



**EASTERN POWER DISTRIBUTION COMPANY OF A.P.LIMITED
CONSUMER GRIEVANCES REDRESSAL FORUM::VISAKHAPATNAM**

1) Formation of Consumer Grievances Redressal Forum :-

In terms of Section 42 of the Electricity Act, 2003 the Consumer Grievances Redressal Forum was formed on 08-01-2005 in APEPDCL. This office is presently situated in Second floor, Vidyuth Sakha Buildings, Opp: Green Park Hotel, Visakhapatnam. The Forum consist of Chair Person, Member Revenue and Member Legal. The Forum Jurisdiction is five Districts relating to HT and LT Consumers.

2) Nature of Grievances being handled in the Forum:-

The following nature of Grievances are being handled in this Forum.

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| 1) Interruption/Failure of Power Supply . | 2) Voltage Complaints. |
| 3) Load shedding/Scheduled outages. | 4) Problems in metering. |
| 5) Billing problems. | 6) Delay in release of new services. |
| 7) Disconnection and reconnection of Power Supply. | 8) Any problems relating to Distribution of Power Supply. |

3) Publicity about formation of Forum:-

After formation of Consumer Grievances Redressal Forum, Publicity was given through all Daily News Papers under News Item about formation of this Forum. All APEPDCL legal Advisors and District Consumer Grievances Forums, were informed about formation of this Forum in APEPDCL. In each district press conferences were conducted and informed about the formation of Forum and Nature of Grievances being taken up. Broachers are also printed giving wide publicity in all offices of APEPDCL about the existence of Consumer Grievances Redressal Forum in APEPDCL and Nature of Grievances being handled. All Superintending Engineers have been directed to print on reverse of the bill about existence of Forum with Phone Number and Address of the Forum. Again about one lakh pamphlets have been sent to the agencies like Call Centres, E.R.O's and Section Offices for distribution among consumers for wide publicity about Electricity Consumer Forum.

4) Inspection of Call Centres and Review of Pendency and disposal beyond Resolving Time:-

All Electricity Call Centres in the Distribution Company are being inspected regularly and also being pursued with concerned Officers for clearing the pendency of application registered in the Electricity Call Centres within resolving time. There has been vast Improvement in clearing the pendency of Complaints at Call Centres after formation of this Forum. This drive is being continued and reviews are being conducted on the Monthly returns submitted by various Call Centres. The statement showing the Receipt and disposal of complaints at Call Centres in Major Eight Cities is enclosed.

5) Inspection of operation Section offices and Sub Division Offices to review the pendency and disposal:-

All Operation Section offices and Sub Division offices are also being inspected regularly about the action taken on the Consumer Grievances and movement of Electricity Meters and Release of New Service Connections to Consumers. The position of serving the bills to consumer with in time and periodical readings being taken under spot billing are also being reviewed. Further the position about Exceptions on Meter readings and attending to those exceptions promptly are also being reviewed.

6) Inspection of Electricity Revenue Offices:-

The Electricity Revenue Offices are also being inspected regularly to ascertain the position of Pending Consumer Grievances in E.R.O and time taken to dispose the Consumer Grievances including beyond Resolving Time. Maintenance of Complaints(Grievances) Register in E.R.O is also being reviewed. Similarly the lists of Exceptions on Meter readings are being reviewed at Section Offices. Further the Operation of 'D' Lists and Review remarks on the Operated 'D' Lists are also examined and action taken.

Thus every step is being taken to redress the Consumer Grievances with in the guaranteed standards of performance.

7) **Lectures during Training Classes:-** One and Half hours time is being allotted to consumer Forum to explain to the Trainees about Consumer Grievances Redressal Forum linked up with Revenue Matters. This is being explained and the need to solve Consumer Grievances within Resolving Time is being stressed.

8) **Complaints Position in the Consumer Grievances Redressal Forum:-**

In the Consumer Forum, the position of Complaints received & disposed are given below TO END OF August - 2005:

S.L.No	Month	Complaints Filed	Disposed	Balance Pendency	District Wise Compliants Recieved
1	3/05	2	2	Nil	Srikakulam - 1
2	4/05	2	2	Nil	Vizianagaram - 4
3	5/05	1	1	Nil	Visakhapatnam - 5
4	6/05	5	5	Nil	East Godavari - 4
5	7/05	4	4	Nil	West Godavari -7
6	8/05	7	5	02	
Total		21	19	02	21

The details of each Consumers Complaints and action taken are noted in the enclosed statement.

