

STANDARDS OF PERFORMANCE FOR THE YEAR 2008-09

| Service Area | Complaints for the year 2008-09 | | | | | | | | | | | | APSPDCL Apr'08 to Mar'09 | | | Overall Standard of Performance | |
|--|---------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------------------------|----------|---------|------------------------------------|--------------|
| | Vijayawada | | Guntur | | Ongole | | Nellore | | Tirupati | | Kadapa | | Received | Attended | Balance | Target (%) | Achieved (%) |
| | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | | | | | |
| Normal Fuse Off | | | | | | | | | | | | | | | | | |
| Cities and Towns | 15291 | 15291 | 4116 | 4116 | 14742 | 14742 | 14537 | 14537 | 7024 | 7024 | 38831 | 38831 | 94541 | 94541 | 0 | 99 | 100.00 |
| Rural Areas | 30753 | 30753 | 4117 | 4117 | 138816 | 138816 | 16915 | 16915 | 570 | 570 | 22949 | 22949 | 214120 | 214120 | 0 | 99 | 100.00 |
| Overhead Line/Cable breakdowns | | | | | | | | | | | | | | | | | |
| Cities and Towns | 200 | 200 | 35 | 35 | 72 | 72 | 60 | 60 | 144 | 144 | 161 | 161 | 672 | 672 | 0 | 95 | 100.00 |
| Rural Areas | 825 | 825 | 384 | 384 | 1632 | 1632 | 78 | 78 | 222 | 222 | 2214 | 2214 | 5355 | 5355 | 0 | 95 | 100.00 |
| Under Ground Cable Breakdowns | | | | | | | | | | | | | | | | | |
| Cities and Towns | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 95 | 100.00 |
| Rural Areas | 0 | 0 | 0 | 0 | 11 | 11 | 1 | 1 | 17 | 17 | 0 | 0 | 29 | 29 | 0 | 95 | 100.00 |
| Distribution Transformer Failure | | | | | | | | | | | | | | | | | |
| Cities and Towns | 76 | 76 | 149 | 149 | 43 | 43 | 2647 | 2647 | 597 | 597 | 194 | 194 | 3706 | 3706 | 0 | 95 | 100.00 |
| Rural Areas | 746 | 746 | 455 | 455 | 1390 | 1390 | 565 | 565 | 251 | 251 | 2315 | 2315 | 5722 | 5722 | 0 | 95 | 100.00 |
| Period of Scheduled outage | | | | | | | | | | | | | | | | | |
| Maximum duration in a single stretch | 11829 | 11829 | 6 | 6 | 913 | 913 | 8 | 8 | 0 | 0 | 51 | 51 | 12807 | 12807 | 0 | 95 | 100.00 |
| Restoration of supply | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 95 | 100.00 |
| Voltage fluctuations | | | | | | | | | | | | | | | | | |
| No expansion/enhancement of network involved | 221 | 221 | 122 | 122 | 1031 | 1031 | 307 | 307 | 32 | 32 | 231 | 231 | 1944 | 1944 | 0 | 97 | 100.00 |
| Up-gradation of distribution system required | 1557 | 1557 | 214 | 214 | 814 | 814 | 0 | 0 | 0 | 0 | 0 | 0 | 2585 | 2585 | 0 | 97 | 100.00 |
| Erection of Substation | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 97 | 100.00 |
| Meter Complaints | | | | | | | | | | | | | | | | | |
| Inspection and replacement of Slow /fast/creeping /stuckup meters | 84513 | 84513 | 5001 | 5001 | 10869 | 10869 | 522 | 518 | 875 | 875 | 62196 | 62196 | 163976 | 163972 | 4 ** | 97 | 100.00 |
| Replacement of burnt meters if cause attributable to Licensee | 379 | 379 | 272 | 272 | 447 | 447 | 199 | 199 | 91 | 91 | 400 | 400 | 1788 | 1788 | 0 | 97 | 100.00 |
| Replacement of burnt meters if cause attributable to consumer | 2720 | 2720 | 198 | 198 | 2392 | 2392 | 16 | 16 | 55 | 55 | 394 | 394 | 5775 | 5775 | 0 | 97 | 100.00 |
| Application of new connection/additional load Connection feasible from existing network | | | | | | | | | | | 11 | 11 | 11 | 11 | 0 | 97 | 100.00 |
| Release of Supply | 67095 | 67095 | 68524 | 68524 | 41631 | 41631 | 22099 | 22098 | 59687 | 59687 | 22250 | 22250 | 281286 | 281285 | 1 | - | 100.00 |

