



NORTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED
VIDYUTH BHAVAN : CORPORATE OFFICE : WARANGAL

From
Chief Engineer,
IPC&RAC, TGNPDCL,
Corporate Office, Vidyuth Bhavan,
Hanumakonda, Warangal-506001

To
The Commission Secretary,
TGERC, Vidyuth Niyantaran Bhavan,
G.T.S. Colony, Kalyan Nagar
Hyderabad.

Lr.No.CE(I&R)/GM(I&R)/DE(RAC)/TGNPDCL/WGL/RAC/F.No.2/D.No. 110/26, Dt:02.07.26

Sir,

Sub:- TGNPDCL/WGL – TGERC – Consumer advocacy – Returns to be filed under Regulation No. 5 of 2016 – (Licensees Standards of Performance) - Submission Regarding.

It is to submit that, the Annual Reports for the FY 2025-26 are here with submitted.

- i) Reporting Formats – Guaranteed Standards
- ii) Compensation Paid
- iii) Reporting Formats – Overall Standards
- iv) Faulty Meters
- v) Reliability Indices

This is for favor of information.

Encl: Hard copy of the above formats

Yours faithfully

CHIEF ENGINEER
IPC&RAC/TGNPDCL/WGL

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2025 -2026)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
I	Normal Fuse-Off								
i.	Cities and towns	0	56272	56272	56132	136	4	56272	0
ii.	Rural areas	0	70750	70750	70547	197	6	70750	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	869	869	869	0	0	869	0
ii.	Rural areas	0	4762	4762	4743	19	0	4762	0
III.	Underground cable breakdowns								
ii.	Cities and towns	0	5	5	5	0	0	5	0
ii.	Rural areas	0	23	23	23	0	0	23	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	1316	1316	1314	2	0	1316	0
ii.	Rural areas	0	22332	22332	22234	92	6	22332	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	271	271	271	0	0	271	0
ii.	Restoration of supply	0	164	164	164	0	0	164	0
VI.	Voltage fluctuations	0	0		0	0	0		
i.	No expansion/ enhancement of network involved	0	517	517	514	3	0	517	0
ii.	Up-gradation of distribution system required	0	567	567	567	0	0	567	0
iii.	Erection of Substation								

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	57908	57908	57592	313	3	57908	0
ii.	Replace burnt meters if cause attributable to Licensee	0	3124	3124	3087	37	0	3124	0
iii.	Replace burnt meters if cause attributable to consumer	0	12429	12429	12341	81	7	12429	0
iv	Shifting of meters/service lines	0	77	77	77	0	0	77	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	14110	14110	14082	28	0	14110	0
ii.	If network expansion / enhancement required to release supply	0	273	273	273	0	0	273	0
a.	Release of supply-Low Tension	0	29973	29973	29963	10	0	29973	0
b.	Release of Supply-High Tension 11kV	0	253	253	245	8	0	253	0
c.	Release of Supply-High Tension 33 kV	0	3	3	3	0	0	3	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	26799	26799	26728	68	3	26799	0
ii.	Network expansion / enhancement required to release supply	0	1657	1657	1655	1	0	1657	0
a.	Release of supply-Low Tension	0	33461	33461	33438	20	3	33461	0
b.	Release of Supply-High Tension 11kV	0	212	212	209	3	0	212	0
c.	Release of Supply-High Tension 33 kV	0	2	2	2	0	0	2	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
e.	Erection of substation required for release of supply	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous Year	Received in the current Year	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	7802	7802	7795	5	1	7802	0
ii.	Change of category	0	11962	11962	11957	5	0	11962	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	1746	1746	1746	0	0	1746	0
iv.	Conversion from LT to HT and vice versa	0	49	49	49	0	0	49	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	11455	11455	11371	75	9	11455	0
ii.	If additional information is required	0	2242	2242	2192	43	7	2242	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	61431	61431	61087	344	0	61431	0
ii.	Rural areas	0	98562	98562	97771	783	8	98562	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	0	0	0	0	0	0	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0	0	0	0	0


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (April 2025 - June 2025)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
I	Normal Fuse-Off								
i.	Cities and towns	0	14461	14461	14461		0	14461	0
ii.	Rural areas	0	14847	14847	14847		0	14847	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	240	240	240		0	240	0
ii.	Rural areas	0	1286	1286	1286		0	1286	0
III.	Underground cable breakdowns								
II.	Cities and towns	0	0	0	0		0	0	0
ii.	Rural areas	0	0	0	0		0	0	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	307	307	307		0	307	0
ii.	Rural areas	0	5336	5336	5336		0	5336	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	81	81	81		0	81	0
ii.	Restoration of supply	0	72	72	72		0	72	0
VI.	Voltage fluctuations								0
i.	No expansion/ enhancement of network involved	0	66	66	66		0	66	0
ii.	Up-gradation of distribution system required	0	114	114	114		0	114	0
iii.	Erection of Substation	0	0	0	0		0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	12785	12785	12785		0	12785	0
ii.	Replace burnt meters if cause attributable to Licensee	0	639	639	639		0	639	0
iii.	Replace burnt meters if cause attributable to consumer	0	2680	2680	2680		0	2680	0
iv	Shifting of meters/service lines	0	31	31	31		0	31	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	4605	4605	4605		0	4605	0
ii.	If network expansion / enhancement required to release supply	0	188	188	188		0	188	0
a.	Release of supply-Low Tension	0	7951	7951	7951		0	7951	0
b.	Release of Supply-High Tension 11kV	0	29	29	29		0	29	0
c.	Release of Supply-High Tension 33 kV	0	0	0	0		0	0	0
d.	Release of Supply-Extra High Tension	0	0	0	0		0	0	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	9003	9003	9003		0	9003	0
ii.	Network expansion / enhancement required to release supply	0	835	835	835		0	835	0
a.	Release of supply-Low Tension	0	10179	10179	10179		0	10179	0
b.	Release of Supply-High Tension 11kV	0	7	7	7		0	7	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1		0	1	0
d.	Release of Supply-Extra High Tension	0	0	0	0		0	0	0
e.	Erection of substation required for release of supply	0	0	0	0		0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	12785	12785	12785		0	12785	0
ii.	Replace burnt meters if cause attributable to Licensee	0	639	639	639		0	639	0
iii.	Replace burnt meters if cause attributable to consumer	0	2680	2680	2680		0	2680	0
iv	Shifting of meters/service lines	0	31	31	31		0	31	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	4605	4605	4605		0	4605	0
ii.	If network expansion / enhancement required to release supply	0	188	188	188		0	188	0
a.	Release of supply-Low Tension	0	7951	7951	7951		0	7951	0
b.	Release of Supply-High Tension 11kV	0	29	29	29		0	29	0
c.	Release of Supply-High Tension 33 kV	0	0	0	0		0	0	0
d.	Release of Supply-Extra High Tension	0	0	0	0		0	0	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	9003	9003	9003		0	9003	0
ii.	Network expansion / enhancement required to release supply	0	835	835	835		0	835	0
a.	Release of supply-Low Tension	0	10179	10179	10179		0	10179	0
b.	Release of Supply-High Tension 11kV	0	7	7	7		0	7	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1		0	1	0
d.	Release of Supply-Extra High Tension	0	0	0	0		0	0	0
e.	Erection of substation required for release of supply	0	0	0	0		0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	1663	1663	1663		0	1663	0
ii.	Change of category	0	2870	2870	2870		0	2870	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	423	423	423		0	423	0
iv	Conversion from LT to HT and vice versa	0	0	0	0		0	0	0
XI.	Resolution of complaints on consumer's bill								0
i.	If no additional information is required	0	2587	2587	2587		0	2587	0
ii.	If additional information is required	0	686	686	686		0	686	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	12613	12613	12613		0	12613	0
ii.	Rural areas	0	22647	22647	22647		0	22647	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	0	0	0		0	0	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0		0	0	0