9) **Energy Audit:-**

Energy Audit of operation Circles Vizianagaram and Srikakulam were entrusted to this Forum. There is heavy percentage of loss of Energy and which was reviewed duly inspecting Lines and Sub stations etc. After inspection the matter was discussed with the Section Officers Assistant Divisional Engineers and Divisional Engineer/Operation and gave a programme of Works and suggested to reduce the Energy Line losses. Those details are given in the enclosed statements.

Resultantly there is a vast improvement in reduction of line Losses during July – 2005 based on the First phase of Programme of Works completed.

In the Second phase some more Works were completed and the percentage of Line Losses was reduced to Major extent in the Monthly Return of August – 2005 submitted in September - 2005. The Works includes bifurcation of Lengthy Lines Providing of Meters for Street Light Services, PW Services and Replacement Higher Capacity Distribution Transformers where there is no heavy Loads and to make arrangements for Paralleling of Power Transformers. Wherever being fed independently.

In Third phase rest of the Programmed Works will be completed early such as Replacement of Damage Breakers, Aged Conductor with suitable size Conductor and providing of Individual Breakers to bunched Feeders other works include such as Inspection and providing of AB Cable in Theft Prone and Slum areas and implementation of Voltage Profile improvement similarly Replacement of Three phase Distribution Transformer with Single phase Distribution Transformer where single phase Services available and bifurcation of Feeders having a Load of more than 100 Amps.

All Section Officers and Assistant Divisional Engineers have been advised to feed the details of Distribution Transformer Structure Code and Feeder Code so as to know Distribution Wise and Feeder Wise Line Losses for effective control.

Thus every effort is being taken to reduce the Line losses of APEPDCL and to improve the revenues.



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2nd Floor, Vidyuth Sakha Buildings, Opp:Greenpark Hotel, Visakhapatnam-530002. ☎:0891-2564704.

GUARANTEED STANDARD OF PERFORMANCE

Service Area	Standard	Service Area	Standard
1.Normal Fuse – off		2. Overhead Line/Cable break downs	
Cities and Towns -	Within 4 working Hrs.	Cities and Towns -	Within 6 working Hrs.
Rural areas -	Within 12 working Hrs.	Rural areas -	Within 24 working Hrs.
3. Underground cable break downs		4.Distribution Transformer failure	
Cities and Towns -	Within 12 working Hrs.	Cities and Towns -	Within 24 working Hrs.
Rural areas -	Within 48 working Hrs.	Rural areas -	Within 48 working Hrs.
5.period of scheduled Outage		6.Voltage Fluctations	
Maximum duration in a single strngth -	Not to exceed 12 Hrs.	No expansion/enhancement of network involved –	Within 10 days
Restoration of supply -	By not later than 6.00 PM.	Up-gradation of distribution system required -	Within 120 days
		Erection of Sub station -	With the time period as approved by the Commission
Inspection and replacement of slow,fast/creep-ing,stuck-upmeters	-	7. Meter Complaints	
Replace burnt meters if cause attributable to licensee	-	Inspection with in 7 days in towns and cities and within	15 days in rural areas and replacement within 15 days thereafter
Replace burnt meters if cause attributable to Consumer	-	Within 7 days.	
		Within 7 days of receiving payment from consumer.	
8. Application of new connection/additional load Connectionfeasible from existing network			
Release of Supply -	Within 30 days of receipt of application	9along with prescribed charges)	
9. Network expansion/enhancement required to release supply			
Release of Supply – Low Tension -	Within 30 days receipt of prescribed charges		
Release of Supply –High Tension 11KV -	Within 60 days receipt of prescribed charges		
Release of Supply –High Tension 33KV -	Within 90 days receipt of prescribed charges		
Release of Supply –Extra High Tension 11KV -	Within 180 days receipt of prescribed charges		
Release of Substation required for release of suply -	Within the time period approved by commission.		
10. Transfer of Ownership and conversion of services			
Title transfer of ownership -	Within 7 days along with necessary documents and prescribed fee, if any		
Change of category -	Within 7 days along with necessary documents and prescribed fee, if any		
Conversion of LT 1-Ph to LT 3 – Ph and vice-versa -	Within 30 days of payment of charges by the consumer		
Conversion of LT to HT and vice-versa -	Within 60 days of payment of charges by the consumer		
11.Resolution of Complaints of consumers bill			
If additional information is required -	Within 7 working days of receipt of complaint		
If additional information is required -	Within 24 working hours of receipt of complaint		
12.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		

Rural Areas

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Within 12 working hours of Production of proof of payment by consumer