| Service Area | Complaints for the year 2008-09 | | | | | | | | | | | | APSPDCL Apr'08 to Mar'09 | | | Overall Standard of Performance | |
|---|---------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------------------------|----------|---------|------------------------------------|--------------|
| | Vijayawada | | Guntur | | Ongole | | Nellore | | Tirupati | | Kadapa | | Received | Attended | Balance | Target (%) | Achieved (%) |
| | 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.) | 67175 | 67175 | 4362 | 4362 | 10163 | 10163 | 15375 | 15375 | 6242 | 6242 | 31666 | 31666 | 134983 | 134983 | 0 | - | 100.00 |
| Release of supply - Low Tension(Without Agl.) | 49190 | 49190 | 1616 | 1616 | 4834 | 4834 | 8228 | 8228 | 3290 | 3290 | 9888 | 9888 | | | | | |
| Release of supply - 11 KV | 72 | 72 | 1 | 1 | 15 | 15 | 8 | 8 | 59 | 59 | 19 | 19 | 174 | 174 | 0 | - | 100.00 |
| Release of supply - 33 KV | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 4 | 4 | 10 | 10 | 0 | - | 100.00 |
| Release of supply - Extra High Tension | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - | 100.00 |
| Erection of Substation required for release of supply | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | - | 100.00 |
| Transfer of ownership and conversion of services | | | | | | | | | | | | | | | | | |
| Title transfer of ownership | 456 | 456 | 1891 | 1891 | 1755 | 1755 | 1277 | 1263 | 443 | 443 | 1197 | 1197 | 7019 | 7005 | 14** | - | 100.00 |
| Change of Category | 2260 | 2260 | 709 | 709 | 1742 | 1742 | 245 | 241 | 141 | 141 | 184 | 184 | 5281 | 5277 | 4** | - | 100.00 |
| Conversion from LT 1 ph to LT 3ph and vice Versa | 181 | 181 | 15 | 15 | 42 | 42 | 204 | 204 | 270 | 270 | 103 | 103 | 815 | 815 | 0 | - | 100.00 |
| Conversion from LT to HT and Vice-Versa | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 30 | 30 | 0 | 0 | 33 | 33 | 0 | - | 100.00 |
| Resolution of complaints on consumer's bill | | | | | | | | | | | | | | | | | |
| If additional information is required | 1695 | 1695 | 933 | 932 | 3453 | 3453 | 29 | 28 | 310 | 310 | 266 | 266 | 6686 | 6684 | 2 | 99.9 | 99.97 |
| If no additional information is required | 8244 | 8244 | 1902 | 1812 | 4782 | 4782 | 16 | 16 | 128 | 128 | 94 | 94 | 16166 | 15076 | 90** | 99.9 | 100.00 |
| Reconnection of supply following disconnection due to non-payment of bills | | | | | | | | | | | | | | | | | |
| Cities and Towns | 346902 | 346902 | 38516 | 38316 | 328283 | 328283 | 90 | 90 | 346 | 346 | 76 | 76 | 714013 | 714013 | 0 | - | 100.00 |

** With in the stipulated time

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


Details of Compensation awarded for the year 2008-09

| S.No | C.G.No. & Date & Circle | Date of Order | Compensation awarded | Brief cause |
|------|-----------------------------------|---------------|----------------------|---|
| 1 | 45/08-09, Dt.09-01-09, Nellore | 12-03-09 | Rs.2000 /- | 40 days delay in releasing of service |
| 2 | 53/08-09, Dt.31-01-09, Guntur | 16-03-09 | Rs. 200 /- | Revision of bill was taken place in time but not properly. Hence cost of complaint Rs.200/- was awarded |
| 3 | 55/08-09, Dt.11-02-09, Nellore | 27-02-09 | Rs. 2700 /- | 108 days delay in revision of C.C.Bill |

CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED
APCPDCL
STANDARDS OF PERFORMANCE FOR THE YEAR 2008-09

Complaints for the year 2008-09

| Service Area | Hyd (C) | | Hyd(N) | | Hyd (S) | | Ranga Reddy (S) | | Ranga Reddy (N) | | Nalgonda | | Medak | | Kurnool | | Mahabubnagar | | Ananthapur | | APCPDCL APRIL'08 TO MARCH'09 | | | Overall standard of Performance | |
|---|----------|----------|----------|----------|----------|----------|-----------------|----------|-----------------|----------|----------|----------|----------|----------|----------|----------|--------------|----------|------------|----------|---------------------------------|------------|--------------|------------------------------------|-----|
| | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Balance | Target (%) | Achieved (%) | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | |
| Normal Fuse Off | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cities and Towns | 139652 | 139652 | 213003 | 213003 | 228426 | 228426 | 37549 | 37549 | 35485 | 35485 | 206 | 206 | 136672 | 136672 | 56118 | 56118 | 48714 | 48714 | 58560 | 58560 | 954385 | 954385 | 0 | 100 | 100 |
| Rural Areas | 0 | 0 | 0 | 0 | 0 | 0 | 30832 | 30832 | 5273 | 5273 | 57 | 57 | 125124 | 125124 | 52284 | 52284 | 11467 | 11467 | 31982 | 31982 | 257019 | 257019 | 0 | 100 | 100 |
| Overhead Line/Cable breakdowns | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cities and Towns | 296 | 296 | 808 | 808 | 425 | 425 | 877 | 877 | 845 | 845 | 27 | 27 | 2084 | 2084 | 159 | 159 | 247 | 247 | 159 | 159 | 5927 | 5927 | 0 | 100 | 100 |
| Rural Areas | 0 | 0 | 0 | 0 | 0 | 0 | 474 | 474 | 230 | 230 | 113 | 113 | 21696 | 21696 | 315 | 315 | 1357 | 1357 | 1540 | 1540 | 25725 | 25725 | 0 | 100 | 100 |
| Under Ground cable Breakdowns | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cities and Towns | 47 | 47 | 0 | 0 | 83 | 83 | 33 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 13 | 176 | 176 | 0 | 100 | 100 |
| Rural Areas | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 35 | 35 | 68 | 68 | 0 | 100 | 100 |
| Distribution Transformer Failure | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cities and Towns | 78 | 78 | 204 | 204 | 339 | 339 | 763 | 763 | 373 | 373 | 127 | 127 | 301 | 301 | 89 | 89 | 252 | 252 | 253 | 253 | 2779 | 2779 | 0 | 100 | 100 |
| Rural Areas | 0 | 0 | 0 | 0 | 0 | 0 | 744 | 744 | 262 | 262 | 1720 | 1720 | 3967 | 3967 | 1777 | 1777 | 7960 | 7960 | 4854 | 4854 | 21284 | 21284 | 0 | 100 | 100 |
| Period of Schedule outage | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maximum duration in a single stretch | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 30 | 30 | 30 | 0 | 100 | 100 |
| Restoration of supply | 9398 | 9398 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 40 | 9438 | 9438 | 0 | 100 | 100 |
| Voltage fluctuations | | | | | | | | | | | | | | | | | | | | | | | | | |
| No expansion/enhancement of network in volved | 7829 | 7829 | 684 | 684 | 28 | 28 | 66 | 66 | 1364 | 1364 | 75 | 75 | 192 | 192 | 88 | 88 | 143 | 143 | 214 | 214 | 10683 | 10683 | 0 | 100 | 100 |
| Up-gradation of distribution system required | 9397 | 9397 | 120 | 120 | 7 | 7 | 31 | 31 | 215 | 215 | 19 | 19 | 112 | 112 | 11 | 11 | 194 | 194 | 287 | 287 | 10393 | 10393 | 0 | 100 | 100 |
| Erection of Sub station | 0 | 0 | 2 | 2 | 0 | 0 | 22 | 22 | 8 | 8 | 0 | 0 | 12 | 12 | 0 | 0 | 2 | 2 | 23 | 23 | 69 | 69 | 0 | 100 | 100 |
| Meter complaints | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inspection and replacement of Slow/fast /creeping /stuckup meters | 6638 | 6638 | 14 | 14 | 126 | 126 | 7703 | 7703 | 12209 | 12209 | 5 | 5 | 2568 | 2568 | 173 | 173 | 4772 | 4772 | 24703 | 21844 | 58911 | 56052 | 2859 | 95 | 95 |
| Replacement of burnt meters if cause attributable to Licensee | 133 | 133 | 0 | 0 | 0 | 0 | 491 | 491 | 0 | 0 | 0 | 0 | 1388 | 1388 | 0 | 0 | 0 | 0 | 1557 | 1557 | 3569 | 3569 | 0 | 100 | 100 |
| Replacement of burnt meters if cause attributable to consumer | 131 | 131 | 0 | 0 | 259 | 259 | 1025 | 1025 | 436 | 436 | 37 | 37 | 1268 | 1268 | 23 | 23 | 65 | 65 | 941 | 941 | 4185 | 4185 | 0 | 100 | 100 |
| Application of new connection/additional load | | | | | | | | | | | | | | | | | | | | | | | | | |
| connection feasible from existing network | | | | | | | | | | | | | | | | | | | | | | | | | |
| Release of supply | 31246 | 31246 | 4402 | 4402 | 12312 | 12312 | 12735 | 12735 | 48168 | 48168 | 17881 | 17881 | 0 | 0 | 48726 | 48726 | 18002 | 18002 | 30589 | 30159 | 224261 | 223831 | 430 | 99 | 99 |



