



**NORTHERN POWER DISTRIBUTION COMPANY OF T.S LIMITED**  
**VIDYUTH BHAVAN : CORPORATE OFFICE : HANUMAKONDA**

From

Chief General Manager,  
IPC&RAC, TSNPDCL,  
Corporate Office, Vidyuth Bhavan,  
**HANUMAKONDA.**

To

✓ The Commission Secretary/TSERC,  
# 11-4-660, 5<sup>th</sup> Floor,  
Singareni Bhavan, Red Hills,  
**HYDERABAD.**

**Lr.No.CGM/IPC&RAC/TSNPDC/ HNK/F.SOP/D.No.108/22,Dt:10.06.2022**

Sir,

**SUB :-** TSNPDCL/HNK – TSERC consumer Advocacy – Returns to be filed  
under Regulation No.5 of 2016 Annual reports for FY 2021-22  
– Submission – Regarding.

**REF :-** (1) Lr.No.CGM/IPC&RAC/TSNPDC/ HNK/F.SOP/ D.No.76/22,  
Dt:23.05.2022

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It is to submit that the following Annual reports for FY 2021-22 of SOP under  
Regulation No.5 of 2016 are herewith submitted.

- (i) Reporting Formats-Guaranteed standards
- (ii) Compensation Paid
- (iii) Reporting Formats-Overall Standards

This is for favour of information.

**Encl :** Hard copy of the above formats.

Yours faithfully

  
**CHIEF GENERAL MANAGER**  
**IPC&RAC/TSNPDC/ HNK**



**ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2021-22)**

The following format shall be used by licensee for reporting the performance levels for guaranteed standards on a **Annually** basis to the Commission:

Sl. No	Service Area	No. of complaints			No. of complaints redressed in FY 2021-22 (No.)				
		Pending in previous year	Received in the current year FY 2021-22	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
		A	B	C=A+B	X	Y	Z	P=X+Y+Z	C-P
<b>I</b>	<b>Normal Fuse-Off</b>								
i.	Cities and towns	0	68224	<b>68224</b>	60139	7843	242	<b>68224</b>	<b>0</b>
ii.	Rural areas	0	84517	<b>84517</b>	74559	9730	228	<b>84517</b>	<b>0</b>
<b>II.</b>	<b>Overhead Line/cable breakdowns</b>								
i.	Cities and towns	0	2096	<b>2096</b>	1653	437	6	<b>2096</b>	<b>0</b>
ii.	Rural areas	0	9306	<b>9306</b>	8282	997	27	<b>9306</b>	<b>0</b>
<b>III.</b>	<b>Underground cable breakdowns</b>								
ii.	Cities and towns	0	21	<b>21</b>	21	0	0	<b>21</b>	<b>0</b>
ii.	Rural areas	0	196	<b>196</b>	196	0	0	<b>196</b>	<b>0</b>
<b>IV.</b>	<b>Distribution Transformer failure</b>								
i.	Cities and towns	0	1283	<b>1283</b>	1090	193	0	<b>1283</b>	<b>0</b>
ii.	Rural areas	0	17718	<b>17718</b>	16652	1059	7	<b>17718</b>	<b>0</b>
<b>V.</b>	<b>Period of Scheduled Outage</b>								
i.	Maximum duration in a single stretch consumer affected	0	989	<b>989</b>	603	358	28	<b>989</b>	<b>0</b>
ii.	Restoration of supply	0	247	<b>247</b>	230	17	0	<b>247</b>	<b>0</b>
<b>VI.</b>	<b>Voltage fluctuations</b>								
i.	No expansion/ enhancement of network involved	0	533	<b>533</b>	452	72	9	<b>533</b>	<b>0</b>
ii.	Up-gradation of distribution system required	0	579	<b>579</b>	539	40	0	<b>579</b>	<b>0</b>
iii.	Erection of Substation	0	4	<b>4</b>	4	0	0	<b>4</b>	<b>0</b>