Lawrence

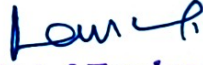
Chief Engineer
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WARANGAL.

ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS) (JUL, 2025 - SEP, 2025)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
I	Normal Fuse-Off								
i.	Cities and towns	0	15012	15012	15012	0	0	15012	0
ii.	Rural areas	0	19474	19474	19474	0	0	19474	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	221	221	221	0	0	221	0
ii.	Rural areas	0	1270	1270	1270	0	0	1270	0
III.	Underground cable breakdowns								
II.	Cities and towns	0	0	0	0	0	0	0	0
ii.	Rural areas	0	2	2	2	0	0	2	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	400	400	400	0	0	400	0
ii.	Rural areas	0	6189	6189	6189	0	0	6189	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	78	78	78	0	0	78	0
ii.	Restoration of supply	0	38	38	38	0	0	38	0
VI.	Voltage fluctuations								
i.	No expansion/ enhancement of network involved	0	84	84	84	0	0	84	0
ii.	Up-gradation of distribution system required	0	329	329	329	0	0	329	0
iii.	Erection of Substation	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	14663	14663	14663	0	0	14663	0
ii.	Replace burnt meters if cause attributable to Licensee	0	869	869	869	0	0	869	0
iii.	Replace burnt meters if cause attributable to consumer	0	3057	3057	3057	0	0	3057	0
iv	Shifting of meters/service lines	0	16	16	16	0	0	16	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	3097	3097	3097	0	0	3097	0
ii.	If network expansion / enhancement required to release supply	0	32	32	32	0	0	32	0
a.	Release of supply-Low Tension	0	6321	6321	6321	0	0	6321	0
b.	Release of Supply-High Tension 11kV	0	12	12	12	0	0	12	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1	0	0	1	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	5109	5109	5109	0	0	5109	0
ii.	Network expansion / enhancement required to release supply	0	351	351	351	0	0	351	0
a.	Release of supply-Low Tension	0	7047	7047	7047	0	0	7047	0
b.	Release of Supply-High Tension 11kV	0	3	3	3	0	0	3	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1	0	0	1	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
e.	Erection of substation required for release of supply	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	1987	1987	1987	0	0	1987	0
ii.	Change of category	0	3068	3068	3068	0	0	3068	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	295	295	295	0	0	295	0
iv.	Conversion from LT to HT and vice versa	0	43	43	43	0	0	43	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	3254	3254	3254	0	0	3254	0
ii.	If additional information is required	0	587	587	587	0	0	587	0
XII.	Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and towns	0	14204	14204	14204	0	0	14204	0
ii.	Rural areas	0	23415	23415	23415	0	0	23415	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	0	0	0	0	0	0	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0	0	0	0	0


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.

ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS) (OCT, NOV, DEC -2025)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
I	Normal Fuse-Off								
i.	Cities and towns	0	13836	13836	13756	77	3	13836	0
ii.	Rural areas	0	17793	17793	17650	137	6	17793	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	235	235	235	0	0	235	0
ii.	Rural areas	0	1264	1264	1253	11	0	1264	0
III.	Underground cable breakdowns		0		0	0	0		0
II.	Cities and towns	0	2	2	2	0	0	2	0
ii.	Rural areas	0	2	2	2	0	0	2	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	309	309	309	0	0	309	0
ii.	Rural areas	0	6267	6267	6253	8	6	6267	0
V.	Period of Scheduled Outage		0		0	0	0		0
i.	Maximum duration in a single stretch consumer affected	0	61	61	61	0	0	61	0
ii.	Restoration of supply	0	42	42	42	0	0	42	0
VI.	Voltage fluctuations		0		0	0	0		0
i.	No expansion/ enhancement of network involved	0	81	81	79	2	0	81	0
ii.	Up-gradation of distribution system required	0	116	116	116	0	0	116	0
iii.	Erection of Substation	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	16567	16567	16421	143	3	16567	0
ii.	Replace burnt meters if cause attributable to Licensee	0	894	894	873	21	0	894	0
iii.	Replace burnt meters if cause attributable to consumer	0	3740	3740	3691	44	5	3740	0
iv	Shifting of meters/service lines	0	18	18	18	0	0	18	0
VIII.	Processing of application & intimation of relevant charges		0		0	0	0		0
i.	All Cases – If connection feasible from existing network for release of supply	0	2514	2514	2511	3	0	2514	0
ii.	If network expansion / enhancement required to release supply	0	24	24	24	0	0	24	0
a.	Release of supply-Low Tension	0	7979	7979	7979	0	0	7979	0
b.	Release of Supply-High Tension 11kV	0	3	3	3	0	0	3	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1	0	0	1	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	5192	5192	5166	23	3	5192	0
ii.	Network expansion / enhancement required to release supply	0	338	338	337	1	0	338	0
a.	Release of supply-Low Tension	0	8487	8487	8468	16	3	8487	0
b.	Release of Supply-High Tension 11kV	0	0	0	0	0	0	0	0
c.	Release of Supply-High Tension 33 kV	0	0	0	0	0	0	0	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
e.	Erection of substation required for release of supply	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	2115	2115	2111	4	1	2115	0
ii.	Change of category	0	2932	2932	2930	2	0	2932	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	592	592	592	0	0	592	0
iv.	Conversion from LT to HT and vice versa	0	4	4	4	0	0	4	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	2973	2973	2898	66	9	2973	0
ii.	If additional information is required	0	560	560	522	31	7	560	0
XII.	Reconnection of supply following disconnection due to non		0		0	0	0		0
i.	Cities and towns	0	16365	16365	16152	213	0	16365	0
ii.	Rural areas	0	25251	25251	24830	413	8	25251	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	0	0	0	0	0	0	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0	0	0	0	0


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.

ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS) (JANUARY,FEB,MARCH-2026)

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
I	Normal Fuse-Off								
i.	Cities and towns	0	12963	12963	12903	59	1	12963	0
ii.	Rural areas	0	18636	18636	18576	60	0	18636	0
II.	Overhead Line/cable breakdowns								
i.	Cities and towns	0	173	173	173	0	0	173	0
ii.	Rural areas	0	942	942	934	8	0	942	0
III.	Underground cable breakdowns								
II.	Cities and towns	0	3	3	3	0	0	3	0
ii.	Rural areas	0	19	19	19	0	0	19	0
IV.	Distribution Transformer failure								
i.	Cities and towns	0	300	300	298	2	0	300	0
ii.	Rural areas	0	4540	4540	4456	84	0	4540	0
V.	Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	0	51	51	51	0	0	51	0
ii.	Restoration of supply	0	12	12	12	0	0	12	0
VI.	Voltage fluctuations		0	0	0	0	0	0	
i.	No expansion/ enhancement of network involved	0	286	286	285	1	0	286	0
ii.	Up-gradation of distribution system required	0	8	8	8	0	0	8	0
iii.	Erection of Substation	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
VII.	Meter complaints								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	13893	13893	13723	170	0	13893	0
ii.	Replace burnt meters if cause attributable to Licensee	0	722	722	706	16	0	722	0
iii.	Replace burnt meters if cause attributable to consumer	0	2952	2952	2913	37	2	2952	0
iv	Shifting of meters/service lines	0	12	12	12	0	0	12	0
VIII.	Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand								
i.	All Cases – If connection feasible from existing network for release of supply	0	3894	3894	3869	25	0	3894	0
ii.	If network expansion / enhancement required to release supply	0	29	29	29	0	0	29	0
a.	Release of supply-Low Tension	0	7722	7722	7712	10	0	7722	0
b.	Release of Supply-High Tension 11kV	0	209	209	201	8	0	209	0
c.	Release of Supply-High Tension 33 kV	0	1	1	1	0	0	1	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
IX.	Release of new connection/additional load upon payment of all charges								
i.	All Cases– If connection feasible from existing network for release of supply	0	7495	7495	7450	45	0	7495	0
ii.	Network expansion / enhancement required to release supply	0	133	133	132	1	0	133	0
a.	Release of supply-Low Tension	0	7748	7748	7744	4	0	7748	0
b.	Release of Supply-High Tension 11kV	0	202	202	199	3	0	202	0
c.	Release of Supply-High Tension 33 kV	0	0	0	0	0	0	0	0
d.	Release of Supply-Extra High Tension	0	0	0	0	0	0	0	0
e.	Erection of substation required for release of supply	0	0	0	0	0	0	0	0

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the current month	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
X.	Transfer of ownership and conversion of services								
i.	Title transfer of ownership	0	2037	2037	2035	2	0	2037	0
ii.	Change of category	0	3092	3092	3089	3	0	3092	0
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	436	436	436	0	0	436	0
iv.	Conversion from LT to HT and vice versa	0	2	2	2	0	0	2	0
XI.	Resolution of complaints on consumer's bill								
i.	If no additional information is required	0	2641	2641	2632	9	0	2641	0
ii.	If additional information is required	0	409	409	397	12	0	409	0
XII.	Reconnection of supply following disconnection due to non		0	0	0	0	0	0	
i.	Cities and towns	0	18249	18249	18118	131	0	18249	0
ii.	Rural areas	0	27249	27249	26879	370	0	27249	0
XIII.	Wrongful disconnection of service connection / levy of reconnection charges without disconnection								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	0	0	0	0	0	0	0
ii.	Levy of reconnection charges without actual physical disconnection	0	0	0	0	0	0	0	0


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (April 2025 to Mar-2026)

The monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format or individual complaints where compensation has been paid

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
1	NZB/207/2023-2024	08-09-23	SC No.New of Cat-II	Sri. Avidapu Rajashekar, H.No.23-175, Loc: Beside Bus Stand, Ramnagar (V), Mancherla (M&D), Ph No.9885877223.	That he has applied new meter connection in Mee-seva for his house construction on Dt:14.06.2023, vide appl: No.NC022302108993, but application was rejected on Dt:17.08.2023. Again he revoke the application in Mee-seva on Dt:18.08.2023, but not provided supply connection till now at Mancherla T2 section. Several representations given to AE, ADE & DE, but no one responded. Hence he has requested to issue the "Interim Order" by giving new electricity connection as soon as possible, until appropriate final decision is made & provide compensation as per citizen charter issued by TGERC.	Regulation No:3/2015 of TGERC	3,000.00	21.04.2025.
2	NZB/364/2024-2025	03-12-24	SC No.New of Cat-V	Smt. P. Renuka Devi, W/o Ramchandrarao, H.No.8-26-10, Vill: Chandoor, Chandoor (M), Dist: Nizamabad, Ph No.9490170049	I have paid the AGI DD's on 07/2018, 02 No's services are released on 2023. 1) SC No.51856-02882, 2)51856-02883, but not shown online and CC bills are not issued, I will ready to pay the CC bills requesting you to rectify the problem.	Regulation No:3/2015 of TGERC	3,000.00	21.04.2025.
3	515/ 2023-24	06-03-2024	SC No.New of Cat-V	Sri. K. Bhaskar, Bolikunta Village, Khila Warangal Mandal, Warangal District. Ph.No. 9948533907. Reg.No.CGRF-I- 240003103.	Non-release of new services.	Regulation No:3/2015 of TSERC	31,271.00	20.05.2025
4	254/ 2024-25	18-11-2024	Sc. No.16136461 of Category I- DOMESTIC	RENUKA THANDRA 1-1/23, SHAMIRPET, SHAMIRPET, JANGAON, Ph. 9390174414 Reg. No.CGRF-I-240004038	DISPUTE IN LINES	Regulation No:3/2015 of TSERC	2,000.00	21.05.2025
5	NZB/73/2024-2025	18-05-24	SC No.New of Cat-V	Smt. Shrivana Poreddy, W/o Maldoddi Ashwin Kumar, H.No.1-13-446/1, Behind Vasavi School, Vill: Mahalaxmi Nagar, Nizamabad (M&D), Ph No.7989641817.	33KV line shifted into her Agl land bearing Survey NoS45/09 & 647/P2/2 at Mubaraknagar of D5-T/Nizamabad section complained to concerned AE, ADE & DE previously, but they did not respond. Hence she has requested to dismantle the newly erected line & poles.	Regulation No:3/2015 of TSERC	2,000.00	03.05.2025.
6	313/ 2024-25	21-12-2024	USC No. 16890003, Category-I	Smt. Ramadevi Guntoju, H.No.4-142/1, Eluthurpally Village, Venkatapur Mandal, Bhoopalpally District. Ph.No. 8885322962. Reg.No.CGRF-I- 240004177.	Wrong billing	Regulation No:3/2015 of TSERC	500.00	12.06.2025

