



SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED

From
The Chief General Manager (IPC & RAC),
TSSPDCL, Corporate Office,
6-1-50, Mint Compound,
Hyderabad – 500 063.

To
The Secretary,
TSERC,
11-4-660, 5th Floor,
Singareni Bhavan, Red Hills,
Hyderabad – 500 004.

Lr. No.CGM(IPC&RAC)/SE(RAC)/DE(RAC)/F.E/8/D.No. 99 /21, Dt: 23-08-2021.

Sir,

Sub: TSSPDCL – Submission of Annual Reports in respect of Standard of Performance (SoP) for FY 2020-21- Reg.

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The Licensee submits the annual reports in respect of Standard of Performance (SoP) for FY 2020-21 with a request to place the same before Hon'ble Commission.

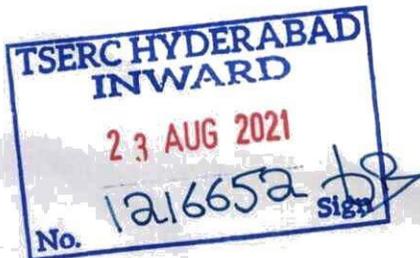
It is to submit that, as per directions of the Hon'ble Commission the licensee has successfully implemented the process of inclusion of SoP Formats in the TSSPDCL Dashboard under RIMS tab duly enabling the concerned officers to enter the required SoP data every month and for onward submission of consolidated annual reports to the Hon'ble commission.

Further, It is to submit that soon after obtaining complete information of 1st quarter of FY2021-22 i.e., from April 2021 to June 2021, Licensee will submit the consolidated information before Hon'ble Commission.

Encl: SoP reports for FY2020-21

Yours faithfully,

Chief General Manager (IPC & RAC)
Name: P.Krishnaiah
Designation: CGM (IPC & RAC)
Mobile No: 9440813512
Email Id: ractsspdcl@gmail.com



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23/8/21*

JK(P)

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24/8/2021*

ANNEXURE-II (REPORTING FORMATS - OVERALL STANDARDS)

Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format

Service Area	Overall standards of performance	April'20-June'20					July'20-September'20					October'20-December'20					January'21-March'21				
		No Of Complaints					No Of Complaints					No Of Complaints					No Of Complaints				
		Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter	Pending at the start of the quarter	filed by the consumers in this quarter (B)	Total C= (A+B)	Redressed within the stipulated time for overall standards	Pending at the end of the quarter
Normal Fuse-off Calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural Areas	3	153825	153828	135554	1	1	152959	152960	134993	3	3	135086	135089	119352	3	3	136459	136462	119839	3
Line Breakdowns	At least 95% of cases resolved within time limit in both cities and Towns and in Rural areas	1	5872	5873	5522	1	1	5999	6000	5852	2	2	5469	5471	5420	0	0	4952	4952	4875	0
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	5	9166	9171	8660	6	6	12776	12782	12145	6	6	10379	10385	9905	2	2	7996	7998	7801	1
Period of Scheduled outage																					
Maximum duration in a single stretch		0	1557	1557	1551	0	0	1799	1799	1799	0	0	1320	1320	1320	0	0	1515	1515	1515	0
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit	0	191	191	182	0	0	229	229	229	0	0	219	219	219	0	0	200	200	200	0
Street Light Faults																					
Rectification of line faults		0	57	57	57	0	0	68	68	68	0	0	64	64	64	0	0	52	52	52	0
Replacement of fused/defective unit	At least 90% cases should be complied within prescribed time limits	0	177	177	177	0	0	162	162	162	0	0	233	233	233	0	0	88	88	88	0
Continuity Indices																					
SAIFI	To be laid down later by the Commission	NIL																			
SAIDI																					
MAIFI																					
Frequency Variations	To Maintain supply frequency within 49-50Hz as per IEGC	NIL																			
Voltage unbalance	Maximum of 3% at point of commencement of supply	66	2891	2957	2707	250	250	2730	2980	2810	170	170	1732	1902	1869	33	33	453	453	0	0
% billing mistakes	Not Exceeding 0.1%	18	9907	9925	9657	268	268	2992	3260	3199	61	61	1076	1137	1112	25	25	442	371	71	71
% faulty meters	Not Exceeding 3%	52954	83790	136744	81222	55522	55522	98789	154311	95212	59099	59099	110210	169309	111061	58248	58248	87618	145866	92721	53145

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	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum(Ai*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIFI = (2)/(1)
1	Q1 (2020-21)	4638509	41751	9549122	39154328	4.10
2	Q2 (2020-21)	4752825	46941	9653640	44348600	4.59
3	Q3 (2020-21)	4753094	40119	9763466	37679939	3.86
4	Q4 (2020-21)	4803711	35795	9896407	33970831	3.43

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	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum(Bi*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI = (2)/(1)
1	Q1 (2020-21)	4638509	850519	9549122	713168909	74.68423893
2	Q2 (2020-21)	4752825	867113	9653640	755409571	78.25126802
3	Q3 (2020-21)	4753094	884075	9763466	691591506	70.83463045
4	Q4 (2020-21)	4803711	673624	9896407	562198501	56.80834479

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	Nt= Total Connected load at 11kV in licensees area of supply (1)	= $\sum(Ci*Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI = (2)/(1)
1	Q1 (2020-21)	2408309	15515	9476982	37364914135	3942.70
2	Q2 (2020-21)	2435893	16899	9587511	41164155807	4293.52
3	Q3 (2020-21)	2464170	14443	9699757	35590007310	3669.16
4	Q4 (2020-21)	2498737	12767	9834880	31901375279	3243.70

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

The monthly information regarding the compensation / individual complaints where compensation has been paid:

FOR FY 2020-21(From April-2020 to March 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
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
April'20-June'20	52954	83790	136744	81222	55522
July'20-September'20	55522	98789	154311	95212	59099
October'20-December'20	59099	110210	169309	111061	58248
January'21-March'21	58248	87618	145866	92721	53145