



**SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LTD.**

Corporate office: 6-1-50, Mint Compound, Hyderabad 500063, Telangana State.

Website: [www.tgsouthernpower.org](http://www.tgsouthernpower.org).

From  
Chief Engineer (IPC&RAC),  
TGSPDCL, Corporate Office,  
6-1-50, Mint Compound,  
Hyderabad – 500 063.

To  
The Commission Secretary,  
TGERC, Vidyuth Niyamtran Bhavan  
GTS Colony Kalyan Nagar,  
Hyderabad – 500 045.

Lr. No.CE (IPC&RAC)/ DE/ADE2/RAC/F.No.E-200/D.No.55 /25, Dt:06.06.2026.

Sir,

Sub: TGSPDCL – Submission of Annual and Quarterly (Q3&Q4) Standards of Performance report for FY 2025-26 in accordance with Regulation No.5 of 2016 , issued by Hon'ble TGERC-Reg.

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The Annual and Quarterly (Q3&Q4) Standards of Performance report in accordance with Regulation 5 of 2016 (Licensee's Standards of Performance) is herewith submitted with a request to kindly place the same before the Hon'ble Commission.

Yours faithfully,

Encl: As Above

Chief Engineer (IPC&RAC)

Email Id: [cgm\\_ipc@tgsouthernpower.org](mailto:cgm_ipc@tgsouthernpower.org)



**APRIL 2025 to MARCH 2026 ( Consolidated Report )**

| Sl.No. | Service area                                                                                                                         | No of Complaints         |                      |        | No of Complaints redressed in the year (no.) |                           |                               |                  |                   |                          |
|--------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------|--------|----------------------------------------------|---------------------------|-------------------------------|------------------|-------------------|--------------------------|
|        |                                                                                                                                      | Pending in Previous year | Received in the year | Total  | Within OS standards                          | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected/ Revoked | Pending Complaints (No.) |
| I      | <b>Normal Fuse Off</b>                                                                                                               |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | Cities and Towns                                                                                                                     | 0                        | 509925               | 509925 | 503740                                       | 505336                    | 4589                          | 509925           | 0                 | 0                        |
| ii     | Rural Areas                                                                                                                          | 0                        | 69687                | 69687  | 63024                                        | 68393                     | 1294                          | 69687            | 0                 | 0                        |
| II     | <b>Overhead Line/Cable breakdowns</b>                                                                                                |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | Cities and Towns                                                                                                                     | 0                        | 9066                 | 9066   | 8604                                         | 8880                      | 186                           | 9066             | 0                 | 0                        |
| ii     | Rural Areas                                                                                                                          | 0                        | 5609                 | 5609   | 4789                                         | 5321                      | 288                           | 5609             | 0                 | 0                        |
| III    | <b>Under Ground cable Breakdowns</b>                                                                                                 |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | Cities and Towns                                                                                                                     | 0                        | 2936                 | 2936   | 2936                                         | 2936                      | 0                             | 2936             | 0                 | 0                        |
| ii     | Rural Areas                                                                                                                          | 0                        | 52                   | 52     | 52                                           | 51                        | 1                             | 52               | 0                 | 0                        |
| IV     | <b>Distribution Transformer Failure</b>                                                                                              |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | Cities and Towns                                                                                                                     | 0                        | 9617                 | 9617   | 9143                                         | 9436                      | 175                           | 9611             | 0                 | 6                        |
| ii     | Rural Areas                                                                                                                          | 0                        | 44723                | 44723  | 41170                                        | 43332                     | 1333                          | 44665            | 0                 | 58                       |
| V      | <b>Period of Schedule outage</b>                                                                                                     |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | Maximum duration in a single stretch consumer affected                                                                               | 0                        | 2005                 | 2005   | 1978                                         | 1982                      | 23                            | 2005             | 0                 | 0                        |
| ii     | Restoration of supply                                                                                                                | 0                        | 1304                 | 1304   | 1235                                         | 1263                      | 41                            | 1304             | 0                 | 0                        |
| VI     | <b>Voltage fluctuations</b>                                                                                                          |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | No expansion/enhancement of network involved                                                                                         | 0                        | 1589                 | 1589   | 1475                                         | 1571                      | 18                            | 1589             | 0                 | 0                        |
| ii     | Up-gradation of distribution system required                                                                                         | 0                        | 7                    | 7      | 7                                            | 7                         | 0                             | 7                | 0                 | 0                        |
| iii    | Erection of Sub station                                                                                                              | 0                        | 0                    | 0      | 0                                            | 0                         | 0                             | 0                | 0                 | 0                        |
| VII    | <b>Meter complaints</b>                                                                                                              |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| i      | Inspection and replacement of Slow/fast / creeping /stuckup meters.                                                                  | 1688                     | 207221               | 208909 | 160949                                       | 183316                    | 20159                         | 203475           | 0                 | 5434                     |
| ii     | Replacement of burnt meters if cause attributable to Licensee                                                                        | 63                       | 16977                | 17040  | 10406                                        | 12992                     | 3990                          | 16982            | 0                 | 58                       |
| iii    | Replacement of burnt meters if cause attributable to consumer                                                                        | 4393                     | 76383                | 80776  | 49134                                        | 67557                     | 8718                          | 76275            | 0                 | 4501                     |
| iv     | Shifting of meters/service lines                                                                                                     | 328                      | 5737                 | 6065   | 3297                                         | 4700                      | 1021                          | 5721             | 0                 | 344                      |
| VIII   | <b>Processing of application &amp; intimation of relevant charges payable for new connection/sanction of additional load /Demand</b> | Pending in Previous year | Received in the year | Total  | Within OS standards                          | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected/ Revoked | Work in progress         |
| i      | All cases -if connection feasible from existing network for Release of supply                                                        | 7997                     | 236748               | 244745 | 187462                                       | 187462                    | 39994                         | 227456           | 9237              | 8052                     |
| ii     | <b>Network expansion/enhancement required to release supply*</b>                                                                     |                          |                      |        |                                              |                           |                               |                  |                   |                          |
| a      | Release of supply - Low Tension                                                                                                      | 1895                     | 14212                | 16107  | 5979                                         | 5979                      | 5068                          | 11047            | 3790              | 1270                     |
| b      | Release of supply -High Tension11 kV                                                                                                 | 47                       | 1758                 | 1805   | 1133                                         | 1133                      | 561                           | 1694             | 17                | 94                       |
| c      | Release of supply - high Tension 33 KV                                                                                               | 25                       | 120                  | 145    | 35                                           | 35                        | 96                            | 131              | 0                 | 14                       |
| d      | Release of supply - Extra High Tension                                                                                               | 2                        | 4                    | 6      | 4                                            | 4                         | 2                             | 6                | 0                 | 0                        |