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
7	C.G.NO.NZB/01/2023-24	03-04-23	SC NO.16519104 of Cat-I,	Sri. Nuguri Praveen Kumar, H.No.1-3-150/2E2, Loc: A N Reddy Colony, Ward No.10, Mandal & Dist: Nirmal, Ph No.7013372750.	That he has requested to withdrawn an additional load DC & CD charges from SC No.61682-49091, Cat-I of AN Reddy Colony in Nirmal Town-2 section. As his connected load is 2KW only.	Regulation No:3/2015 of TGERC	1,000.00	07.07.2025.
8	NZB/161/2023-2024	20-07-23	Sc No.12807886 of Cat-V, Ph No.8897586003.	Sri. Chintakindi Rajesham & Others, H.No.1-34, Vill: Mandapalli, Mandal: Pembli, Dist:Nirmal, Ph No.8897586003.	That they were paid 07 No's Agl DD's in 2017, Line was erected & services released, but not provided service numbers to their Agl. Bore Wells till now, requested to allot the service numbers.	Regulation No:3/2015 of TGERC	2,000.00	07.07.2025.
9	NZB/154/2024-2025	22-06-24	Sc No.New of Cat-V, Ph No.9000523988.	Sri. Bandari Ganganna & Others, S/o B. Rajanna, H.No.4-48, Vill: Kotha Maddipadaga, Mandal: Kadem, Dist: Nirmal, Sc No.New of Cat-V, Ph No.9000523988.	That they were paid 15Nos Agl. DDs in 2016 under Sc Corporation & provided 03Nos 25KVA DTR at Kotha Maddipadaga (V) of Kadem section & they are utilizing supply but not allotted service numbers to their Agl bore wells till now.	Regulation No:3/2015 of TGERC	17,500.00	07.07.2025.
10	NZB/143/2024-2025	13-06-24	Sc No.New of Cat-V, Ph No.9505999521.	Sri. Durgam Bheemanna & Others, S/o D. Rajanna, H.No.4-40, Vill: Kotha Maddipadaga, Mandal: Kadem, Dist: Nirmal, Sc No.New of Cat-V, Ph No.9505999521.	That they were paid 11Nos Agl DDs in 2016 & DTR staff provided 40KVA DTR but not erected line & supply connection and service numbers to their Agl Bore Wells till now at Kotha Maddipadaga (V) of Kadem section.	Regulation No:3/2015 of TGERC	12,000.00	07.07.2025.
11	NZB/158/2024-2025	29-06-24	SC No:New, Cat-I, Ph No: 9848558082	Donigama Sangameshwar Goud, S/o: Chandra Goud, H No:1-17/2, Vill: Gandimasanipet, Sec: Yellareddy, Dist: Kamareddy, SC No:New, Cat-I, Ph No: 9848558082	Requested to rectify the bent poles near to his house & School at Gandimasanipet Village of Yellareddy Section. Complained to AE/OP/Yellareddy several times but not rectified till now.	Regulation No:3/2015 of TGERC	3,000.00	19.07.2025.
12	NZB/87/2023-2024	09-06-23	SC NO.13148415, Cat-III(I), Ph No.8885288850.	Sri. M/s Bombay Agro Industries, Prop: Syed Shoeb Ali, V & M: Sarangapur, Dist: Nizamabad, SC No.13148415, Cat-III(I), Ph No.8885288850.	That he has received Rs.60140/- in the month of 04/2023 even they did not utilizing the supply in 04/2023 on Sc No.51252-01963, cat-III of Sarangapur (V) & (S), requested to verify & rectify the CC bill.	Regulation No:3/2015 of TGERC	7,500.00	14.07.2025.
13	NZB/395/2024-2025	18-12-24	SC No.New of Cat-V,	Sri. Putti Muthanna, S/o Posulu, H.No.2-98, Loc: Near Mathsya Karmika Sangham, Vill: Narsapur, Mandal: Laxmanchanda, Dist: Nirmal, Ph No.8501924011.	I I have Agl. DDs paid on Dt:03.05.2018 service number not issued. Please issue the Agl. Service numbers.	Regulation No:3/2015 of TGERC	5,000.00	07.07.2025.

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
14	NZB/233/2023-2024	25-09-23	SC No.16126382 of Cat-I,	Sri. L. Gangaram, C/o B. Ramesh, H.No.6-38/A, Chakradharnagar (V), Nizamabad (M&D) Ph No.9505579979.	Wrong theft case booked against the Sc No.51296-01855, Cat-I of Chakradharnagar Thanda of Nizamabad Rural section. Requested to withdraw the case amount from his service.	Regulation No:3/2015 of TGERC	2,000.00	19.07.2025.
15	396/ 2024-25	45701	Sc. No.10917567 of Category I- DOMESTIC	LUNAVATH HACHU 1-2, MARIPEDA TOWN 1, MARIPEDA TOWN 1, Maripeda 9177446374	Meter Complaints	Regulation No:3/2015 of TGERC	16,802.00	20.08.2025
16	NZB/697/2022-2023	28-03-23	SC No.New of Cat-I, Ph No.9059498900.	Sri. Nagendhar, S/o Jagadishwar, Flat No.504, Loc: Sanjana Vishal, Ganga Enclave, Vill: Pet Basheerabad, Mandal & Dist:Kamareddy, SC No.New of Cat-I, Ph No.9059498900.	That he has given a representation letter to concerned officer for shifting of 1No 160KVA DTR of SS-33 in A6 Area of Kamareddy town-1 section on Dt:30.01.2020 & demand notice has served to him & same was paid Rs.1,25,643/- on Dt:01.02.2021, but till now work has niether started nor completed.	Regulation No:3/2015 of TGERC	5,000.00	06.08.2025.
17	NZB/70/2022-2023	19-05-22	Sc No: 13992537, Cat-V,	Thota Mallaiah, S/o: Rajaiah, H No: 7-110, Vill: Ramareddy, Sec:Ramareddy, Dist: Kamareddy, Ph No: 7013929857	Rectification of loose line at his agl land	Regulation No:3/2015 of TGERC	3,000.00	06.08.2025.
18	NZB/170/2023-2024	24-07-23	SC No.14000905, Cat-V,	Sri. G. Brahma Goud, C/o Gange Devaraju, S/o Dharma Goud, H.No.3-64, Vill: Shabdipoor, Sec: Kamareddy (R), Dist: Kamareddy, Ph No.9550803511.	Requested to rectify the loose line near to SC No.116 & 178 of Cat-V of Shabdipur (V) of Kamareddy Rural Section.	Regulation No:3/2015 of TGERC	2,000.00	06.08.2025.
19	NZB/248/2024-2025	25-09-24	Sc No.17999379 Cat-II,	Sri. Ameer Pasha Mohammad, H.No.1-18/2, Posanipet (Uppalwai) (V), Ramareddy (M), Dist: Kamareddy, Ph No.8686978663.	That he is having service for poultry farm under Cat-II, bearing SC No.53067-02047, Cat-II at Posanipet (V) of Ramareddy section. Further he has received huge CC bill & same was paid and take challenging test. In MRT lab, the meter was tested in presence of me & found meter defective, but the Department staff has not issued meter report not rectified excess CC bill. Till now. Hence he has requested to take necessary action.	Regulation No:3/2015 of TGERC	3,000.00	06.08.2025.
20	NZB/570/2022-2023	10-01-23	SC No.353260-262, Cat-V,	Sri. D. Kondal Rao, H.No.2-5, Vill: Patha Rajampet, Dist: Kamareddy, Ph.No.9440036586.	Requested to provide new DTR inplace of stolen DTR which is thefted In 2015. AE/OP/Kamareddy Rural has not provided new DTR till now even after serveral representations.	Regulation No:3/2015 of TGERC	5,000.00	06.08.2025.

