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 days	Yes
45	181/2011-12 Dt:26-7-2012	Kadapa	Rs 750/-	Defective meter was replaced with a delay of 15 days	No