



SOUTHERN POWER DISTRIBUTION COMPANY OF T.S.LTD.
6-1-50, Corporate Office, Mint Compound, Hyderabad - 500 004

O/o. The Chief General Manager (Commercial),
TGSPDCL, Ground Floor, Corporate Office,
Mint Compound, Hyderabad.

Circular Memo No. CGM (Comml)/SE(C)/DE(EoDB)/ADE-EoDB/D.No.215/24,Dt.29-06-2024

Sub: CGM/Commercial/TGSPDCL– Ease of Doing Business Reforms - Online Dashboard development-Regarding

Ref: Business Reforms Action Plan- 2024 released by The Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Gov. of India

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In compliance with the Ease of Doing Business (EoDB), the DPIIT has mandated in Business Reforms Action Plan 2024 that the Telangana Southern Power Distribution Company Limited (TGSPDCL) to develop online dashboard for the following services. The details are available at <https://tgsouthernpower.org/>

1. Obtaining Electricity Connection
2. Property Registration - Mutation
3. Quality of electricity service

Accordingly, the online dashboard made in the TGSPDCL Web-portal covers features related to service timelines prescribed as per the Public Service Delivery Guarantee (PSDG) Act, total number of applications received, number of applications approved, average, median and minimum time taken for obtaining approvals, along with the average fee for completion of entire process. The dashboard is developed in the following format:

S.No	Particulars	Details
1	Time Limit prescribed as per the Public Service Guarantee Act	
2	Total Number of applications received	
3	Total Number of applications approved	
4	Average time taken to obtain approval	
5	Median time taken to obtain approval	
6	Minimum time taken to obtain approval	
7	Maximum time taken to obtain approval	
8	Average Fee for completion of entire process of obtaining approval	


For new connections and registrations, application-wise details are updated in the online portal with regard to date of application, date of approval and breakup of fee details with the following features.

S. No	Application no.	Application date	Approval date	Fee details break-up	Total Fee Charged

Further, an online dashboard is developed to provide division wise information on quality of electricity service supply with the following features:

S. No	Particulars	Details
1	Average Hours of Steady supply voltage supplied to consumers per week	
2	Number and hours of disruptions/ power cuts per week	
3	Reason for power disruptions	

All the dashboards are updated on a real-time basis.


 CHIEF GENERAL MANAGER
 COMMERCIAL, TGSPDCL, HYDERABAD

To:
 All the Superintending Engineers/Operation/.....

Copy to:
 The Chief General Manager/Operation/Metro Zone, Medchal Zone Rangareddy Zone and Rural Zone

The Chief General Manager/IPC, RAC, Revenue, Finance, Projects, P&MM

The Chief General Manager/O&M- Arrange to update Outages data in OMS portal

Copy submitted to:
 The Director/Commercial/TGSPDCL
 The Divisional Engineer/Technical to CMD/TGSPDCL