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
21	NZB/515/2023-2024	15-03-24	SC No.New of Cat-V,	Sri. Nagaram Santhosh, S/o Babu Rao, H.No.1-56, Vill: Tamsi (B), Tamsi (M), Dist: Adilabad, Ph No.9390850078.	That he has requested to provide new Agl. connection on DTR which is exist at Kummari Ramesh, as the DTR is having one 01No Agl. connection at Thalamadugu (V) & Section.	Regulation No:3/2015 of TGERC	6,000.00	13.08.2025
22	NZB/517/2023-2024	15-03-24	SC No.New of Cat-V,	Sri. Baddam Amarendhar Reddy, S/o Gangareddy, H.No.1-27, Vill: Jamdi, Mandal: Tamsi, Dist: Adilabad, Ph No.9949540300.	That he has requested to rectify the loose line at his house & at his Agl. land at Jamdi (V) of Tamsi section.	Regulation No:3/2015 of TGERC	4,000.00	13.08.2025
23	NZB/164/2024-2025	12-07-24	Sc No.14232890 of Cat-V,	Sri. Baddam Amarender Reddy, S/o Gangareddy, H.No.1-27, Vill: Jamdi, Mandal: Tamsi, Dist: Adilabad, Ph No.9949540300.	That he has requested to rectify the loose line by providing 02Nos inter poles at Jamdi to Waddadi Canal Road at Jamdi Village of Tamsi section.	Regulation No:3/2015 of TGERC	4,000.00	13.08.2025.
24	NZB/95/2025-2026	17-06-25	SC No.14197296 of Cat-V.	Sri. D. Shankar, H.No.2-672, S/o Bhuchanna, Naldurthi (V), Mamda (M), Dist: Nirmal, Ph No.8639905921	100KVA DTR over loaded, running with 26No's Motors, Additional DTR required.	Regulation No:3/2015 of TGERC	2,000.00	21-10-2025
25	NZB/107/2025-2026	18-06-25	SC No.New of Cat-V	Sri. Kotte Gopaiah, H.No.217 E/2, Rebbernapally (V) Dandepally (M), Dist: Mancherla, Ph No.9849083216.	DD's paid on Dt:23/11/2021 but service numbers not released so far.	Regulation No:3/2015 of TGERC	3,000.00	13-10-2025
26	NZB/73/2025-2026	04-06-25	SC No.15245857 of Cat-I,	Smt. Paidipala Kamala, H.No.27-513/3-1, Loc: Mancherla T3, (M & D) Mancherla, Ph. 8124606207	Received CC bill at a time for Rs.57206/- please rectify SC No.152458457.	Regulation No:3/2015 of TGERC	10,000.00	13-10-2025
27	NZB/201/2023-2024	28-08-23	Sc No.16 03 00614	M/s Tirumala Rice Mill, C/o D. Kiran, S/o Saidulu, H.No.4-25/1, Vill: Lohesra, Mandal: Lohesra, Dist:Nirmal, 7702384789	Proposed back billing from 07/2019 to 02/23 & included in CC billing of 08/2023 of Rs.1.69,338=00 on Sc No.16 03 00614 Cat-III of Lohesra (V) & (S) requested to verify & rectify the CC bill.	Regulation No:3/2015 of TGERC	10,000.00	13-10-2025
28	NZB/452/2024-2025	05-02-25	Sc No.New of Cat-II	Sri. M. Kumaraswamy, H.No.1-16-220, Loc: Vishwanath Nilayam, Behind Old Anitha Hospital, Industrial Area, Mandal: Kaghaznagar, Dist: KB Asifabad, 9701628784	Releasing of new service in newly renovated building applied on Dt:30.09.2024 and submitted required documents not fixing metering	Regulation No:3/2015 of TGERC	5,000.00	13-10-2025