SUPERINTENDING ENGINEER
(Commercial & RAC)
APCPDCL, Corporate Office,
Mini Compound, Hyderabad 50

CENTRAL POWER DISTRIBUTION COMPANY OF AP LIMITED
APCPDCL
STANDARDS OF PERFORMANCE FOR THE YEAR 2008-09

| Service Area | Complaints for the year 2008-09 | | | | | | | | | | | | | | | | | | | | | | | | Overall standard of Performance | |
|--|---------------------------------|----------|----------|----------|----------|----------|-----------------|----------|-----------------|----------|----------|----------|----------|----------|----------|----------|--------------|----------|------------|----------|------------------------------|----------|---------|------------|---------------------------------|--|
| | Hyd (C) | | Hyd(N) | | Hyd (S) | | Ranga Reddy (S) | | Ranga Reddy (N) | | Nalgonda | | Medak | | Kurnool | | Mahabubnagar | | Ananthapur | | APCPDCL APRIL'08 TO MARCH'09 | | | | | |
| | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Balance | Target (%) | Achieved (%) | |
| Network expansion/enhancement required to release supply | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Release of supply - Low Tension (with agl.) | 38236 | 38236 | 0 | 0 | 0 | 0 | 21098 | 21098 | 3719 | 3719 | 4861 | 4861 | 0 | 0 | 5250 | 5250 | 9535 | 9535 | 2063 | 138 | 84762 | 82837 | 1925 | 97 | 97 | |
| Release of supply - Low Tension (without agl.) | 38236 | 38236 | 3466 | 3466 | 1426 | 1426 | 34327 | 34327 | 38550 | 38550 | 0 | 0 | 1200 | 1200 | 2749 | 2749 | 4773 | 4773 | 11312 | 11312 | 136039 | 136039 | 0 | 100 | 100 | |
| Release of supply - 11 KV | 16 | 16 | 172 | 172 | 14 | 14 | 17 | 17 | 256 | 256 | 60 | 60 | 104 | 104 | 30 | 30 | 76 | 76 | 15 | 15 | 760 | 760 | 0 | 100 | 100 | |
| Release of supply - 33 KV | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 24 | 4 | 4 | 0 | 0 | 2 | 2 | 6 | 6 | 6 | 6 | 42 | 42 | 0 | 100 | 100 | |
| Release of supply - Extra High Tension | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 11 | 11 | 7 | 7 | 19 | 19 | 0 | 100 | 100 | |
| 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 | 3 | 3 | 3 | 3 | 0 | 100 | 100 | |
| Transfer of ownership and conversion of services | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Title transfer of ownership | 4021 | 4021 | 2231 | 2231 | 3308 | 3308 | 6051 | 6051 | 11181 | 11181 | 845 | 845 | 104 | 104 | 1612 | 1612 | 739 | 739 | 380 | 380 | 30472 | 30472 | 0 | 100 | 100 | |
| Change of category | 1301 | 1301 | 955 | 955 | 215 | 215 | 1240 | 1240 | 4073 | 4073 | 45 | 45 | 380 | 380 | 220 | 220 | 151 | 151 | 1086 | 1086 | 9666 | 9666 | 0 | 100 | 100 | |
| Conversion from LT 1 ph to LT 3 ph and vice Versa | 687 | 687 | 531 | 531 | 256 | 256 | 219 | 219 | 821 | 821 | 0 | 0 | 892 | 892 | 281 | 281 | 152 | 152 | 74 | 74 | 3913 | 3913 | 0 | 100 | 100 | |
| Conversion from LT to HT and vice- Versa | 5 | 5 | 0 | 0 | 0 | 0 | 48 | 48 | 3 | 3 | 0 | 0 | 0 | 0 | 5 | 5 | 25 | 25 | 16 | 16 | 102 | 102 | 0 | 100 | 100 | |
| Resolution of complaints on consumer's bill | | | | | | | | | | | | | | | | | | | | | | | | | | |
| If additional information is required | 4994 | 4994 | 6600 | 6600 | 7 | 7 | 828 | 828 | 11720 | 11720 | 185 | 185 | 6176 | 6176 | 5402 | 5402 | 216 | 216 | 367 | 367 | 36495 | 36495 | 0 | 100 | 100 | |
| If no additional information is required | 374 | 374 | 0 | 0 | 58 | 58 | 2133 | 2133 | 0 | 0 | 0 | 0 | 0 | 0 | 86 | 86 | 0 | 0 | 2166 | 2166 | 4817 | 4817 | 0 | 100 | 100 | |
| Reconnection of supply following disconnection due to non-payment of bills | | | | | | | | | | | | | | | | | | | | | | | | | | |
| cities and Towns | 7646 | 7646 | 134040 | 134040 | 17364 | 17364 | 146095 | 146095 | 244493 | 244493 | 0 | 0 | 3104 | 3104 | 134040 | 134040 | 17723 | 17723 | 32658 | 32658 | 737163 | 737163 | 0 | 100 | 100 | |