Sl. No	Service Area	No. of complaints			No. of complaints redressed in FY 2021-22 (No.)				
		Pending in previous year	Received in the current year FY 2021-22	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
<b>VII.</b>	<b>Meter complaints including Net Meter</b>								
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters	0	51611	<b>51611</b>	49212	2236	163	<b>51611</b>	<b>0</b>
ii.	Replace burnt meters if cause attributable to Licensee	0	8123	<b>8123</b>	7468	567	88	<b>8123</b>	<b>0</b>
iii.	Replace burnt meters if cause attributable to consumer	0	9111	<b>9111</b>	8712	394	5	<b>9111</b>	<b>0</b>
iv.	Shifting of meters/service lines	0	1291	<b>1291</b>	1281	10	0	<b>1291</b>	<b>0</b>
<b>VIII.</b>	<b>Processing of application &amp; intimation of relevant charges payable for new connection/sanction of additional load /Demand</b>								
i.	All Cases – If connection feasible from existing network for release of supply	0	45368	<b>45368</b>	41679	3486	203	<b>45368</b>	<b>0</b>
ii.	If network expansion / enhancement required to release supply	0	3640	<b>3640</b>	3617	19	4	<b>3640</b>	<b>0</b>
a.	Release of supply-Low Tension	0	62007	<b>62007</b>	59128	2776	103	<b>62007</b>	<b>0</b>
b.	Release of Supply-High Tension 11kV	0	124	<b>124</b>	109	15	0	<b>124</b>	<b>0</b>
c.	Release of Supply-High Tension 33 kV	0	10	<b>10</b>	10	0	0	<b>10</b>	<b>0</b>
d.	Release of Supply-Extra High Tension	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
<b>IX.</b>	<b>Release of new connection/additional load upon payment of all charges</b>								
i.	All Cases– If connection feasible from existing network for release of supply	0	69692	<b>69692</b>	63947	5452	293	<b>69692</b>	<b>0</b>
ii.	Network expansion / enhancement required to release supply	0	8346	<b>8346</b>	8279	57	10	<b>8346</b>	<b>0</b>
a.	Release of supply-Low Tension	0	66261	<b>66261</b>	63076	3079	106	<b>66261</b>	<b>0</b>
b.	Release of Supply-High Tension 11kV	0	67	<b>67</b>	66	1	0	<b>67</b>	<b>0</b>
c.	Release of Supply-High Tension 33 kV	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
d.	Release of Supply-Extra High Tension	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
e.	Erection of substation required for release of supply	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>

Sl. No	Service Area	No. of complaints			No. of complaints redressed in FY 2021-22 (No.)				
		Pending in previous year	Received in the current year FY 2021-22	Total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
<b>X.</b>	<b>Transfer of ownership and conversion of services</b>								
i.	Title transfer of ownership	0	7642	<b>7642</b>	7367	254	21	<b>7642</b>	<b>0</b>
ii.	Change of category	0	8202	<b>8202</b>	7942	239	21	<b>8202</b>	<b>0</b>
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	0	236	<b>236</b>	230	5	1	<b>236</b>	<b>0</b>
iv.	Conversion from LT to HT and vice versa	0	27	<b>27</b>	27	0	0	<b>27</b>	<b>0</b>
<b>XI.</b>	<b>Resolution of complaints on consumer's bill</b>								
i.	If no additional information is required	0	22188	<b>22188</b>	21062	1097	29	<b>22188</b>	<b>0</b>
ii.	If additional information is required	0	5123	<b>5123</b>	4772	203	148	<b>5123</b>	<b>0</b>
<b>XII.</b>	<b>Reconnection of supply following disconnection due to non-payment of bills</b>								
i.	Cities and towns	0	83056	<b>83056</b>	78070	4986	0	<b>83056</b>	<b>0</b>
ii.	Rural areas	0	103989	<b>103989</b>	86697	17280	12	<b>103989</b>	<b>0</b>
<b>XIII.</b>	<b>Wrongful disconnection of service connection / levy of reconnection charges without disconnection</b>								
i.	Wrongful disconnection of service connection even after payment of electricity charges due	0	10	<b>10</b>	10	0	0	<b>10</b>	<b>0</b>
ii.	Levy of reconnection charges without actual physical disconnection	0	10	<b>10</b>	10	0	0	<b>10</b>	<b>0</b>

**ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS) (FY 2021-22)**

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

S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
<b>QUARTER-I</b>								
1	23/ 2020-21	27.08.2020	SC.No. 12290 004725	Smt S.Rajamani M/o.S.Jagadeesh, H.No.7-1-375, Padmakshi Colony, Hanamkonda, Warangal Urban-Dist. Ph.No.9441414502. SC.No. 12290 004725, Cat-I	Billing dispute	Regulation No.3/2015 of TSERC	1,000	Compensation recovered vide Memo.No.AAO/ERO/T/HNK/JAO/ ADM.SA/D.No.26,Dt: 16.04.2021.
2	35/ 2020-21	07.10.2020	SC.No.15144-000223	Smt G.Kalpana Devi H.No.1-1-239, Prashanth Nagar, Kazipet, Warangal Urban-Dist. Ph.No.9908740674. SC.No.15144-000223, Cat-II	Billing dispute	Regulation No.3/2015 of TSERC	7,000	Compensation recovered vide Memo.No.DEE/OP/WGL/AE(T)/F.No/ D.No.157,Dt:24.05.2021.
3	77/ 2020-21	24.11.2020	SC.No. 51 50 31691	Mohd. Haroon (Managing partner) Haroon Leathers, H.No.2-179, Enumamula - Village, Warangal Urban-Dist. Pin Code:506006. Ph.No.9440985863, 9440227386. SC.No. 51 50 31691, Cat-III	Development charges / HT Billing	Regulation No.3/2015 of TSERC	10,000	Compensation recovered vide Memo.No.DEE/OP/WGL/AE(T)/F.No/ D.No.157,Dt:24.05.2021.
4	109/2020-21	08.01.2021	General	Sri P.Buchi Ramaiah Sharma H.No.2-9-160/3, Lane.No.28, Vikas Nagar, Hanamkonda, Warangal Urban-Dist. Ph.No.9849068183. General	Middle poles	Regulation No.3/2015 of TSERC	2,000	Compensation recovered vide Memo.No.DEE/OP/T/HNK/JAO-II/SA-II/Accts/ D.No.42,Dt:03.05.2021.

S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
5	171/2020-21	11.02.2021	SC.No.15150-094854	Sri S.Nagesh Kumar S/o.Kanakaiah, H.No.22-1-144/3/1, Desaipet, Warangal Urban-Dist. Ph.No.9704115565. SC.No.15150-094854, Cat-I	Billing dispute	Regulation No.3/2015 of TSERC	5,000	Compensation recovered vide Memo.No.DEE/OP/WGL/AE(T)/F.No/D.No.157,Dt:24.05.2021.
<b>TOTAL</b>							<b>25,000</b>	
<b>QUARTER-II</b>								
1	180/2020-21	31.03.21	SC.No.10808-00186	Smt K.Jaya W/o.K.Ramesh H.No.2-53, Mylaram - Village, Mulugu Ghanpur, Bhoopalpally - Dist. Ph.No.7893584086. SC.No.10808-00186, Cat-II	Billing dispute/ Audit shortfall	Regulation No.3/2015 of TSERC	5000	Compensation recovered from PAA Mulugu and adjusted to SC.No.10808-00186 vide JE.No.02 of 08/2021.
2	214/2019	06-08-2019	General	Sri. R. Devaiah, Vill: Batwanpally, Mndl: Bellampally, Dist: Mancherial, Category-V, Ph: 8374602465	Provide Bore to Connection	Regulation No.3/2015 of TSERC	12,000	Compensation recovered Vide Lr.No.DEE/OP/BPL/JAO/PAS/D.No.423 /21,Dt:28/08/2021.
3	237/2019	18-09-2019	SC No.00770	Sri. Pakala Gangamani, Vill: Dhani, Mandal: Sarangapur, Dist: Nirmal, Ph: No.9963027812 SC No.00770	Bill Problem	Regulation No.3/2015 of TSERC	2,500	Compensation recovered Vide Lr.No.DEE/OP/NML/AE(T)/FL.No./D.No.660/21-22,Dt:07/09/2021.
4	C.G.NO.241	18-09-2019	SC No.997	Sri. P. Bhumeswar, S/o Vittal, Vill: Aloor Mandal: Sarangapur, Dist: Nirmal. Ph: 9885687007, SC No.997 Cat-II.	Bill Problem	Regulation No.3/2015 of TSERC	2,500	Compensation recovered Vide Lr.No.DEE/OP/NML/AE(T)/FL.No.D.No.524/21-22,Dt:31/07/2021.
5	C.G.NO.243	18-09-2019	SC No.903	Sri. Avula Sahendar, S/o Ganganna, Vill: Borigaon, Mandal: Sarangapur, Dist: Nirmal. Ph: 9701853971. SC No.903.	Bill Problem	Regulation No.3/2015 of TSERC	2,500	Compensation recovered Vide Lr.No.DEE/OP/NML/AE(T)/FL.No.D.No.524/21-22,Dt:31/07/2021.

