

2009-10

STANDARDS OF PERFORMANCE FOR THE YEAR 2009-2010 (APRIL 2009 TO MARCH 2010)

Service Area	Standard	Complaints for the month of April 09 to March 10												APSPDCL Apr '09 to Mar' 10	
		Vijayawada		Guntur		Ongole		Nellore		Tirupati		Kadapa		Received	Attended
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended		
Normal Fuse Off															
Cities and Towns	Within 4 working hours	43586	43586	5510	5510	17060	17060	9269	9269	6820	6820	40272	40272	122517	122517
Rural Areas	Within 12 working hours	89283	89283	5011	5011	115913	115913	13016	13016	3027	3027	18968	18968	245218	245218
Overhead Line/Cable breakdowns															
Cities and Towns	Within 6 hours	370	370	28	28	44	44	66	66	68	68	1851	1851	2427	2427
Rural Areas	Within 24 hours	1083	1083	150	150	1955	1955	2316	2316	212	212	6827	6827	12543	12543
Under Ground Cable Breakdowns														0	0
Cities and Towns	Within 12 hours	0	0	0	0	0	0	0	0	15	15	0	0	15	15
Rural Areas	Within 48 hours	0	0	0	0	0	0	348	348	5	5	0	0	353	353
Distribution Transformer Failure															
Cities and Towns	Within 24 hours	271	271	78	78	128	128	67	67	204	204	1763	1763	2511	2511
Rural Areas	Within 48 hours	1534	1534	229	229	3823	3823	1844	1844	1378	1378	4764	4764	13572	13572
Period of Scheduled outage															
Maximum duration in a single stretch	Not to exceed 12 hours	466	466	0	0	1598	1598	0	0	0	0	0	0	2064	2064
Restoration of supply	By not later than 6-00 PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voltage fluctuations															
No expansion/enhancement of network involved	Within 10 days	0	0	258	258	995	995	195	195	129	129	263	263	1840	1840
Up-gradation of distribution system required	Within 120 days	0	0	83	83	473	473	251	251	161	161	0	0	968	968
Erection of Substation	Within the time period as approved by the Commission	0	0	0	0	0	0	4	4	29	29	0	0	33	33
Meter Complaints															
Inspection and replacement of slow /fast/creeping /stuckup meters	Inspection within 7 days in towns and cities	340	340	4849	4849	5930	5930	1883	1869	5275	5275	137054	137054	155331	155317
Replacement of burnt meters if cause attributable to Licensee	Within 7 days	0	0	181	181	231	231	274	274	24	24	1792	1792	2502	2502
Replacement of burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	0	0	324	324	2053	2053	119	119	19	19	786	786	3301	3301
Application of new connection/additional load														0	0
Connection feasible from existing network															
Release of Supply	Within 30 days of receipt of application (along with prescribed charges)	43925	43925	80970	80970	36490	36490	40210	39748	65076	65076	44724	44724	311395	310933
Network expansion/enhancement required to release supply															

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		Vijayawada		Guntur		Ongole		Nellore		Tirupati		Kadapa		Received	Attended	
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended			
Release of supply - Low Tension(With Agl.)	Within 30 days of receipt of prescribed charges	8021	8021	6843	6843	8929	8929	12742	12697	33113	29293	21002	21002	90650	86785	**
Release of supply - Low Tension(Without Agl.)		6696	6696	4015	4015	7956	7956	8815	8815	18449	18449	6802	6802	52733	52733	
Release of supply - 11 KV	Within 60 days of receipt of prescribed charges	19	19	68	68	30	30	20	20	62	37	17	17	216	191	**
Release of supply - 33 KV	Within 90 days of receipt of prescribed charges	0	0	0	0	0	0	0	0	3	3	0	0	3	3	
Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	0	0	0	0	0	0	1	1	0	0	0	0	1	1	
Erection of Substation required for release of supply	Within the time period approved by the Commission	0	0	0	0	0	0	1	1	1	1	0	0	2	2	
Transfer of ownership and conversion of services																
Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee if any	1078	1078	1480	1480	649	649	1275	1206	1279	1260	1251	1251	7012	6924	**
Change of Category	Within 7 days along with necessary documents and prescribed fee if any	285	285	1060	1060	488	488	525	481	580	578	144	144	3082	3036	**
Conversion from LT 1 ph to LT 3ph and vice Versa	Within 30 days of payment of charges by the consumer	0	0	28	28	83	83	218	208	40	40	67	67	436	426	**
Conversion from LT to HT and Vice-Versa	Within 60 days of payment of charges by the consumer	0	0	0	0	0	0	4	4	2	2	0	0	6	6	
Resolution of complaints on consumer's bill																
If additional information is required	Within 7 working days of receipt of complaint	0	0	368	368	596	596	2626	2626	376	356	0	0	3966	3946	**
If no additional information is required	Within 24 working hours of receipt of complaint	250	250	906	906	4807	4807	0	0	75	75	206	206	6244	6244	
Reconnection of supply following disconnection due to non-payment of bills																
Cities and Towns	Within 4 working hours of production of proof of payment by consumer	0	0	56278	56278	277440	277440	69078	69078	2361	2361	0	0	405157	405157	

** With in the stipulated time

SOUTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED:: TIRUPATI

Compensation awarded for the year 2009-2010

2009-2010				
S.No	C.G.No & Date & Circle	Date of Order	Compensation Awarded	Brief Cause
1	20/09-10 Dt:1-7-09 Tirupati	27-7-09	Rs 1050/-	Delay in effecting the change of category
2	24/09-10 Dt:18-7-09 Vijayawada	5-9-09	Rs 1650/-	Delay in release of Agricultural service
3	32/09-10 Dt:5-8-09 Guntur	17-9-09	Rs 500/-	Delay in revision of wrong billing
4	44/09-10 Dt:7.10.09 Nellore	13-11-09	Rs 4575/-	Delay in revision of wrong billing
5	41/09-10 Dt:24.9.09 Tirupati	13-11-09	Rs 4175/-	Delay in revision of wrong billing