

CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED

STANDARDS OF PERFORMANCE FOR THE YEAR 2009-10

Complaints for the year 2009-10

CPDCL
2009-10

Service Area	Complaints for the year 2009-10																						Overall standard of Performance	
	Anantapur		Kurnool		Mahaboobnagar		Nalgonda		Medak		RRN		RRS		HYDN		HYDS		HYDC		Discom Total		Target (%)	Achieved (%)
	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended		
Normal Fuse Off																								
Cities and Towns	15816	15816	48782	48782	14992	14992	16530	16530	455	455	35220	35220	3666	2666	213287	213287	143761	143761	100134	100134	592643	591643	99	100%
Rural Areas	8204	8204	53721	53721	12201	12201	17389	17389	668	668	740	740	2415	2415	0	0	0	0	0	0	95338	95338	99	100%
Overhead Line/Cable breakdowns																								
Cities and Towns	11	11	60	60	81	81	12	12	365	365	596	596	46	46	807	807	353	353	303	303	2634	2634	95	100%
Rural Areas	595	595	322	322	1609	1609	160	160	543	543	105	105	280	280	0	0	0	0	0	0	3614	3614	95	100%
Under Ground cable Breakdowns																								
Cities and Towns	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	152	152	35	35	187	187		100%
Rural Areas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0%
Distribution Transformer Failure																								
Cities and Towns	684	684	172	172	413	413	193	193	258	239	46	46	265	265	188	188	132	132	161	161	2512	2493	95	99%
Rural Areas	935	935	3077	3077	11691	11691	1734	1734	5260	4772	0	0	2175	2175	0	0	0	0	0	0	24872	24384	95	98%
Period of Schedule outage																								
Maximum duration in a single stretch	0	0	0	0	18	18	0	0	65	65	0	0	0	0	0	0	83	68	0	0	166	151	95	91%
Restoration of supply	1	1	0	0	0	0	0	0	65	65	0	0	0	0	0	0	26	22	0	0	92	88	95	95%
Voltage fluctuations																								
No expansion/enhancement of network in volved	0	0	77	77	0	0	0	0	0	0	0	0	90	90	686	686	239	217						100%
Up-gradation of distribution system required	0	0	15	15	0	0	0	0	62	62	0	0	0	0	125	125	16	16	9292	9292	9510	9510		100%
Erection of Sub station	6	6	15	15	0	0	0	0	17	17	2	2	0	0	4	4	2	2	0	0	46	46		100%
Meter complaints																								
Inspection and replacement of Slow/fast / creeping /stuckup meters.	27555	27233	23106	23106	0	0	296	296	61799	37891	1373	1327	4597	4597	12365	12365	4288	4288	4754	4754	140133	115857		83%
Replacement of burnt meters if cause attributable to Licensee	51	51	0	0	0	0	0	0	9277	4368	142	142	533	533	0	0	4	4	377	377	10384	5475		53%
Replacement of burnt meters if cause attributable to consumer	3064	2906	2469	2469	0	0	179	179	0	0	145	145	404	404	1128	1128	621	621	237	237	8247	8089		98%
Application of new connection/additional load connection feasible from existing network																								
Release of supply	43404	37913	38557	38557	24842	23949	11899	11899	6174	6174	42428	41853	19773	19773	23830	23830	19191	19233	13536	13531	243634	236712		97%

Service Area	Complaints for the year 2009-10																						Overall standard of Performance		
	Anantapur		Kurnool		Mahaboobnagar		Nalgonda		Medak		RRN		RRS		HYDN		HYDS		HYDC		Discom Total		Target (%)	Achieved (%)	
	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended			
Network expansion/enhancement required to release supply																									
Release of supply - Low Tension (with agl.)	24459	19271	5148	4062	24842	23949	18297	18131	961	961	7	7	7252	7252	0	0	0	0	0	0	80966	73633		91%	
Release of supply - Low Tension (without agl.)	28757	27349	1713	1713	22237	21480	10356	10325	5067	5067	32081	31491	5839	5839	30068	30068	2938	2938	17332	17332	156388	153602		98%	
Release of supply - 11 KV	33	33	31	18	101	36	163	163	131	131	88	88	8768	8768	138	138	8	8	27	27	9488	9410		99%	
Release of supply - 33 KV	0	0	2	2	5	4	0	0	15	15	3	3	1	1	0	0	77	77	0	0	103	102		99%	
Release of supply - Extra High Tension	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0		0%
Erection of sub station required for release of supply	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	2	0	0	3	3		100%	
Transfer of ownership and conversion of services																									
Title transfer of ownership	1434	1402	258	258	659	659	182	182	217	217	4132	4132	1765	1765	4868	4500	2409	2393	3669	3668	19593	19176		98%	
Change of category	1540	1540	127	127	372	372	115	115	299	299	1696	1669	1219	1219	3680	3748	713	709	997	997	10758	10795		100%	
Conversion from LT 1 ph to LT 3 ph and vice Versa	39	39	112	112	66	66	6	6	67	67	391	361	0	0	1732	1728	76	60	579	574	3068	3013		98%	
Conversion from LT to HT and vice- Versa	2	2	1	1	18	18	0	0	151	151	12	12	0	0	0	0	22	22	0	0	206	206		100%	
Resolution of complaints on consumer's bill																									
If additional information is required	0	0	146	146	823	823	0	0	0	0	223	223	0	0	0	0	88	88	485	485	1765	1765		100%	
If no additional information is required	0	0	5667	5667	0	0	0	0	490	490	521	521	0	0	0	0	86	86	328	326	7092	7090		100%	
Reconnection of supply following disconnection due to non-payment of bills																									
cities and Towns	2425	2401	53934	53934	46950	46950	18078	18078	1382	1382	75561	75561	0	0	594	594	3406	3406	1235	1235	203565	203541		100%	
Rural Areas	2952	2947	30372	30372	31300	31300	17645	16277	466	466	0	0	0	0	0	0	0	0	0	0	82735	81362		98%	