DETAILS OF COMPENSATION AWARDED FOR THE YEAR 2008-09

| Sl. No. | C.G. No. & Date & Circle | Date of Order | Compensation Awarded | Brief Cause |
|----------------|---|----------------------|-----------------------------|--|
| 1. | 214/10.04.08, Adilbad | 19.04.2008 | 150-00 | Delay in release of service connection. |
| 2. | 215/16.04.08, Warangal | 16.05.08 | 300-00 | Collection of revised development charges for release of additional load |

LICENSEES STANDARDS OF PERFORMANCE REGULATION No." 7" OF 2004 NPDCL WARANGAL 2008-09

| Sl. No. | Service Area | Complaints for the year 2008-09 | | | | | | | | | | Total APNPDCL | | Overall standard of performance | |
|---------|--|---------------------------------|----------|------------|----------|----------|----------|----------|----------|----------|----------|---------------|----------|---------------------------------|------------|
| | | Warangal | | Karimnagar | | Khammam | | Nizambad | | Adilabad | | Received | Attended | Target% | Achieved % |
| | | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | | | | |
| 1 | Normal Fuse-Off | | | | | | | | | | | | | | |
| | a)Cities and Towns | 6814 | 6814 | 8141 | 8141 | 5492 | 5492 | 8002 | 8002 | 5317 | 5317 | 33766 | 33766 | 99.00% | 100 |
| | b)Rural Area | 8042 | 8042 | 12534 | 12534 | 7569 | 7569 | 9065 | 9065 | 6531 | 6531 | 43741 | 43741 | 99.00% | 100 |
| 2 | Overhead Line /Cable breakdowns | | | | | | | | | | | | | | |
| | a)Cities and Towns | 0 | 0 | 0 | 0 | 0 | 0 | 156 | 156 | 16 | 16 | 172 | 172 | 95.00% | 100 |
| | b)Rural Area | 467 | 460 | 0 | 0 | 32 | 32 | 0 | 0 | 11 | 11 | 510 | 503 | 95.00% | 98.63 |
| 3 | Underground Cable breakdowns | | | | | | | | | | | | | | |
| | a)Cities and Towns | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 95.00% | |
| | b)Rural Area | 72 | 71 | 0 | 0 | 93 | 91 | 0 | 0 | 0 | 0 | 165 | 162 | 95.00% | 98 |
| 4 | Distribution Transformer failure | | | | | | | | | | | | | | |
| | a)Cities and Towns | 65 | 65 | 123 | 123 | 54 | 54 | 133 | 133 | 63 | 63 | 438 | 438 | 95.00% | 100 |
| | b)Rural Area | 2466 | 2466 | 1986 | 1986 | 1134 | 1134 | 3395 | 3395 | 1284 | 1284 | 10265 | 10265 | 95.00% | 100 |
| 5 | Period of Scheduled Outages | | | | | | | | | | | | | | |
| | Maximum duration in single stretch | 334 | 333 | 0 | 0 | 103 | 103 | 0 | 0 | 0 | 0 | 437 | 436 | 95.00% | 100 |
| | Restoration of Supply | 0 | 0 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 7 | 7 | 95.00% | 100 |
| 6 | Voltage Fluctuations | | | | | | | | | | | | | | |
| | No expansion/enhancement of network involved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Upgradation of distribution system required | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Erection of Sub-Station | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 7 | Meter Complaints | | | | | | | | | | | | | | |
| | Inspection and replcement of slow,fast/screeping,stuck-up meters | 36155 | 36155 | 42175 | 42175 | 41914 | 41914 | 34000 | 34000 | 19185 | 19185 | 173429 | 173429 | 97.00% | 100 |
| | Replace burnt meters if cause attributable to Licensee | 402 | 401 | 0 | 0 | 0 | 0 | 10 | 10 | 11 | 11 | 423 | 422 | 97.00% | 100 |