S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
6	C.G.NO.245	18-09-2019	SC No.326	Sri. Chawan Ravindar, S/o Narayana, Vill: Ranapur, Mndl. & Dist: Nirmal, Ph:9440724695 SC No.326, Cat-I.	Bill Problem	Regulation No.3/2015 of TSERC	2,500	Compensation recovered Vide Lr.No.DEE/OP/NML/AE(T)/FL.No.D.No.524/21-22,Dt:31/07/2021.
7	326/2020	14-05-2020	General	Sri. Anday Shankar, S/o Kashaiah, H.No.1-41, Village : Old Thimmapur, Mandal: Birkur, Dist: Kamareddy, Ph:9949797672.	To Provide DTR	Regulation No.3/2015 of TSERC	15,800	Compensation recovered vide Memo No.DEE/OP/BNS/CommI/F.No.8/D.No.411/21,Dt:14/09/2021.
<b>TOTAL</b>							<b>42,800</b>	
<b>QUARTER-III</b>								
1	23/2021-22	09.07.21		Sri A.Muralidhar Rao, S/o.Venkateshwar Rao, H.No.10-3-143, Saibaba Temple Road, Mamillagudem, Khammam - Dist. Ph.No.9441106444.	Non- Release of Service	Regulation No.3/2015 of TSERC	17000	Compensation recovered vide PR No 19212708217 dated:22.10.2021 of Rs.17000/- (Rs.200/- per day w.e.f. 11.05.2021) and adjusted to SC No. 02110-103382
<b>TOTAL</b>							<b>17,000</b>	
<b>QUARTER-IV</b>								
1	01/2021-22	01.04.21	SC.No.WLU 146,SC.No.12203-151168	The Director NIT, Warangal. Ph.No.0870-2459366. SC.No.WLU 146, (WGL 251), Cat II SC.No.12203-151168, Cat-LT	Reduction of load & conversion of HT to LT	Regulation No.3/2015 of TSERC	10000	Compensation recovered from ADE/OP/Hanamkonda and DE/OP/Hanamkonda-Town of Rs.10,000/- and adjusted against SC.No.12203-151168,Cat-LT vide JE No. 56 of 01/2022
2	09/2021-22	09.06.21	SC No. 10127-01398,10127-01399,10127-01400,10127-01401,10127-01402.	Smt M. Bathukamma & Others H.No.2-32, Jookal - Village, Chityal - Mandal, Jayashankar Bhoopalpally - Dist. Ph.No.9948331262.	Non-release of Agriculture service.	Regulation No.3/2015 of TSERC	5000	Compensation recovered vide Vr.No.81 of 01/2022 and credited to the SC No. 10127-01398,10127-01399,10127-01400,10127-01401,10127-01402.