|        |                                                                                                    | Pending in Previous year                                             | Received in the year | Total  | Within OS standards | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected/ Revoked | Work in progress | Pending Complaints (No.) |
|--------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------|--------|---------------------|---------------------------|-------------------------------|------------------|-------------------|------------------|--------------------------|
| 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                       | 7997                                                                 | 236748               | 244745 | 187462              | 187462                    | 39994                         | 227456           | 9237              |                  | 8052                     |
| ii     | Network expansion/enhancement required to release supply*                                          |                                                                      |                      |        |                     |                           |                               |                  |                   |                  |                          |
| a      | Release of supply - Low Tension                                                                    | 2313                                                                 | 13552                | 15865  | 2837                | 2837                      | 5710                          | 8547             | 4342              |                  | 2976                     |
| b      | Release of supply - High Tension 11 KV                                                             | 84                                                                   | 1453                 | 1537   | 1301                | 1301                      | 123                           | 1424             |                   |                  | 113                      |
| c      | Release of supply - High Tension 33 KV                                                             | 4                                                                    | 63                   | 67     | 60                  | 60                        | 2                             | 62               |                   |                  | 5                        |
| d      | Release of supply - Extra High Tension                                                             | 1                                                                    | 6                    | 7      | 7                   | 7                         | 0                             | 7                |                   |                  | 0                        |
| e      | Erection of sub station required for release of supply                                             | -                                                                    | -                    |        | -                   | -                         | -                             | -                |                   | -                |                          |
| X      | Transfer of ownership and conversion of services                                                   |                                                                      |                      |        |                     |                           |                               |                  |                   |                  |                          |
| i      | Title transfer of ownership                                                                        | 1801                                                                 | 145819               | 147620 | 122939              | 122939                    | 5102                          | 128041           | 15824             |                  | 3755                     |
| ii     | Change of category                                                                                 | 891                                                                  | 41846                | 42737  | 28567               | 28567                     | 9560                          | 38127            | 3117              |                  | 1493                     |
| iii    | Conversion from LT 1 ph to LT 3 ph and vice Versa                                                  | 633                                                                  | 14563                | 15196  | 9730                | 9730                      | 5354                          | 14756            | 416               |                  | 24                       |
| iv     | Conversion from LT to HT and vice- Versa                                                           | 14                                                                   | 345                  | 359    | 219                 | 219                       | 110                           | 329              | 0                 |                  | 30                       |
| XI     | Resolution of complaints on consumer's bill                                                        |                                                                      |                      |        |                     |                           |                               |                  |                   |                  |                          |
| i      | If additional information is required                                                              | 245                                                                  | 11542                | 11787  | 10150               | 10150                     | 1126                          | 11276            | 168               |                  | 343                      |
| ii     | If no additional information is required                                                           | -                                                                    | -                    |        | -                   | -                         | -                             | -                | -                 |                  | 0                        |
| XII    | Reconnection of supply following disconnection due to non-payment of bills                         |                                                                      |                      |        |                     |                           |                               |                  |                   |                  |                          |
| i      | Cities and Towns                                                                                   | 0                                                                    | 31                   | 31     | 6                   | 6                         | 17                            | 23               | 4                 |                  | 4                        |
| ii     | Rural areas                                                                                        | 0                                                                    | 14                   | 14     | 2                   | 2                         | 12                            | 14               | 0                 |                  | 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                                                                    | 177                  | 177    | 73                  | 73                        | 83                            | 156              | 13                |                  | 8                        |
| ii     | Levy of reconnection charges without actual physical disconnection.                                | 0                                                                    | 26                   | 26     | 8                   | 8                         | 11                            | 19               | 2                 |                  | 5                        |
| XIV(i) | Street light faults                                                                                | TGSPDCL will not monitor street light faults and their rectification |                      |        |                     |                           |                               |                  |                   |                  |                          |
| ii     | Frequency variations                                                                               | Complaints are not received regarding frequency variations           |                      |        |                     |                           |                               |                  |                   |                  |                          |

\*For release of services, the estimates are sanctioned and works are executed by consumers on turnkey basis. Pendancy in releasing the services is because of delay in execution of works by the consumers. After completion of work in full shape the services are released by Discom as per the time limit specified in the regulation.  
The release of supply to HT Service connections is considered from the work completion report date

**ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)**

| SL.No. | Service area                                                         | Oct-25                    |                       |       |                                               |                           |                               |                  |          |                          | Nov-25                    |                       |       |                                               |                           |                               |                  |          |                          | Dec-25                    |                       |       |                                               |                           |                               |                  |          |                          |
|--------|----------------------------------------------------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|
|        |                                                                      | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          |
|        |                                                                      | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) |
| I      | Normal Fuse Off                                                      |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                     | 0                         | 44469                 | 44469 | 44125                                         | 44410                     | 59                            | 44469            | 0        | 0                        | 0                         | 36186                 | 36186 | 35843                                         | 36112                     | 74                            | 36186            | 0        | 0                        | 0                         | 30613                 | 30613 | 30307                                         | 30568                     | 45                            | 30613            | 0        | 0                        |
| ii     | Rural Areas                                                          | 0                         | 5723                  | 5723  | 5040                                          | 5612                      | 111                           | 5723             | 0        | 0                        | 0                         | 6614                  | 6614  | 5962                                          | 6503                      | 111                           | 6614             | 0        | 0                        | 0                         | 5653                  | 5653  | 4835                                          | 5560                      | 93                            | 5653             | 0        | 0                        |
| II     | Overhead Line/Cable breakdowns                                       |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                     | 0                         | 552                   | 552   | 499                                           | 529                       | 23                            | 552              | 0        | 0                        | 0                         | 481                   | 481   | 468                                           | 474                       | 7                             | 481              | 0        | 0                        | 0                         | 493                   | 493   | 465                                           | 486                       | 7                             | 493              | 0        | 0                        |
| ii     | Rural Areas                                                          | 0                         | 487                   | 487   | 382                                           | 457                       | 30                            | 487              | 0        | 0                        | 0                         | 394                   | 394   | 323                                           | 375                       | 19                            | 394              | 0        | 0                        | 0                         | 355                   | 355   | 321                                           | 345                       | 10                            | 355              | 0        | 0                        |
| III    | Under Ground cable Breakdowns                                        |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                     | 0                         | 179                   | 179   | 179                                           | 179                       | 0                             | 179              | 0        | 0                        | 0                         | 239                   | 239   | 239                                           | 239                       | 0                             | 239              | 0        | 0                        | 0                         | 200                   | 200   | 200                                           | 200                       | 0                             | 200              | 0        | 0                        |
| ii     | Rural Areas                                                          | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             | 0                | 0        | 0                        | 0                         | 4                     | 4     | 4                                             | 4                         | 0                             | 4                | 0        | 0                        | 0                         | 7                     | 7     | 7                                             | 7                         | 0                             | 7                | 0        | 0                        |
| IV     | Distribution Transformer Failure                                     |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                     | 0                         | 638                   | 638   | 612                                           | 633                       | 5                             | 638              | 0        | 0                        | 0                         | 649                   | 649   | 638                                           | 648                       | 1                             | 649              | 0        | 0                        | 0                         | 849                   | 849   | 847                                           | 847                       | 2                             | 849              | 0        | 0                        |
| ii     | Rural Areas                                                          | 0                         | 3262                  | 3262  | 3069                                          | 3227                      | 35                            | 3262             | 0        | 0                        | 0                         | 3282                  | 3282  | 3060                                          | 3241                      | 41                            | 3282             | 0        | 0                        | 0                         | 4638                  | 4638  | 4407                                          | 4594                      | 44                            | 4638             | 0        | 0                        |
| V      | Period of Schedule outage                                            |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Maximum duration in a single stretch consumer affected               | 0                         | 144                   | 144   | 142                                           | 142                       | 2                             | 144              | 0        | 0                        | 0                         | 135                   | 135   | 132                                           | 133                       | 2                             | 135              | 0        | 0                        | 0                         | 191                   | 191   | 190                                           | 190                       | 1                             | 191              | 0        | 0                        |
| ii     | Restoration of supply                                                | 0                         | 104                   | 104   | 96                                            | 99                        | 5                             | 104              | 0        | 0                        | 0                         | 104                   | 104   | 98                                            | 101                       | 3                             | 104              | 0        | 0                        | 0                         | 154                   | 154   | 147                                           | 151                       | 3                             | 154              | 0        | 0                        |
| VI     | Voltage fluctuations                                                 |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | No expansion/enhancement of network involved                         | 0                         | 149                   | 149   | 149                                           | 149                       | 0                             | 149              | 0        | 0                        | 0                         | 117                   | 117   | 117                                           | 117                       | 0                             | 117              | 0        | 0                        | 0                         | 160                   | 160   | 160                                           | 160                       | 0                             | 160              | 0        | 0                        |
| ii     | Up-gradation of distribution system required                         | 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        |                          |
| iii    | Erection of Sub station                                              | 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        |                          |
| VII    | Meter complaints                                                     |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Inspection and replacement of Slow fast / creeping / stuckup meters. | 4908                      | 15678                 | 20586 | 12431                                         | 14313                     | 1063                          | 15376            |          | 5210                     | 5210                      | 17773                 | 22983 | 11734                                         | 14928                     | 2277                          | 17205            |          | 5778                     | 5778                      | 18099                 | 23877 | 14058                                         | 16361                     | 2189                          | 18550            |          | 5327                     |
| ii     | Replacement of burnt meters if cause attributable to Licensee        | 144                       | 1268                  | 1412  | 539                                           | 881                       | 414                           | 1295             |          | 117                      | 117                       | 1350                  | 1467  | 602                                           | 921                       | 468                           | 1389             |          | 78                       | 78                        | 1477                  | 1555  | 790                                           | 964                       | 536                           | 1500             |          | 55                       |
| iii    | Replacement of burnt meters if cause attributable to consumer        | 4790                      | 6395                  | 11185 | 4025                                          | 6031                      | 564                           | 6595             |          | 4590                     | 4590                      | 6878                  | 11468 | 3284                                          | 5986                      | 798                           | 6784             |          | 4684                     | 4684                      | 6751                  | 11435 | 3598                                          | 6257                      | 633                           | 6890             |          | 4545                     |
| iv     | Shifting of meters/service lines                                     | 299                       | 646                   | 945   | 92                                            | 438                       | 205                           | 643              |          | 302                      | 302                       | 569                   | 871   | 413                                           | 483                       | 63                            | 546              |          | 325                      | 325                       | 231                   | 556   | 77                                            | 144                       | 80                            | 224              |          | 332                      |

**ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)**

| Sl.No. |                                                                                                                           | Service area | Oct-25                    |                       |       |                                               |                           |                               |                  |          |                          | Nov-25                    |                       |       |                                               |                           |                               |                  |          |                          | Dec-25                    |                       |       |                                               |                           |                               |                  |          |                          |
|--------|---------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|
|        |                                                                                                                           |              | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          |
|        |                                                                                                                           |              | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) |
| 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                                             | 7197         | 19863                     | 27060                 | 14180 | 14180                                         | 4185                      | 18365                         | 763              | 7932     | 7932                     | 23215                     | 31147                 | 16754 | 16754                                         | 5296                      | 22050                         | 676              | 8421     | 8421                     | 19305                     | 27726                 | 16110 | 16110                                         | 3362                      | 19472                         | 963              | 7291     |                          |
| ii     | Network expansion/enhancement required to release supply                                                                  |              |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| a      | Release of supply - Low Tension                                                                                           | 1481         | 1010                      | 2491                  | 426   | 426                                           | 503                       | 929                           | 310              | 1252     | 1252                     | 1373                      | 2625                  | 542   | 542                                           | 416                       | 958                           | 129              | 1538     | 1538                     | 1161                      | 2699                  | 427   | 427                                           | 452                       | 879                           | 457              | 1363     |                          |
| b      | Release of supply -High Tension11 kV                                                                                      | 99           | 125                       | 224                   | 88    | 88                                            | 47                        | 135                           | 9                | 80       | 80                       | 137                       | 217                   | 86    | 86                                            | 37                        | 123                           |                  | 94       | 94                       | 136                       | 230                   | 81    | 81                                            | 40                        | 121                           |                  | 109      |                          |
| c      | Release of supply - high Tension 33 KV                                                                                    | 28           | 21                        | 49                    | 3     | 3                                             | 12                        | 15                            |                  | 34       | 34                       | 8                         | 42                    | 1     | 1                                             | 6                         | 7                             |                  | 35       | 35                       | 5                         | 40                    | 2     | 2                                             | 7                         | 9                             |                  | 31       |                          |
| d      | Release of supply - Extra High Tension                                                                                    | 1            | 1                         | 2                     | 1     | 1                                             | 1                         | 2                             |                  | 0        | 0                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             |                  | 0        | 0                        | 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                                              | 7197         | 19863                     | 27060                 | 14180 | 14180                                         | 4185                      | 18365                         | 763              | 7932     | 7932                     | 23215                     | 31147                 | 16754 | 16754                                         | 5296                      | 22050                         | 676              | 8421     | 8421                     | 19305                     | 27726                 | 16110 | 16110                                         | 3362                      | 19472                         | 963              | 7291     |                          |
| ii     | Network expansion/enhancement required to release supply                                                                  |              |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| a      | Release of supply - Low Tension                                                                                           | 3606         | 1276                      | 4882                  | 221   | 221                                           | 482                       | 703                           | 482              | 3697     | 3697                     | 771                       | 4468                  | 176   | 176                                           | 488                       | 664                           | 690              | 3114     | 3114                     | 914                       | 4028                  | 219   | 219                                           | 504                       | 723                           | 356              | 2949     |                          |
| b      | Release of supply - High Tension 11 KV                                                                                    | 69           | 80                        | 149                   | 74    | 74                                            | 4                         | 78                            |                  | 71       | 71                       | 121                       | 192                   | 108   | 108                                           | 6                         | 114                           |                  | 78       | 78                       | 119                       | 197                   | 101   | 101                                           | 10                        | 111                           |                  | 86       |                          |
| c      | Release of supply - High Tension 33 KV                                                                                    | 5            | 2                         | 7                     | 3     | 3                                             | 1                         | 4                             |                  | 3        | 3                        | 2                         | 5                     | 1     | 1                                             | 0                         | 1                             |                  | 4        | 4                        | 8                         | 12                    | 7     | 7                                             | 0                         | 7                             |                  | 5        |                          |
| d      | Release of supply - Extra High Tension                                                                                    | 1            | 1                         | 2                     | 2     | 2                                             | 0                         | 2                             |                  | 0        | 0                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             |                  | 0        | 0                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             |                  | 0        | 0                        |
| e      | Erection of sub station required for release of supply                                                                    | 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        |                          |
| X      | Transfer of ownership and conversion of services                                                                          |              |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Title transfer of ownership                                                                                               | 1627         | 11237                     | 12864                 | 8092  | 8092                                          | 204                       | 8296                          | 1309             | 3259     | 3259                     | 13118                     | 16377                 | 11172 | 11172                                         | 389                       | 11561                         | 2643             | 2173     | 2173                     | 13791                     | 15964                 | 11592 | 11592                                         | 542                       | 12134                         | 1326             | 2504     |                          |
| ii     | Change of category                                                                                                        | 806          | 3374                      | 4180                  | 2041  | 2041                                          | 811                       | 2852                          | 213              | 1115     | 1115                     | 3828                      | 4943                  | 2616  | 2616                                          | 895                       | 3511                          | 542              | 890      | 890                      | 3540                      | 4430                  | 2358  | 2358                                          | 816                       | 3174                          | 237              | 1019     |                          |
| iii    | Conversion from LT 1 ph to LT 3 ph and vice Versa                                                                         | 506          | 979                       | 1485                  | 682   | 682                                           | 496                       | 1178                          | 26               | 281      | 281                      | 1699                      | 1980                  | 834   | 834                                           | 440                       | 1274                          | 19               | 687      | 687                      | 972                       | 1659                  | 878   | 878                                           | 510                       | 1388                          | 2                | 269      |                          |
| iv     | Conversion from LT to HT and vice- Versa                                                                                  | 11           | 24                        | 35                    | 4     | 4                                             | 13                        | 17                            |                  | 18       | 18                       | 29                        | 47                    | 12    | 12                                            | 9                         | 21                            |                  | 26       | 26                       | 27                        | 53                    | 14    | 14                                            | 8                         | 22                            |                  | 31       |                          |

### ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)

| Sl.No.                                                                                                                                                                                       | Service area                                                                                       | Oct-25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Nov-25                |       |                     |                                               |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       | Dec-25           |                     |                           |                                               |                  |          |                          |  |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|---------------------|-----------------------------------------------|-------------------------------|------------------|----------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------|---------------------|---------------------------|-----------------------------------------------|------------------|----------|--------------------------|--|--|--|
|                                                                                                                                                                                              |                                                                                                    | No of Complaints                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | No of Complaints      |       |                     | No of Complaints redressed in the month (no.) |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       | No of Complaints |                     |                           | No of Complaints redressed in the month (no.) |                  |          |                          |  |  |  |
|                                                                                                                                                                                              |                                                                                                    | Pending in Previous Month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Received in the Month | Total | Within OS standards | Within GS Stipulated Time                     | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Received in the Month | Total            | Within OS standards | Within GS Stipulated Time | More than the Stipulated time                 | Total Complaints | Rejected | Pending Complaints (No.) |  |  |  |
| XI                                                                                                                                                                                           | Resolution of complaints on consumer's bill                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |       |                     |                                               |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                  |                     |                           |                                               |                  |          |                          |  |  |  |
| i                                                                                                                                                                                            | If additional information is required                                                              | 140                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 376                   | 516   | 324                                           | 324                       | 63                            | 387              | 10       | 119                      | 119                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 491                   | 610   | 423                 | 423                                           | 83                            | 506              | 12       | 92                       | 92                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1998                  | 2090             | 1819                | 1819                      | 178                                           | 1997             | 2        | 91                       |  |  |  |
| ii                                                                                                                                                                                           | If no additional information is required                                                           | 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        |                          |  |  |  |
| XII                                                                                                                                                                                          | Reconnection of supply following disconnection due to non-payment of bills                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |       |                     |                                               |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                  |                     |                           |                                               |                  |          |                          |  |  |  |
| i                                                                                                                                                                                            | Cities and Towns                                                                                   | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4                     | 4     | 1                                             | 1                         | 1                             | 2                | 0        | 2                        | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 1                     | 3     | 0                   | 0                                             | 0                             | 0                | 0        | 3                        | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 1                     | 4                | 0                   | 0                         | 0                                             | 0                | 0        | 4                        |  |  |  |
| ii                                                                                                                                                                                           | Rural areas                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0                     | 0     | 0                                             | 0                         | 0                             | 0                | 0        | 0                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0                     | 0     | 0                   | 0                                             | 0                             | 0                | 0        | 0                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 1                     | 1                | 0                   | 0                         | 0                                             | 0                | 1        |                          |  |  |  |
| 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         | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 11                    | 21    | 5                                             | 5                         | 9                             | 14               | 1        | 6                        | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 14                    | 20    | 5                   | 5                                             | 5                             | 10               | 1        | 9                        | 9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 17                    | 26               | 6                   | 6                         | 13                                            | 19               | 0        | 7                        |  |  |  |
| ii                                                                                                                                                                                           | Levy of reconnection charges without actual physical disconnection.                                | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0                     | 2     | 0                                             | 0                         | 2                             | 2                | 0        | 0                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2                     | 2     | 1                   | 1                                             | 0                             | 1                | 0        | 1                        | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0                     | 1                | 0                   | 0                         | 1                                             | 1                | 0        | 0                        |  |  |  |
| Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year. |                                                                                                    | Measures related to improve the performance in new service release:<br>1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.<br>2) Memos are issued to SEs Op of GHMC & Rural circles to take necessary action on the least three poor performance sections in releasing new services in their respective circles.<br>3) Memos are issued to SEs Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving. |                       |       |                                               |                           |                               |                  |          |                          | Measures related to improve the performance in new service release:<br>1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.<br>2) Memos are issued to SEs Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving.<br>3) Memos are issued to SEs Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay. |                       |       |                     |                                               |                               |                  |          |                          | Measures related to improve the performance in new service release:<br>1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.<br>2) Memos are issued to SEs Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay and also to instruct all the EROs to release the services in EBS without any pendency. |                       |                  |                     |                           |                                               |                  |          |                          |  |  |  |

**ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)**

| Sl.No. | Service area                                                        | Jan-26                    |                       |       |                                               |                           |                               |                  |          |                          | Feb-26                    |                       |       |                                               |                           |                               |                  |          |                          | Mar-26                    |                       |       |                                               |                           |                               |                  |          |                          |
|--------|---------------------------------------------------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|
|        |                                                                     | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          |
|        |                                                                     | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) |
| I      | Normal Fuse Off                                                     |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                    | 0                         | 32631                 | 32631 | 28430                                         | 28650                     | 3981                          | 32631            | 0        | 0                        | 0                         | 37384                 | 37384 | 37119                                         | 37336                     | 48                            | 37384            | 0        | 0                        | 0                         | 52210                 | 52210 | 52117                                         | 52161                     | 49                            | 52210            | 0        | 0                        |
| ii     | Rural Areas                                                         | 0                         | 5791                  | 5791  | 4867                                          | 5187                      | 304                           | 5791             | 0        | 0                        | 0                         | 6106                  | 6106  | 5750                                          | 6033                      | 73                            | 6106             | 0        | 0                        | 0                         | 6839                  | 6839  | 6066                                          | 6742                      | 97                            | 6839             | 0        | 0                        |
| II     | Overhead Line/Cable breakdowns                                      |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                    | 0                         | 568                   | 568   | 386                                           | 506                       | 62                            | 568              | 0        | 0                        | 0                         | 845                   | 845   | 832                                           | 838                       | 7                             | 845              | 0        | 0                        | 0                         | 856                   | 856   | 832                                           | 843                       | 13                            | 856              | 0        | 0                        |
| ii     | Rural Areas                                                         | 0                         | 490                   | 490   | 293                                           | 445                       | 45                            | 490              | 0        | 0                        | 0                         | 554                   | 554   | 527                                           | 541                       | 13                            | 554              | 0        | 0                        | 0                         | 546                   | 546   | 489                                           | 523                       | 23                            | 546              | 0        | 0                        |
| III    | Under Ground cable Breakdowns                                       |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                    | 0                         | 187                   | 187   | 187                                           | 187                       | 0                             | 187              | 0        | 0                        | 0                         | 323                   | 323   | 323                                           | 323                       | 0                             | 323              | 0        | 0                        | 0                         | 282                   | 282   | 282                                           | 282                       | 0                             | 282              | 0        | 0                        |
| ii     | 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                        |
| IV     | Distribution Transformer Failure                                    |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Cities and Towns                                                    | 0                         | 741                   | 741   | 681                                           | 719                       | 19                            | 738              |          | 3                        | 3                         | 719                   | 722   | 669                                           | 709                       | 7                             | 716              | 0        | 6                        | 6                         | 887                   | 893   | 826                                           | 883                       | 4                             | 887              | 0        | 6                        |
| ii     | Rural Areas                                                         | 0                         | 3124                  | 3124  | 2925                                          | 3075                      | 49                            | 3124             | 0        | 0                        | 0                         | 2401                  | 2401  | 2165                                          | 2305                      | 38                            | 2343             | 0        | 58                       | 58                        | 3725                  | 3783  | 3474                                          | 3682                      | 43                            | 3725             | 0        | 58                       |
| V      | Period of Schedule outage                                           |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Maximum duration in a single stretch consumer affected              | 0                         | 134                   | 134   | 131                                           | 132                       | 2                             | 134              | 0        | 0                        | 0                         | 126                   | 126   | 124                                           | 124                       | 2                             | 126              | 0        | 0                        | 0                         | 111                   | 111   | 107                                           | 108                       | 3                             | 111              | 0        | 0                        |
| ii     | Restoration of supply                                               | 0                         | 92                    | 92    | 86                                            | 89                        | 3                             | 92               | 0        | 0                        | 0                         | 97                    | 97    | 89                                            | 92                        | 5                             | 97               | 0        | 0                        | 0                         | 86                    | 86    | 80                                            | 83                        | 3                             | 86               | 0        | 0                        |
| VI     | Voltage fluctuations                                                |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | No expansion enhancement of network involved                        | 0                         | 123                   | 123   | 19                                            | 115                       | 8                             | 123              | 0        | 0                        | 0                         | 102                   | 102   | 102                                           | 102                       | 0                             | 102              | 0        | 0                        | 0                         | 122                   | 122   | 122                                           | 122                       | 0                             | 122              | 0        | 0                        |
| ii     | Up-gradation of distribution system required                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             | 0                | 0        | 0                        | 0                         | 5                     | 5     | 5                                             | 5                         | 0                             | 5                | 0        | 0                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             | 0                | 0        | 0                        |
| iii    | Erection of Sub station                                             | 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                        |
| VII    | Meter complaints                                                    |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Inspection and replacement of Slow fast / creeping /stuckup meters. | 5327                      | 17957                 | 23284 | 11952                                         | 14758                     | 2270                          | 17028            |          | 6256                     | 6256                      | 15708                 | 21964 | 12312                                         | 14161                     | 2308                          | 16469            |          | 5495                     | 5495                      | 18897                 | 24392 | 14688                                         | 16873                     | 2085                          | 18958            |          | 5434                     |
| ii     | Replacement of burnt meters if cause attributable to Licensee       | 55                        | 1546                  | 1601  | 532                                           | 870                       | 545                           | 1415             |          | 186                      | 186                       | 3116                  | 3302  | 2187                                          | 2617                      | 539                           | 3156             |          | 146                      | 146                       | 1437                  | 1583  | 692                                           | 994                       | 531                           | 1525             |          | 58                       |
| iii    | Replacement of burnt meters if cause attributable to consumer       | 4545                      | 5596                  | 10141 | 3129                                          | 4925                      | 503                           | 5428             |          | 4713                     | 4713                      | 6068                  | 10781 | 4216                                          | 5691                      | 587                           | 6278             |          | 4503                     | 4503                      | 7348                  | 11851 | 4447                                          | 6503                      | 847                           | 7350             |          | 4501                     |
| iv     | Shifting of meters/service lines                                    | 332                       | 283                   | 615   | 83                                            | 228                       | 82                            | 310              |          | 305                      | 305                       | 453                   | 758   | 341                                           | 433                       | 21                            | 454              |          | 304                      | 304                       | 515                   | 819   | 376                                           | 461                       | 14                            | 475              |          | 344                      |

**ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)**

| Sl.No. |                                                                                                                           | Service area | Jan-26                    |                       |       |                                               |                           |                               |                  |          |                          | Feb-26                    |                       |       |                                               |                           |                               |                  |          |                          | Mar-26                    |                       |       |                                               |                           |                               |                  |          |                          |
|--------|---------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|---------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|
|        |                                                                                                                           |              | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints          |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          |
|        |                                                                                                                           |              | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) |
| 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                                             | 7291         | 14665                     | 21956                 | 8555  | 8555                                          | 3343                      | 11898                         | 1089             | 8969     | 8969                     | 13233                     | 22202                 | 7901  | 7901                                          | 5869                      | 13770                         | 1094             | 7338     | 7338                     | 14611                     | 21949                 | 9626  | 9626                                          | 3856                      | 13482                         | 415              | 8052     |                          |
| ii     | Network expansion/enhancement required to release supply                                                                  |              |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| a      | Release of supply - Low Tension                                                                                           | 1363         | 1338                      | 2701                  | 504   | 504                                           | 403                       | 907                           | 147              | 1647     | 1647                     | 879                       | 2526                  | 408   | 408                                           | 480                       | 888                           | 267              | 1371     | 1371                     | 1252                      | 2623                  | 413   | 413                                           | 603                       | 1016                          | 337              | 1270     |                          |
| b      | Release of supply -High Tension 11 kV                                                                                     | 109          | 194                       | 303                   | 83    | 83                                            | 61                        | 144                           | 8                | 151      | 151                      | 187                       | 338                   | 144   | 144                                           | 67                        | 211                           |                  | 127      | 127                      | 199                       | 326                   | 140   | 140                                           | 92                        | 232                           |                  | 94       |                          |
| c      | Release of supply - high Tension 33 KV                                                                                    | 31           | 12                        | 43                    | 1     | 1                                             | 2                         | 3                             |                  | 40       | 40                       | 13                        | 53                    | 2     | 2                                             | 24                        | 26                            |                  | 27       | 27                       | 14                        | 41                    | 15    | 15                                            | 12                        | 27                            |                  | 14       |                          |
| d      | Release of supply - Extra High Tension                                                                                    | 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        |                          |
| 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                                              | 7291         | 14665                     | 21956                 | 8555  | 8555                                          | 3343                      | 11898                         | 1089             | 8969     | 8969                     | 13233                     | 22202                 | 7901  | 7901                                          | 5869                      | 13770                         | 1094             | 7338     | 7338                     | 14611                     | 21949                 | 9626  | 9626                                          | 3856                      | 13482                         | 415              | 8052     |                          |
| ii     | Network expansion/enhancement required to release supply                                                                  |              |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| a      | Release of supply - Low Tension                                                                                           | 2949         | 785                       | 3734                  | 119   | 119                                           | 305                       | 424                           | 558              | 2752     | 2752                     | 635                       | 3387                  | 140   | 140                                           | 401                       | 541                           | 229              | 2617     | 2617                     | 1026                      | 3643                  | 259   | 259                                           | 394                       | 653                           | 14               | 2976     |                          |
| b      | Release of supply - High Tension 11 kV                                                                                    | 86           | 107                       | 193                   | 82    | 82                                            | 15                        | 97                            |                  | 96       | 96                       | 112                       | 208                   | 107   | 107                                           | 6                         | 113                           |                  | 95       | 95                       | 148                       | 243                   | 123   | 123                                           | 7                         | 130                           |                  | 113      |                          |
| c      | Release of supply - High Tension 33 KV                                                                                    | 5            | 5                         | 10                    | 6     | 6                                             | 0                         | 6                             |                  | 4        | 4                        | 5                         | 9                     | 4     | 4                                             | 1                         | 5                             |                  | 4        | 4                        | 7                         | 11                    | 6     | 6                                             | 0                         | 6                             |                  | 5        |                          |
| d      | Release of supply - Extra High Tension                                                                                    | 0            | 1                         | 1                     | 1     | 1                                             | 0                         | 1                             |                  | 0        | 0                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             | 0                | 0        | 0                        | 0                         | 0                     | 0     | 0                                             | 0                         | 0                             | 0                | 0        |                          |
| e      | Erection of sub station required for release of supply                                                                    | 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        |                          |
| X      | Transfer of ownership and conversion of services                                                                          |              |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |                           |                       |       |                                               |                           |                               |                  |          |                          |
| i      | Title transfer of ownership                                                                                               | 2504         | 12060                     | 14564                 | 9729  | 9729                                          | 538                       | 10267                         | 1705             | 2592     | 2592                     | 11631                     | 14223                 | 9166  | 9166                                          | 551                       | 9717                          | 1870             | 2636     | 2636                     | 11685                     | 14321                 | 9110  | 9110                                          | 618                       | 9728                          | 838              | 3755     |                          |
| ii     | Change of category                                                                                                        | 1019         | 3293                      | 4312                  | 1866  | 1866                                          | 815                       | 2681                          | 464              | 1167     | 1167                     | 3149                      | 4316                  | 1660  | 1660                                          | 755                       | 2415                          | 611              | 1290     | 1290                     | 3108                      | 4398                  | 1940  | 1940                                          | 738                       | 2678                          | 227              | 1493     |                          |
| iii    | Conversion from LT 1 ph to LT 3 ph and vice Versa                                                                         | 269          | 1270                      | 1539                  | 784   | 784                                           | 396                       | 1180                          | 14               | 345      | 345                      | 656                       | 1001                  | 159   | 159                                           | 493                       | 652                           | 27               | 322      | 322                      | 500                       | 822                   | 510   | 510                                           | 288                       | 798                           | 0                | 24       |                          |
| iv     | Conversion from LT to HT and vice- Versa                                                                                  | 31           | 56                        | 87                    | 24    | 24                                            | 19                        | 43                            |                  | 44       | 44                       | 50                        | 94                    | 33    | 33                                            | 19                        | 52                            |                  | 42       | 42                       | 43                        | 85                    | 23    | 23                                            | 32                        | 55                            |                  | 30       |                          |

### ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)

| Sl.No.                                                                                                                                                                                       | Service area                                                                                      | Jan-26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |       |                                               |                           |                               |                  |          |                          | Feb-26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       |       |                                               |                           |                               |                  |          |                          | Mar-26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                       |       |                                               |                           |                               |                  |          |                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|-----------------------------------------------|---------------------------|-------------------------------|------------------|----------|--------------------------|
|                                                                                                                                                                                              |                                                                                                   | No of Complaints                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          | No of Complaints                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |       | No of Complaints redressed in the month (no.) |                           |                               |                  |          |                          |
|                                                                                                                                                                                              |                                                                                                   | Pending in Previous Month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) | Pending in Previous Month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Received in the Month | Total | Within OS standards                           | Within GS Stipulated Time | More than the Stipulated time | Total Complaints | Rejected | Pending Complaints (No.) |
| XI                                                                                                                                                                                           | Resolution of complaints on consumer's bill                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |       |                                               |                           |                               |                  |          |                          |
| i                                                                                                                                                                                            | If additional information is required                                                             | 91                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 449                   | 540   | 366                                           | 366                       | 78                            | 444              | 9        | 87                       | 87                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 259                   | 346   | 203                                           | 203                       | 30                            | 233              | 3        | 110                      | 110                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2423                  | 2533  | 2065                                          | 2065                      | 125                           | 2190             | 0        | 343                      |
| ii                                                                                                                                                                                           | If no additional information is required                                                          | 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        |                          |
| XII                                                                                                                                                                                          | Reconnection of supply following disconnection due to non-payment of bills                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |       |                                               |                           |                               |                  |          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |       |                                               |                           |                               |                  |          |                          |
| i                                                                                                                                                                                            | Cities and Towns                                                                                  | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2                     | 6     | 0                                             | 0                         | 2                             | 2                | 0        | 4                        | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2                     | 6     | 1                                             | 1                         | 3                             | 4                | 0        | 2                        | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4                     | 6     | 0                                             | 0                         | 2                             | 2                | 0        | 4                        |
| ii                                                                                                                                                                                           | Rural areas                                                                                       | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 1                     | 2     | 0                                             | 0                         | 1                             | 1                |          | 1                        | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0                     | 1     | 1                                             | 1                         | 0                             | 1                | 0        | 0                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0                     |       | 0                                             | 0                         | 0                             | 0                | 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        | 7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8                     | 15    | 4                                             | 4                         | 4                             | 8                | 1        | 6                        | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 3                     | 9     | 2                                             | 2                         | 2                             | 4                | 3        | 2                        | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 15                    | 17    | 5                                             | 5                         | 4                             | 9                | 0        | 8                        |
| ii                                                                                                                                                                                           | Levy of reconnection charges without actual physical disconnection.                               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 1                     | 1     | 1                                             | 1                         | 0                             | 1                | 0        | 0                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 3                     | 3     | 0                                             | 0                         | 1                             | 1                | 0        | 2                        | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4                     | 6     | 1                                             | 1                         | 0                             | 1                | 0        | 5                        |
| Measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be improved for the ensuing year. |                                                                                                   | Measures related to improve the performance in new service release:<br>1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.<br>2) Memos are issued to SEs Op of GHMC & Rural circles to take necessary action on the least three poor performance sections in releasing new services in their respective circles.<br>3) Memos are issued to SEs Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving. |                       |       |                                               |                           |                               |                  |          |                          | Measures related to improve the performance in new service release:<br>1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.<br>2) Memos are issued to SEs Op of GHMC & Rural circles requesting to cause instructions to the section officers to improve the performance standards in release of Additional loads and to take action on the concerned officers whose performance is not improving.<br>3) Memos are issued to SEs Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay. |                       |       |                                               |                           |                               |                  |          |                          | Measures related to improve the performance in new service release:<br>1) Monthly review of performance standards in service releases & complaints is conducted by the Management during the Circle review meetings.<br>2) Memos are issued to SEs Op of GHMC & Rural circles to take action on the New Service Registrations against which meters are issued but pending for service release since more than 30days and requested to instruct all their section officers for release of pending services without any further delay and also to instruct all the EROs to release the services in EBS without any pendency. |                       |       |                                               |                           |                               |                  |          |                          |