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
29	NZB/225/2025-2026	08-08-25	SC No.New of Cat-I	Sri. Srigadde Purushotam, H.No.1-22, Loc: New plots, Vill: Bhushanraopeta, Mandal: Kathlapur, Dist: Jagtial, Ph. 8978718228	Excess bill received Pl. rectify Sc No.23205-00950.	Regulation No:3/2015 of TGERC	2,000.00	13-10-2025
30	NZB/677/2022-2023	13-03-23	SC No.12187398 of Cat-I	Sri. MD. Mosin Khan, Sy.No.2235A/1, Vill: Suleman Nagar, Mandal: Rudrur, Dist: Nizamabad, 9177832510	That he has paid 1 No Agl DD on Dt:29.02.2020 but not provided supply connection & service number till now at Suleman Nagar (V) of Rudrur.	Regulation No:3/2015 of TGERC	2,000.00	11-11-2025
31	NZB/124/2025-2026	11-07-25	Sc No.18270147 of Cat-I	Sri. Gugloth Chand Nayak, H.No.3-39, Vill: Sarvalpet, Section: Kotapally, Dist: Mancherla, Ph No.9440010635	Excess bill issued.	Regulation No:3/2015 of TGERC	5,000.00	10-11-2025
32	NZB/64/2025-2026	28-05-25		Sri. Mustafa Ali, H.No.1-70-7/1, Loc: Borigaon, Vill: NGSs Colony, Mandal: Sirpur Kaghaznagar, Dist: KB Asifabad, Sc No.New of Cat-II, Ph No.8341903703	Amount paid of Rs.1,92,536/- to NPDCL and transformer provided connection not given since 1 year and connection given to other consumers kindly remove the connection	Regulation No:3/2015 of TGERC	7,000.00	18-11-2025
33	NZB/81/2025-2026	10-06-25	SC No.12989305 of Cat-I,	Sri. Sheik Hussain, H.No.1-62, Penchikalpet (V&M), Dist: KB Asifabad, Ph. 9989331110	Abnormal billing kindly inspect the site and check the meter performance and past billing	Regulation No:3/2015 of TGERC	5,000.00	17-11-2025
34	NZB/337/2022-2023	18-10-22	SC No.60000-17247	Sri. Kg. Reddy, Loc: Rajeev Nagar, Mandal: Adilabad, Dist: Adilabad, Ph. 7013765995	An Addl. Load charges of Rs.3351/- are included in CC bill in the month of 02/2022. Requested to withdraw from SC No.60000-17247, Cat-I of Teacher Colony of Adilabad T3 Section.	Regulation No:3/2015 of TGERC	2,000.00	24-11-2025
35	NZB/478/2023-2024	27-02-24	SC No.60801-02666	Sri. Mohammed Naveeduddin, D.No.5-8-322/12A & 13, Janata Residence, Flat No.203, 2nd Floor, Loc: Umabagh, Mandal: Nampally, Hyderabad - 500 001, 9703966904	That he has applied for name change vide Appl No.TTNM022300295221 on Dt:27.01.2023 of SC NO.60801-02666, Cat-V, Echoda (V) & section. Requested to change the name of service as soon as possible.	Regulation No:3/2015 of TGERC	1,000.00	24-11-2025
36	NZB/531/2023-2024	20-03-24	SC No.60127-12304 of Cat-II,	Sri. Alguwar Raj Mahender, H.No. - Loc: Employees Colony, Mandal: Mavala, Dist: Adilabad, 9441155033	That he has taken new service connection in 07/2019 & provided new meter on Dt:26.07.2019 with SC No.60127-12304 at Employees Colony of Mavala section, but not issuing CC bills till now. Hence he has requested to issue the CC bill to his service.	Regulation No:3/2015 of TGERC	3,000.00	24-11-2025

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
37	NZB/224/2024-2025	28-08-24	Sc No: 15147737, Cat-I	Sri. R Lachanna, C/o: Rekha Raja Shekar Goud, H No: 4-3-45/1, Loc: Nethaji Nagar, Sec: Adilabad South, Dist: Adilabad, Ph.9494941123	The SC no:60000-06113, Cat-I of Adilabad South section service was billed under struck up status & issued CC bill of Rs.21,000/- for 1980Units. Complained to concerned officers, but not rectified the CC bill & not responded properly and insisting to pay the totaal CC bill. Hence he has requested to rectify the CC bill & withdraw the excess raised amount.	Regulation No:3/2015 of TGERC	3,000.00	24-11-2025
38	330/ 2025-26	19-10-2025	USC.No.15765743	Sri. K. Venu Madhav H.No.2-8-522/A, Raja Mallaiiah, Bhavani Nagar, NGO's Colony, Hanamkonda - Dist. Ph.No.9908630036. USC.No.15765743, Category-II, Non-Domestic/Commercial, Reg.No.CGRF-I-250005361.	Dispute in Load	Regulation No:3/2015 of TGERC	5,000.00	Dt 19.12.25
39	NZB/119/2023-2024	21-06-23		Smt. S. Rathna Bai & Others, W/o: Lachu, H.No.2-82/1, Wakeel Nagar, Mandal: Kadem, Dist: Nirmal, SC No.New of Cat-V, Ph No.9515549121.	That they were paid 08 Agl. DD's in 07/2020 & AE has provided 2x25KVA DTR & 29 Nos poles & supply provided to services but 04Nos Agl. Borewells are running with lenghty service wire & required another 08Nos poles. Further they are requested to AE/OP/Kadem & he has provided another 03Nos poles, but now they are required balance 05Nos poles & wire for their Agl Bore Wells at Wakeel Nagar Kadem section.	Regulation No:3/2015 of TGERC	5,000.00	11-12-2025
40	NZB/481/2023-2024	04-03-24	SC No.14202575 of Cat-V	Sri. Rajuladevi Devender, H.No.1-39, Vill: Dharmajipet, Mandal: Kadem, Dist: Nirmal, SC No.14202575 of Cat-V, Ph No.8919447763	That he was paid Agl. DD 7years back & service number has been released vide SC No.14 26 00496, Cat-V of Dharmajipet (V) of Kadem section, but supply connection has not provided till now & neighbour consumer namely Sri. Amaragonda Mallesh is objecting to provide service connection on existing DTR. Hence he has complained AE, ADE & SE several times since June-2023, but no one taken any action & not provided supply connection till now to his Agl. Bore well.	Regulation No:3/2015 of TGERC	6,000.00	11-12-2025
41	NZB/135/2023-2024	12-07-23	SC No.16714621 of Cat-III (I)	Sri. Athram Nago Rao, S/o A. Ramu, H.No.1-125, Vill: Lakkaram, Mandal: Uttoor, Dist: Adilabad, Ph No.9491464266.	that he has applied for Cat-II, 8KW load in Mee-seva & paid Rs.17,832/- on Dt:31.08.2021 vide appl No:NC022101648740 to his flour mill by over sightly. After that he has taken a service connection for 10HP, Cat-III under TS IPASS and got service number vide S No:61131-01502. Now he has requested to refund the DC & SD charges which was paid in Mee-seva vide Appl No: NC022101648740 to SC No:61131-01502, Cat-III of Lakkara Village of Uttoor Section.	Regulation No:3/2015 of TGERC	2,500.00	16-12-2025