| | | | | | | | | | | | | | | | |
|----|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|-----|
| | Replace burnt meters if cause attributable to Consumer | 0 | 0 | 0 | 0 | 0 | 0 | 120 | 120 | 0 | 0 | 120 | 120 | 0.00% | 100 |
| 8 | Application of new connection/additional load | | | | | | | | | | | | | | |
| | Connection feasible from existing network | | | | | | | | | | | | | | |
| | a)Cities, Towns and Rural Release of supply | 27801 | 27801 | 27558 | 27558 | 24807 | 24807 | 30295 | 30295 | 29391 | 29391 | 139852 | 139852 | | 100 |
| 9 | Network expansion/enhancement required to release supply | | | | | | | | | | | | | | |
| | Release of supply - Low Tension(with Agl.) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Release of supply - Low Tension(without Agl) | 273 | 273 | 360 | 360 | 394 | 394 | 800 | 800 | 645 | 645 | 2472 | 2472 | | 100 |
| | Release of supply High Tension 11KV | 25 | 25 | 32 | 32 | 49 | 49 | 19 | 19 | 40 | 40 | 165 | 165 | | 100 |
| | Release of supply High Tension 33KV | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Release of supply Extra High Tension 132KV | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Erection of Sub-Station required for release of supply | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 10 | Transfer of ownership and conversion of services | | | | | | | | | | | | | | |
| | Title transfer of ownership | 878 | 877 | 246 | 205 | 388 | 388 | 252 | 252 | 73 | 73 | 1837 | 1795 | | 98 |
| | Change of Category | 961 | 959 | 414 | 363 | 262 | 262 | 120 | 120 | 56 | 56 | 1813 | 1760 | | 97 |
| | Conversion from LT 1-ph to LT 3-ph and vice-versa | 0 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 9 | 9 | | 100 |
| | Conversion from LT to HT and vice-versa | 0 | 0 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 12 | 12 | | 100 |
| 11 | Resolution of Complaints on consumer's bill | | | | | | | | | | | | | | |
| | If additional information is required | 0 | 0 | 0 | 0 | 180 | 180 | 185 | 185 | 43 | 43 | 408 | 408 | 99.90% | 100 |
| | If no additional information is required | 0 | 0 | 0 | 0 | 218 | 218 | 211 | 211 | 35 | 35 | 464 | 464 | 99.90% | 100 |
| 12 | Reconnection of supply following disconnection due to non-payment of bills | | | | | | | | | | | | | | |
| | a)Cities and Towns | 13057 | 13057 | 12060 | 12060 | 9532 | 9532 | 10707 | 10707 | 8592 | 8592 | 53948 | 53948 | | 100 |
| | b)Rural Area | 9717 | 9717 | 10065 | 10065 | 8138 | 8138 | 10255 | 10255 | 12186 | 12186 | 50361 | 50361 | | 100 |

**EASTERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED
VISAKHAPATNAM**

Details of Compensation awarded for the 2008-09

| Sl. No. | C.G.No. & Date & Circle | Date of Order | Compensation awarded | Brief Cause |
|---------|--------------------------|---------------|---------------------------------|--|
| 1 | 297/08, 13-11-2008 Eluru | 30.01.2009 | Rs.250/- per each day of delay. | Orders were originally issued awarding compensation @ Rs.250/- per each day upto the date of release of supply. Later on, the AAE/O/Nallajerla in his letter Dt.13.02.2009 intimation that service has been released on 12.02.09. Hence, in Lr.No.1132/09 Dt.20.02.09 Forum addressed to pay compensation for 107 days. Total amounting to Rs.26750/-. |

STANDARDS OF PERFORMANCE FOR THE YEAR 2008-09

| Service Area | Complaints for the year 2008-09 | | | | | | | | | | APEPDCL Apr'08 to Mar'09 | | | Overall Standard of Performance | |
|---|---------------------------------|----------|--------------|----------|---------------|----------|-------------|----------|----------|----------|--------------------------|----------|---------|---------------------------------|--------------|
| | Srikakulam | | Vizianagaram | | Visakhapatnam | | Rajahmundry | | Eluru | | Received | Attended | Balance | Target (%) | Achieved (%) |
| | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | | | | | |
| Normal Fuse Off | | | | | | | | | | | | | | | |
| Cities and Towns | 10976 | 10964 | 4128 | 4126 | 51850 | 51775 | 57453 | 57442 | 14826 | 14786 | 139233 | 139093 | 140 | 95 | 99.90 |
| Rural Areas | 6974 | 6966 | 598 | 598 | 622 | 622 | 1261 | 1260 | 984 | 984 | 10439 | 10430 | 9 | 95 | 99.91 |
| Overhead Line/Cable breakdowns | | | | | | | | | | | | | | | |
| Cities and Towns | 67 | 67 | 69 | 69 | 110 | 110 | 62 | 62 | 84 | 84 | 392 | 392 | 0 | 95 | 100.00 |
| Rural Areas | 615 | 615 | 416 | 416 | 173 | 173 | 305 | 305 | 530 | 530 | 2039 | 2039 | 0 | 95 | 100.00 |
| Under Ground Cable Breakdowns | | | | | | | | | | | | | | | |
| Cities and Towns | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 1 | 1 | 6 | 6 | 0 | 95 | 100.00 |
| Rural Areas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0.00 |
| Distribution Transformer Failure | | | | | | | | | | | | | | | |
| Cities and Towns | 24 | 24 | 22 | 22 | 78 | 77 | 12 | 11 | 110 | 109 | 246 | 243 | 3 | 95 | 98.78 |
| Rural Areas | 1140 | 1128 | 580 | 550 | 914 | 911 | 1930 | 1916 | 2566 | 2557 | 7130 | 7062 | 68 | 95 | 99.05 |
| Period of Scheduled outage | | | | | | | | | | | | | | | |
| Maximum duration in a single stretch | 125 | 125 | 48 | 48 | 304 | 304 | 589 | 589 | 115 | 115 | 1181 | 1181 | 0 | 95 | 100.00 |
| Restoration of supply | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | - |
| Voltage fluctuations | | | | | | | | | | | | | | | |
| No expansion/enhancement of network involved | 179 | 177 | 155 | 155 | 6230 | 6158 | 3894 | 3892 | 803 | 802 | 11261 | 11184 | 77 | 95 | 99.32 |
| Up-gradation of distribution system required | 180 | 180 | 57 | 57 | 3815 | 3815 | 2047 | 2046 | 601 | 601 | 6700 | 6699 | 1 | 95 | 99.99 |
| Erection of Substations | 8 | 8 | 0 | 0 | 0 | 0 | 8 | 8 | 13 | 13 | 29 | 29 | 0 | 95 | 100.00 |
| Meter Complaints | | | | | | | | | | | | | | | |
| Inspection and replacement of Slow/fast/creeping/stuckup meters | 201 | 196 | 87 | 85 | 2546 | 2526 | 1280 | 1272 | 415 | 411 | 4529 | 4490 | 39 | 95 | 99.14 |
| Replacement of burnt meters if cause attributable to Licensee | 250 | 250 | 8 | 8 | 127 | 124 | 2400 | 2400 | 499 | 499 | 3284 | 3281 | 3 | 95 | 99.91 |
| Replacement of burnt meters if cause attributable to consumer | 42 | 42 | 188 | 188 | 24 | 22 | 169 | 167 | 80 | 78 | 503 | 497 | 6 | 95 | 98.81 |
| Application of new connection/additional load | | | | | | | | | | | | | | | |
| Connection feasible from existing network | | | | | | | | | | | | | | | |
| Release of Supply | 3320 | 3291 | 6170 | 6117 | 26596 | 26226 | 24021 | 23964 | 17155 | 16937 | 77262 | 76535 | 727 | 95 | 99.06 |