## Compensation Details

CGRF-1- Monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual compliants where compensation has been paid :

[illegible]

**CGRF-2- Monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual compliants where compensation has been paid :**

| Month             | S.No. | Compliant No.        | Date of filing of Compliant | Consumer No.                        | Name and address of consumer                                                                                                                                                                                         | Nature of compliant                                                                   | Reference Guaranteed standard           | Amount of Compensation paid (Rs.)                                                                                                                                                                                                       | Date of payment of Compensation |
|-------------------|-------|----------------------|-----------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Apr-25 to June-25 | 1     | C.M.P.No:01 /2025-26 | 01.05.2025                  | S.C.No's: 2519000803 and 2519000928 | M/s. Royal One Mineral Industries,<br>Mr. Syed Irshad Hussain,<br>S/o. Iftequar Hussain Syed,<br>Sy.No.300, Kandanelly Village,<br>Peddemul Mandal,<br>Vikarabad Dist-501141,<br>Cell No: 8639778002,<br>9908543424. | Non implementation of the Forum's order issued by the CGRF- II, in CG.No. 102/2024-25 | Clause 2.56 of Regulation No. 3 of 2015 | Compensation payable @ <b>Rs.25000.00</b> for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award & Forum Order in CG.No. 102/2024-25- De-clubbing of two services and removal of     | Nil                             |
| Jul-25 to Sep-25  | 1     | C.M.P.No:0 2/2025-26 | 17.05.2025                  | SEC2063                             | M/s. Bombay Offset Pvt. Ltd<br>Mr. K Vijay Gopal Rao,(Director)<br>Plot No.29, SY.No.39<br>Sri Ram Nagar Colony,<br>Beside Lakshmi Nagar Colony,<br>Suraram, Hyderabad -500055.<br>Ph:No- 9246599997.                | Non implementation of the Forum's order issued by the CGRF- II, in CG.No. 146/2024-25 | Clause 2.56 of Regulation No. 3 of 2015 | Compensation payable @ <b>Rs.25000.00</b> for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award & Forum Order in C.G.No.146/2024-25- withdrawal of back billing and category change | Nil                             |

| Month            | S.No. | Compliant No.                                      | Date of filing of Compliant | Consumer No.                                          | Name and address of consumer                                                                                                                                                  | Nature of compliant                                                                   | Reference Guaranteed standard                                                                             | Amount of Compensation paid (Rs.)                                                                                                                                                                                                       | Date of payment of Compensation |
|------------------|-------|----------------------------------------------------|-----------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
|                  | 2     | C.M.P.No:04/2025-26                                | 13.06.2025                  | S7018876 and SZ069703                                 | Mr. Mohd Sohail Khan(Proprietor)<br>M/s. Fine Packaging Company<br>Plot No. 101, Shed No. 4<br>I.D.A, Gandhi Nagar,<br>Bala Nagar,<br>Hyderabad 500037.<br>Ph: No-7659075060. | Non implementation of the Forum's order issued by the CGRF- II, in CG.No. 206/2024-25 | Clause 2.56 of Regulation No. 3 of 2015                                                                   | Compensation payable @ <b>Rs.25000.00</b> for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award & Forum Order in C.G.No.206/2024-25- withdrawal of back billing and category change | Nil                             |
| Oct-25 to Dec-25 | 1     | C.G.NO:91/2025-26<br>SAROORNA GAR CIRCLE/12-9-2025 | 8/9/2025                    | SC.No. 2227 02350 of cat II - USCNO/SC NO: 11411868 0 | Sri. Badisha Sudhakar Rao<br>S/O Venkateswarlu Badisa<br>H.NO PLOT NO 31<br>JANACHAITHANYA COLONY<br>KOHEDA<br>ABDULLAPURMET<br>501510<br>Ph:no, 9000769946,<br>9000769946    | Quality of Supply                                                                     | as per Clause 2.49 (c) of Regulation No. 3 of 2015, dt: 03.10.2015 issued by the Hon'ble TSERC(now TGERC) | Compensation to the Complainant/Consumer Rs.10000/- for the inconvenience caused to the complainant/consumer bearing S.C. No. 2227 02350 and shall file the compliance report to the Forum thereafter.                                  | Nil                             |

| Month | S.No. | Compliant No.                                                                 | Date of filing of Compliant | Consumer No.        | Name and address of consumer                                                                                                                                                                                          | Nature of compliant                                                                   | Reference Guaranteed standard                                                                             | Amount of Compensation paid (Rs.)                                                                                                            | Date of payment of Compensation |
|-------|-------|-------------------------------------------------------------------------------|-----------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
|       | 2     | Crl.MP. No. No:09/2025-26                                                     | 11/11/2025                  | 0707 00587          | Sri. Veeranjanyulu Mallisetty (Managing Director)<br>M/s. Rise Chemicals<br>Plot No. 66<br>Road No.9<br>IDA, Mallapur<br>Hyderabad 500076<br>Ph:no. 9000100077.                                                       | Non implementation of the Forum's order issued by the CGRF- II, in C.G.NO:17/2025-26  | Clause 2.56 of Regulation No. 3 of 2015                                                                   | Compensation payable @ Rs.25000.00 for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award | Nil                             |
|       | 1     | C.M.P.No:10/2025-26 in CG.No.75/2025-26/Secunde rabad Circle                  | 5/12/2025                   | SC.No. S6004023     | Sri. Abbineni Narayana Rao<br>S/o. A. Jangarao<br>Plot No. 67,<br>H.No. 5-9-285/12<br>Rajiv Gandhi Nagar<br>Balanagar<br>Hyderabad 500037<br>Ph: No: 9391182961, 9440944114                                           | Non implementation of the Forum's order issued by the CGRF- II, in C.G.NO:75/2025-26  | as per Clause 2.49 (c) of Regulation No. 3 of 2015, dt: 03.10.2015 issued by the Hon'ble TSERC(now TGERC) | Compensation payable @ Rs.15000.00 for non-implemenation of Forum's order and Rs. 500/- per day thereafter till implementation of the award  | Nil                             |
|       | 4     | Criminal MP. No:13/2025-26 /06-01-2026 in C.G.NO:118/2025-26/CYBERCI TYCIRCLE | 06.01.2026                  | S.C. No. 3424 05913 | Mr. Ranjith reddy (Authorized Person)<br>Whistling Woods Flat Owners Welfare & Maintenance Mutally Aided Cooperative Society Ltd, Whistling Woods Kokapet, Gandipet Road, Narsingi, Hyderabad.<br>Ph: No: 9849074362. | Non implementation of the Forum's order issued by the CGRF- II, in C.G.NO:118/2025-26 | as per Clause 2.49 (c) of Regulation No. 3 of 2015, dt: 03.10.2015 issued by the Hon'ble TSERC(now TGERC) | Compensation payable @ Rs.25000.00 for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award | Nil                             |