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
29	NZB/225/2025-2026	08-08-25	SC No.New of Cat-I	Sri. Srigadde Purushotam, H.No.1-22, Loc: New plots, Vill: Bhushanraopeta, Mandal: Kathlapur, Dist: Jagtial, Ph. 8978718228	Excess bill received Pl. rectify Sc No.23205-00950.	Regulation No:3/2015 of TGERC	2,000.00	13-10-2025
30	NZB/677/2022-2023	13-03-23	SC No.12187398 of Cat-I	Sri. MD. Mosin Khan, Sy.No.2235A/1, Vill: Suleman Nagar, Mandal: Rudrur, Dist: Nizamabad, 9177832510	That he has paid 1 No Agl DD on Dt:29.02.2020 but not provided supply connection & service number till now at Suleman Nagar (V) of Rudrur.	Regulation No:3/2015 of TGERC	2,000.00	11-11-2025
31	NZB/124/2025-2026	11-07-25	Sc No.18270147 of Cat-I	Sri. Gugloth Chand Nayak, H.No.3-39, Vill: Sarvaipet, Section: Kotapally, Dist: Mancherla, Ph No.9440010635	Excess bill issued.	Regulation No:3/2015 of TGERC	5,000.00	10-11-2025
32	NZB/64/2025-2026	28-05-25		Sri. Mustafa Ali, H.No.1-70-7/1, Loc: Borigaon, Vill: NGS Colony, Mandal: Sirpur Kaghaznagar, Dist: KB Asifabad, Sc No.New of Cat-II, Ph No.8341903703	Amount paid of Rs.1,92,536/- to NPDCL and transformer provided connection not given since 1 year and connection given to other consumers kindly remove the connection	Regulation No:3/2015 of TGERC	7,000.00	18-11-2025
33	NZB/81/2025-2026	10-06-25	SC No.12989305 of Cat-I,	Sri. Sheik Hussain, H.No.1-62, Penchikalpet (V&M), Dist: KB Asifabad, Ph. 9989331110	Abnormal billing kindly inspect the site and check the meter performance and past billing	Regulation No:3/2015 of TGERC	5,000.00	17-11-2025
34	NZB/337/2022-2023	18-10-22	SC No.60000-17247	Sri. Kg. Reddy, Loc: Rajeev Nagar, Mandal: Adilabad, Dist: Adilabad, Ph. 7013765995	An Addl. Load charges of Rs.3351/- are included in CC bill in the month of 02/2022. Requested to withdraw from SC No.60000-17247, Cat-I of Teacher Colony of Adilabad T3 Section.	Regulation No:3/2015 of TGERC	2,000.00	24-11-2025
35	NZB/478/2023-2024	27-02-24	SC No.60801-02666	Sri. Mohammed Naveeduddin, D.No.5-8-322/12A & 13, Janata Residence, Flat No.203, 2nd Floor, Loc: Umabagh, Mandal: Nampally, Hyderabad - 500 001, 9703966904	That he has applied for name change vide Appl No.TTNM022300295221 on Dt:27.01.2023 of SC NO.60801-02666, Cat-V, Echoda (V) & section. Requested to change the name of service as soon as possible.	Regulation No:3/2015 of TGERC	1,000.00	24-11-2025
36	NZB/531/2023-2024	20-03-24	SC No.60127-12304 of Cat-II,	Sri. Alguwar Raj Mahender, H.No. - Loc: Employees Colony, Mandal: Mavala, Dist: Adilabad, 9441155033	That he has taken new service connection in 07/2019 & provided new meter on Dt:26.07.2019 with SC No.60127-12304 at Employees Colony of Mavala section, but not issuing CC bills till now. Hence he has requested to issue the CC bill to his service.	Regulation No:3/2015 of TGERC	3,000.00	24-11-2025

Sl. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
42	NZB/221/2023-2024	21-09-23	SC No.16010466 of Cat-II	Sri. N. Shankar Jaiswal, H.No.11-54/2, Vill: Harijan Wada, Mandal: Uttnoor, Dist: Adilabad, Ph No.9493657826	That Addl. Load DC & SD charges of Rs.14865/- were included in CC bill of 09/2021 on SC No.61123-06766, Cat-II of Uttnoor (V) & (S), requested to re-inspect the service.	Regulation No:3/2015 of TGERC	2,000.00	16-12-2025
43	NZB/113/2023-2024	19-06-23	Sc No.New of Cat-V,	Sri. Thakre Santhosh, S/o Hiranman, H.No.1-40, Vill: Bhodad Kapsi, Mandal: Bela, Dist:Adilabad,	That he has paid Agl. DD's in 2021 & paid ORC amount of Rs.14,087/- on Dt:15.03.2023, but not provided supply connection till now at Kapsi (V) of Bela (S).	Regulation No:3/2015 of TGERC	5,000.00	12-01-2026
44	NZB/132/2025-2026	14-07-25	SC No.New of Cat-I,	Sri. Poknewar Bhojanna, H.No.4-565, Vill: Mahagaon, Mandal: Bhainsa, Dist: Nirmal,	SC No.748, Cat-I Theft case filed. Cr.No.849/25. Assessment amount of Rs.11125/- and compounding fee 2000/- total Rs.13125/-	Regulation No:3/2015 of TGERC	6,000.00	09-01-2026
45	C.G.NO.51/2025	18-07-25	SC No.11124 40641	Sri. Dandu Babu, S/o Rajaiah, H.No.6-4/20/2, Vill: Geetha Nagar, Mandal: Sircilla, Dist: Rajanna Sircilla, Ph:9949317653.	At a time excess bill issued on Sc No.20221-676 Cat-IIB and convert into laundry service and revise the total CC bill.	Regulation No:3/2015 of TGERC	5,000.00	10-02-2026
46	C.G.NO.62/2025	23-07-25	SC No.20201-17469, HT-Cat-III,	M/s Harihara Industries (Rice Mill), Prop: Banda Veeresham, C/o CH. Santhosh, S/o Anjaiah, H.No.2-3-133, Vill: Anantha Nagar, Mandal: Vemulawada, Dist: Rajanna Sircilla, Ph No.9866545410.	Convert the CC bills from HT to LT from January-2024 to August-2024 of SC No.2020117469.	Regulation No:3/2015 of TGERC	5,000.00	10-02-2026
47	C.G.NO.03/2025	11-04-25	SC No.3030900623,	Prop: Anil Kumar, H.No.2-5, Vill: Narmala, Mandal:Gambhiraopet, Dist: Rajanna Sircilla, Ph No.8106084953.	Frequently meters replaced without my knowledge and excess bills issued without used the supply without any notice supply disconnected. Take action on the above problem Sc No.3030900623 at Narmala Village.	Regulation No:3/2015 of TGERC	5,000.00	10-02-2026
48	407/ 2024-25	06-03-2025	Sc. No.13118015 of Category III - I) INDUSTRY (GENERAL)	M/s. Srinivasa Fly Ash Bricks Near School, N.V.Puram - Village, N.V.Puram - Mandal, Mulugu 8096150472 Reg. No.CGRF-I-250004435	Dispute in Load	Regulation No:3/2015 of TGERC	22,168.00	07.03.2026
Total							2,69,241.00	


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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (April-2025 to March-2026)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter April-2025 to March-2026) (A)	Filed by the consumers in this current quarter April-2025 to March-2026) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter April-2025 to March-2026) (C-D)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	0	127022	127022	127012	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	5659	5659	5659	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	23648	23648	23642	0
Period of scheduled outage		0	0		0	0
Maximum duration in a single stretch		0	215	215	200	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	120	120	91	0
Street Light Faults		0	0		0	0
Rectification of line faults		0	196	196	196	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	852	852	852	0
Continuity Indices		0	11	11	11	0