Note : Balance pending are resolved with in stipulated time

STANDARDS OF PERFORMANCE FOR THE YEAR 2008-09

| Service Area | Complaints for the year 2008-09 | | | | | | | | | | APEPDCL Apr'08 to Mar'09 | | | Overall Standard of Performance | |
|---|---------------------------------|----------|--------------|----------|---------------|----------|-------------|----------|----------|----------|--------------------------|----------|---------|---------------------------------|--------------|
| | Srikakulam | | Vizianagaram | | Visakhapatnam | | Rajahmundry | | Eluru | | Received | Attended | Balance | Target (%) | Achieved (%) |
| | Received | Attended | Received | Attended | Received | Attended | Received | Attended | Received | Attended | | | | | |
| Network expansion/enhancement required to release supply | | | | | | | | | | | | | | | |
| Release of Supply - Low Tension (with Agl.) | 1852 | 1815 | 1509 | 1475 | 1367 | 1327 | 1362 | 1306 | 2733 | 2676 | 8823 | 8599 | 224 | - | 97.46 |
| Release of Supply - Low Tension (without Agl.) | 805 | 793 | 937 | 915 | 5954 | 5920 | 3089 | 3050 | 1489 | 1464 | 12274 | 12142 | 132 | - | 98.92 |
| Release of supply - 11KV | 335 | 305 | 363 | 343 | 1262 | 1240 | 2052 | 2022 | 3545 | 3511 | 7557 | 7421 | 136 | - | 98.20 |
| Release of supply - 33KV | 0 | 0 | 1 | 1 | 14 | 14 | 1 | 1 | 3 | 3 | 19 | 19 | 0 | - | 100.00 |
| Release of supply - Extra High Tension | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | - | 100.00 |
| Erection of Substation required for release of supply | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | - | 100.00 |
| Transfer of ownership and conversion of service | | | | | | | | | | | | | | | |
| Title transfer of ownership | 349 | 346 | 466 | 458 | 3577 | 3533 | 1828 | 1796 | 1271 | 1233 | 7491 | 7366 | 125 | - | 98.33 |
| Change of Category | 501 | 495 | 563 | 556 | 3107 | 3058 | 2205 | 2169 | 1371 | 1331 | 7747 | 7609 | 138 | - | 98.22 |
| Conversion from LT 1 Ph to LT 3Ph and vice Versa | 2 | 2 | 1 | 1 | 557 | 557 | 5 | 3 | 8 | 7 | 573 | 570 | 3 | - | 99.48 |
| Conversion from LT to HT and vice Versa | 0 | 0 | 2 | 2 | 6 | 6 | 29 | 29 | 10 | 10 | 47 | 47 | 0 | - | 100.00 |
| Resolution of complaints on consumer's bill | | | | | | | | | | | | | | | |
| If additional information is required | 2150 | 2150 | 156 | 156 | 829 | 816 | 65 | 65 | 77 | 77 | 3277 | 3264 | 13 | - | 99.60 |
| If no additional information is required | 3350 | 3350 | 26 | 26 | 59 | 52 | 81 | 81 | 92 | 92 | 3608 | 3601 | 7 | - | 99.81 |
| Reconnection of supply following disconnection due to non-payment of bills | | | | | | | | | | | | | | | |
| Cities and Towns | 1500 | 1500 | 980 | 958 | 34692 | 34692 | 4320 | 4320 | 17990 | 17990 | 59482 | 59460 | 22 | - | 99.96 |

Note : Balance pending are resolved with in stipulated time