S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
3	39/ 2021-22	30.07.21	SC No. 10108-00857,10108-00858,10108-00859	Sri Ch. Rajaiah & others, R/o Kummaripally, Chityala Mandal, Jaishankar Bhoopalpaly District. Ph. No. 9603223012, 7997856417.	Agl services released without infrastructure.	Regulation No.3/2015 of TSERC	9000	Compensation recovered from Sri P.Ramesh, AAE vide CB Vr.No.81 of 01/2022 and adjusted to SC No. 10108-00857,10108-00858,10108-00859
4	47/ 2021-22	09.08.21	SC No 302101-10268	Smt Ch. Swarna, H.No. 3-2-45, Old Paloncha, Bhadradi Kothagudem District. PIN - 507 115. SC No 302101-10268.	Billing dispute.	Regulation No.3/2015 of TSERC	500	Compensation recovered from Smt S.Sridevi, Sr. Asst. and credited to SC No. 302101-10268,Cat.V vide PR No. 108028/05.01.2022
5	57/ 2021-22	04.09.21	SC No 22 16 47425	Sri Srinivas Chary, H.No.31-3-225/1, Sapthagiri colony, Phase-I, Wadeepally, Hanamkonda Ph. No. 9985120820. SC No 22 16 47425/Cat-I.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from M/s. Eshwat & Co., PAA and remitted against SC No. 2216-47425 vide RJE No. 02 of 01/2022
6	88/ 2019-20	13.08.19	SC No. 10137-00135, 10116-00322, 10116-00273, 10116-00297, 10116-00303.	Sri G.Shankaraiah Ramchandrapuram - Village, Chityal - Mandal, Bhoopalpally - Dist. Ph.No.9948299172. General	Provide poles & DTR to the released agl. Service.	Regulation No.3/2015 of TSERC	7500	Compensation recovered vide Vr. No. 81 of 01/2022 and credited to the SC No. 10137-00135, 10116-00322, 10116-00273, 10116-00297, 10116-00303.
7	83/ 2021-22	16.09.21	SC No 24 01 01572/10888549	Sri Ch. Venkateshwarlu, G. Pasha Khadar Dargah, H.No.8-173/1, Athmakur, New Bus Stand, Hanamkonda. Ph. No. 9441635451. SC No 24 01 01572/10888549, Cat-VII (7).	i. Billing dispute. ii. Shifting of a pole.	Regulation No.3/2015 of TSERC	10000	Compensation recovered from AE/O/Athmakur, AAO/ERO/ Parkal each of Rs.2500/- and Rs.5000/- from PAA vide PR No. 422998 date: 18.01.2022, SAP Doc. No. 100354541, date: 18.01.22 and PR No. 19832, Date: 18.01.2022.
8	98/ 2021-22	01.10.21	SC No.10201-00810.	Andhra Prabha, Telugu Daily Newspaper clipping, Dated: 24th September, 2021. Mogullapally Mandal, Bhoopalpally District.	Frequent supply interruption.	Regulation No.3/2015 of TSERC	5000	Compensation recovered from Sri T. Srinivas, Artisan Gr-II vide CB Vr. No. 12 of 01/2022 and adjusted to SC No.10201-00810.