| Month            | S.No. | Compliant No.                                                                      | Date of filing of Compliant | Consumer No. | Name and address of consumer                                                                                                                                                                              | Nature of compliant                                                                  | Reference Guaranteed standard                                                                             | Amount of Compensation paid (Rs.)                                                                                                                   | Date of payment of Compensation |
|------------------|-------|------------------------------------------------------------------------------------|-----------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Jan-26 to Mar-26 | 2     | C.M.P.No:11 /2025-26 in CG.No.88/2025-26/Saroor Nagar Circle                       | 02.01.2026                  | 16006689     | M/s. Uma Swastik Plastics<br>Sri. A.Venkateswara Rao,<br>Director of M/s. Uma Swastik Plast (P) Ltd,<br>Turkayamjal Village,<br>Hayathnagar,<br>R.R. District-501510.<br>Ph No.9848025811,<br>7032922953. | Non implementation of the Forum's order issued by the CGRF- II, in C.G.NO:88/2025-26 | as per Clause 2.49 (c) of Regulation No. 3 of 2015, dt: 03.10.2015 issued by the Hon'ble TSERC(now TGERC) | Compensation payable @ <b>Rs.25000.00</b> for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award | Nil                             |
|                  | 3     | Criminal MP. No:12/2025-26 in C.G.NO:51/2025-26/HYDERA BAD SOUTH CIRCLE/20-06-2025 | 06.01.2026                  |              | Sri. Sri Imam Jani<br>H.NO 13-3-1083/1/A<br>Jiyaguda<br>Karwan<br>Hyderabad 50006<br>Ph:no, 9849189308                                                                                                    | Non implementation of the Forum's order issued by the CGRF- II, in C.G.NO:51/2025-26 | as per Clause 2.49 (c) of Regulation No. 3 of 2015, dt: 03.10.2015 issued by the Hon'ble TSERC(now TGERC) | Compensation payable @ <b>Rs.25000.00</b> for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award | Nil                             |

| Month | S.No. | Compliant No.                                                                | Date of filing of Compliant | Consumer No.        | Name and address of consumer                                                                                                                                                       | Nature of compliant                                                                  | Reference Guaranteed standard                                                                             | Amount of Compensation paid (Rs.)                                                                                                                   | Date of payment of Compensation |
|-------|-------|------------------------------------------------------------------------------|-----------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
|       | 5     | Criminal MP. No:14/2025-26 /30-01-2026 in C.G.NO:58/2025-26/VIKARABAD CIRCLE | 30.01.2026                  | S.C. No: 2423000133 | M/s. SRI RAMA DALL PRODUCT<br>Sri. Chikkala. Srinivas<br>H.No: 4-2-89, Sowkarpet,<br>Opp: Aryavaishya Kalyana Mandapam,<br>Tandur, Vikarabad Dist – 501141.<br>Ph: No: 9849672727. | Non implementation of the Forum's order issued by the CGRF- II, in C.G.NO:58/2025-26 | as per Clause 2.49 (c) of Regulation No. 3 of 2015, dt: 03.10.2015 issued by the Hon'ble TSERC(now TGERC) | Compensation payable @ <b>Rs.25000.00</b> for non-implemenation of Forum's order and Rs. 1000/- per day thereafter till implementation of the award | Nil                             |

The Quarterly information regarding Faulty meters shall be submitted by licensee in the following format

| Quarter                     | 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 |
|-----------------------------|--------------------------------------------------|-----------------------------------------------|----------------------------|----------------------------------|--------------------------------------------------------|
| Q1 (April'25-June'25)       | 30797                                            | 72430                                         | 103227                     | 75226                            | 28001                                                  |
| Q2 (July'25-September'25)   | 28001                                            | 105266                                        | 133267                     | 99056                            | 34211                                                  |
| Q3 (October'25-December'25) | 34211                                            | 91610                                         | 124821                     | 80372                            | 44449                                                  |
| Q4 (January'26-March'26)    | 44449                                            | 104149                                        | 148598                     | 74135                            | 74463                                                  |

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

| S.No. | Quarter     | Ni=Connected Services of ith feeder affected for each interruption | Ai= Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter           | Nt= Total Connected Services at 11kV in licensees area of supply (1) | = $\sum(Ai \cdot Ni)$ for all 11 kV feeders excluding agriculture feeders (2) | SAIFI = (2)/(1) |
|-------|-------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------|
| 1     | Q1(2025-26) | 7121324                                                            | 43556                                                                                                            | 10846140                                                             | 67633096                                                                      | 6.24            |
| 2     | Q2(2025-26) | 7782541                                                            | 43587                                                                                                            | 11529193                                                             | 68584929                                                                      | 5.95            |
| 3     | Q3(2025-26) | 7022509                                                            | 26986                                                                                                            | 11622282                                                             | 37279276                                                                      | 3.21            |
| 4     | Q4(2025-26) | 7453088                                                            | 25607                                                                                                            | 11692454                                                             | 38623870                                                                      | 3.3             |
|       |             |                                                                    |                                                                                                                  |                                                                      |                                                                               |                 |
| S.No. | Quarter     | Ni=Connected Services of ith feeder affected for each interruption | Bi= Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter         | Nt= Total Connected Services at 11kV in licensees area of supply (1) | = $\sum Bi \cdot Ni$ for all 11 kV feeders excluding agriculture feeders (2)  | SAIDI = (2)/(1) |
| 1     | Q1(2025-26) | 7121324                                                            | 1179825.40                                                                                                       | 10846140                                                             | 1694244962                                                                    | 156.21          |
| 2     | Q2(2025-26) | 7782541                                                            | 1045040                                                                                                          | 11529193                                                             | 1544948050                                                                    | 134             |
| 3     | Q3(2025-26) | 7022509                                                            | 589695.43                                                                                                        | 11622282                                                             | 770094151.9                                                                   | 66.26           |
| 4     | Q4(2025-26) | 7453088                                                            | 581120                                                                                                           | 11692454                                                             | 830037790.5                                                                   | 70.99           |
|       |             |                                                                    |                                                                                                                  |                                                                      |                                                                               |                 |
| S.No. | Quarter     | Ni=Connected Services 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 | Nt= Total Connected Services at 11kV in licensees area of supply (1) | = $\sum(Ci \cdot Ni)$ for all 11 kV feeders excluding agriculture feeders (2) | MAIFI = (2)/(1) |
| 1     | Q1(2025-26) | 6120300                                                            | 24839                                                                                                            | 10846140                                                             | 47325072                                                                      | 4.36            |
| 2     | Q2(2025-26) | 6428373                                                            | 21112                                                                                                            | 11529193                                                             | 39305764                                                                      | 3.41            |
| 3     | Q3(2025-26) | 6196687                                                            | 15498                                                                                                            | 11622282                                                             | 25604273                                                                      | 2.2             |
| 4     | Q4(2025-26) | 7448574                                                            | 27420                                                                                                            | 11692454                                                             | 50765916                                                                      | 4.34            |

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