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Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter April-2025 to March-2026) (A)	Filed by the consumers in this current quarter April-2025 to March-2026) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter April-2025 to March-2026) (C-D)
SAIFI	To be laid down later by the Commission	ENCLOSED				
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	396	396	396	0
% billing mistakes	Not exceeding 0.1%	0	13697	13697	13681	0
0% faulty meters	Not exceeding 3%	0	73538	73538	73528	0

Note: 0.019% (13697 Out of 71322028 services) Billing Mistakes

Note: 0.103% (73538 Out of 71322028 services) Faulty Meters

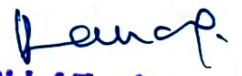
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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) Q1 (April-2025 to June-2025)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter October-2024 to December-2024) (A)	Filed by the consumers in this current quarter October-2024 to December-2024) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards	Pending at the end of the quarter(April 2025 - June 2025)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	0	29308	29308	29308	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	1526	1526	1526	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	5643	5643	5643	0
Period of scheduled outage						
Maximum duration in a single stretch		0	81	81	81	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	72	72	72	0
Street Light Faults						
Rectification of line faults		0	63	63	63	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	189	189	189	0

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Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter October-2024 to December-2024) (A)	Filed by the consumers in this current quarter October-2024 to December-2024) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards	Pending at the end of the quarter(April 2025 - June 2025)
Continuity Indices						
SAIFI	To be laid down later by the Commission	ENCLOSED				
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	22	22	22	0
% billing mistakes	Not exceeding 0.1%	0	0.02%(3273 out of 16720366 services)	3273	3273	0
0% faulty meters	Not exceeding 3%	0	0.10% (16135 out of 16720366 services)	16135	16135	0


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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (July-2025 to September-2025)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter July-2025 to September-2025 (A) (A)	Filed by the consumers in this current quarter July-2025 to September-2025 (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter July-2025 to September-2025) (C-D)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	0	34486	34486	34486	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	1493	1493	1493	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	6589	6589	6589	0
Period of scheduled outage						
Maximum duration in a single stretch		0	78	78	63	15
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	38	38	9	29
Street Light Faults						
Rectification of line faults		0	43	43	43	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	212	212	212	0

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter July-2025 to September-2025 (A) (A)	Filed by the consumers in this current quarter July-2025 to September-2025 (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter July-2025 to September-2025) (C-D)
Continuity Indices						
SAIFI	To be laid down later by the Commission	ENCLOSED				
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	67	67	67	0
% billing mistakes	Not exceeding 0.1%	0	0.02% (3841 out of 16727235 services)	3841	3841	0
0% faulty meters	Not exceeding 3%	0	0.11% (18605 out of 16727235 services)	18605	18605	0

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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (October-2025 to December-2025)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter October-2025 to December-2025) (A)	Filed by the consumers in this current quarter October-2025 to December-2025) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter October-2025 to December-2025)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	0	31629	31629	31620	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	1503	1503	1503	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	6576	6576	6570	0
Period of scheduled outage			0		0	
Maximum duration in a single stretch		0	22	22	22	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	6	6	6	0
Street Light Faults			0		0	
Rectification of line faults		0	36	36	36	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	258	258	258	0

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter October-2025 to December-2025) (A)	Filed by the consumers in this current quarter October-2025 to December-2025) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter October-2025 to December-2025)
Continuity Indices						
SAIFI	To be laid down later by the Commission	ENCLOSED				
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	152	152	152	0
% billing mistakes	Not exceeding 0.1%	0	0.016% (3533 out of 20971039 services)	3533	3517	0
0% faulty meters	Not exceeding 3%	0	0.101% (21219 out of 20971039 services)	21219	21211	0


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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (January-2026 to March-2026)

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter January-2026 to March-2026) (A)	Filed by the consumers in this current quarter January-2026 to March-2026) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter January-2026 to March-2026) (C-D)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	0	31599	31599	31598	0
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	0	1137	1137	1137	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	0	4840	4840	4840	0
Period of scheduled outage						
Maximum duration in a single stretch		0	34	34	34	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	4	4	4	0
Street Light Faults			0		0	
Rectification of line faults		0	54	54	54	0
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits	0	193	193	193	0
Continuity Indices			11		11	

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the quarter January-2026 to March-2026) (A)	Filed by the consumers in this current quarter January-2026 to March-2026) (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the quarter January-2026 to March-2026) (C-D)
SAIFI	To be laid down later by the Commission	ENCLOSED				
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	0	0	0	0
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	155	155	155	0
% billing mistakes	Not exceeding 0.1%	0	0.01% (3050 out of 16903388 services)	3050	3050	0
0% faulty meters	Not exceeding 3%	0	0.103% (17579 out of 16903388 services)	17579	17577	0


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ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS) (FY 2025-26)

The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter
9661	167885	177546	174836	2710

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ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (Q1 :- Apr-2025 to Jun-2025)

The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter
9661	52853	62514	48765	13749


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ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS) (Q2 :- Jul-2025 to Sep-2025)

The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter
13749	57274	71023	63098	7925


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ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS) (Q3 :- OCT-2025 to DEC-2025)

The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter
7925	14966	22891	19461	3430


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ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS) (Q4:- JAN 26 TO MARCH 26)

The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total No. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter
3430	42792	46222	43512	2710


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ANNEXURE - II (FY 2025-26)

The proforma for submission of quarterly report on reliability indices shall be as follows

S. No.	Quarter	Ni = Connected Load of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected load at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q1(2025-26)	5987678	57154	6907494	81780361	12
2	Q2(2025-26)	6046318	57916	6953399	87345114	13
3	Q3(2025-26)	6103407	47771	6990344	63350881	9
4	Q4(2025-26)	5881682	45677	7132976	59758310	8

S. No.	Quarter	Ni = Connected Load of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected load at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q1(2025-26)	5987678	44153	6907494	59126881	8.56
2	Q2(2025-26)	6046318	40568	6953399	55855145	8.03
3	Q3(2025-26)	6103407	33642	6990344	41632646	5.96
4	Q4(2025-26)	5881682	32616	7132976	40756919	5.7

S. No.	Quarter	Ni = Connected Load of ith feeder affected for each interruption	Ci = Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected load at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q1(2025-26)	4529761	52022	6907494	85789376	12
2	Q2(2025-26)	4664850	51134	6948251	89314623	12.85
3	Q3(2025-26)	5509806	40188	6990344	64077214	9
4	Q4(2025-26)	5427346	38501	7132976	60966707	9


Chief Engineer
 IPC & RAC, TGNPDCL
 WARANGAL.