S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
9	139/ 2021-22	29.10.21	SC No 02116-101781	Sri Hari Krishna, Adithya Theater Center, Khammam District. SC No 02116-101781, Category-II, Ph No 9059080190.	Billing dispute.	Regulation No.3/2015 of TSERC	1000	Compensation recovered from PAA in 11/2021 paid in 12/2021 remuneration bill and credited to SC No. 02116-10178 vide JE No. 02 of 01/2022.
10	99/ 2020-21	07.01.21	SC.No.10503-01336	Sri Thota Mogili Koppula - Village, Shyampet - Mandal, Warangal Rural-Dist. Ph.No.98701988526. SC.No.10503-01336, Cat-V	Pole required for Agl.Service	Regulation No.3/2015 of TSERC	5000	Compensation reecovered from Sri B.Sridhar, Ex-AAE/OP/Shyampet and adjusted against SC.No.10503-01336 on 01/2022
11	146/ 2021-22	11.11.21	SC No 14916-01465	Sri Kampati Bixam, S/o Mallaiah, Alair Village, Nellikuduru Mandal, Mahabubabad District Ph. No. 7981440153. SC No 14916-01465, Category-II.	Billing dispute.	Regulation No.3/2015 of TSERC	5000	Compensation reecovered from Sri B.Mangilal, AAE/OP/Munigalaveedu and Sri P.Malsoor, LM from individuals salary Rs.2500/- credited to TSNPDCL account and Rs.2500/-to SC No 14916-01465 in 01/2022.
12	48/ 2020-21	15.10.20		Sri M.Srinivasa Reddy Kallem - Village, Lingala Ghanpur - Mandal, Jangaon - Dist. Ph.No.9912501820 General	Shifting of DTR	Regulation No.3/2015 of TSERC	10000	Compensation recovered from ADE/OP/Jangaon and AAE/OP/Lingalaghanpur of Rs.10,000/- and adjusted against SS-44/63 KVA and SS-13/10 KVA DTR vide JE No. 01 of 02/2022
13	41/ 2020-21	15.10.20		Sri M.Raju & Others H.No.6-74, Chinna Raman Cherla - Village, Bachannapet, Jangaon-Dist. Ph.No.7702765098 General	Over load	Regulation No.3/2015 of TSERC	6000	Compensation recovered from ADE/OP/Jangaon and AAE/OP/Bachannapet of Rs.6,000/- and adjusted against SS-7/63 KVA DTR vide JE No. 02 of 02/2022
14	42/ 2020-21	15.10.20		Sri Barma Satayya, S/o Yadagiri, R/o Srimannarayanapuram (V), Raghunathapally (M), Jangaon District. Ph. No. 8074448398.	Over load Distribution Transformer.	Regulation No.3/2015 of TSERC	10000	Compensation recovered from Sri J. Arjunpamar, ADE/OP/Jangaon and Sri T. Shankaraiah, AE/OP/ Raghunathpally in 02/2022
15	62/ 2021-22	08.09.21		Smt. Rushan Ara, H.No. 6-2-910, Karimnagar. Ph. No. 9059109221.	Excess bill	Regulation No.3/2015 of TSERC	2000	Compensation recovered from Sri P. Rajendra Prasad, Record Assistant, ERO/T.I/ Karimnagar in 02/2022

S. No.	Complaint Number	Date of filing of Complaint	Consumer Number	Name and Address of Consumer	Nature of Complaint	Reference Guaranteed Standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
16	231/2021-22	15.12.21	SC No 14 21 00025	Sri A. Rama Krishna, Apparajupalli Village, Guduru Mandal, Mahabubabad District. Ph.No.9849477087. SC No 14 21 00025, Category-III.	Billing dispute.	Regulation No.3/2015 of TSERC	2000	1) Compensation recovered from Sri B. Chiranjeevi, AE/OP/Ayodhyapuram of Rs.2000/- in 02/2022
17	94/2020-21	07.01.21	SC.No.10408-00957	Sri Tatikanti Roshalu Rayaparthi- Village, Parkal - Mandal, Warangal Rual-Dist. Ph.No.9951203098. SC.No.10408-00957, Cat-V	Requirement of pole for Agl.Service	Regulation No.3/2015 of TSERC	5000	Compensation recovered from Sri M. Sudhakar, Ex-AAE/OP/Rural/Parkal and adjusted against SC No. 10408-00957 of Category-V, vide RJE No. 16 of 03/2022.
18	128/2021-22	20.10.21	SC No 12429-00451	Sri P. Rajender, S/o Mallaiah, Nirkulla Village, Atmakur Mandal, Hanamkonda District. Ph No 9912430837. SC No 12429-00451, Category-I.	Billing dispute.	Regulation No.3/2015 of TSERC	5000	1) Compensation recovered from PAA, M/s. Shyam & Dayakar of Rs.5000/- vide PR No. 85469, Dt: 26.03.2022.
<b>TOTAL</b>							<b>99,000</b>	
<b>GRAND TOTAL for FY 2021-22</b>							<b>1,83,800</b>	

**ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2021-22)**

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

<b>No. of faulty meters at the start of the quarter</b>	<b>No. of faulty meters added during the quarter</b>	<b>Total No. of faulty meters</b>	<b>No. of meters rectified/replaced</b>	<b>No. of faulty meters pending at the end of the quarter</b>	<b>Quarter</b>
24868	41038	65906	39224	26682	Q1
26682	48916	75598	47503	28095	Q2
28095	56757	84852	59238	25614	Q3
25614	29889	55503	36847	18656	Q4

**ANNEXURE - II (FY 2021-22)**

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

S. No.	Quarter	Ni = Connected Load of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected load at 11 kV in licensees area of supply (1)	= $\sum (Ai * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2) / (1) (Nos)
1	Q1(2021-22)	1017901	6048	1017901	20366867	20
2	Q2(2021-22)	1165815	6390	1165815	21889845	19
3	Q3(2021-22)	1090572	3941	1090572	13964581	13
4	Q4(2021-22)	1206019	4653	1206019	16441340	14

S. No.	Quarter	Ni = Connected Load of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter(Hours)	Nt = Total connected load at 11 kV in licensees area of supply (1)	= $\sum (Bi * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2) / (1) (Hours)
1	Q1(2021-22)	1017901	13202	1017901	14452998	14
2	Q2(2021-22)	1165815	4796	1165815	14731341	13
3	Q3(2021-22)	1090572	3264	1090572	10050638	9
4	Q4(2021-22)	1206019	4001	1206019	12408224	10

S. No.	Quarter	Ni = Connected Load of ith feeder affected for each interruption	Ci = Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the quarter(Nos)	Nt = Total connected load at 11 kV in licensees area of supply (1)	= $\sum (Ci * Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2) / (1) (Nos)
1	Q1(2021-22)	1017901	6048	1017901	20366867	20
2	Q2(2021-22)	662397	4216	662397	13842715	21
3	Q3(2021-22)	566113	2191	566113	7495525	13
4	Q4(2021-22)	635508	2947	635508	10092230	16

**ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS) (FY 2021-22)**

Licensee shall furnish the information with respect to the overall standards **Annually** to the Commission in the following format:

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the year (A)	Filed by the consumers in FY 2021-22 (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the FY 2021-22 (C-D)
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in Cities and Towns and in Rural areas	0	147735	<b>147735</b>	147735	<b>0</b>
Line Breakdowns	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas	0	11716	<b>11716</b>	11716	<b>0</b>
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas	0	19783	<b>19783</b>	19783	<b>0</b>
<b>Period of scheduled outage</b>						
Maximum duration in a single stretch	At least 95% of cases resolved within time limit	0	1173	<b>1173</b>	1173	<b>0</b>
Restoration of supply by 6.00 PM		0	270	<b>270</b>	270	<b>0</b>
<b>Street Light Faults</b>						
Rectification of line faults	At least 90% cases should be complied within prescribed time limits	0	269	<b>269</b>	269	<b>0</b>
Replacement of fused/ defective unit		0	395	<b>395</b>	395	<b>0</b>

Service area	Overall Standard of Performance	No. of complaints				
		Pending at the start of the year (A)	Filed by the consumers in FY 2021-22 (B)	Total C= (A+B)	Redressed within the stipulated time for Overall standards (D)	Pending at the end of the FY 2021-22 (C-D)
<b>Continuity Indices</b>						
SAIFI	To be laid down in due course by the Commission	0	0	<b>0</b>	0	<b>0</b>
SAIDI		0	0	<b>0</b>	0	<b>0</b>
MAIFI		0	0	<b>0</b>	0	<b>0</b>
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC	0	96	<b>96</b>	96	<b>0</b>
Voltage Unbalance	Maximum of 3% at point of commencement of supply	0	1145	<b>1145</b>	1145	<b>0</b>
% billing mistakes	Not exceeding 0.1%	0	617	<b>617</b>	617	<b>0</b>
% faulty meters	Not exceeding 3%	0	890	<b>890</b>	890	<b>0</b>