

SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED



General Terms & Conditions of Supply

Under Clause 21 of the Distribution and Retail Supply Licence no. 13/2000
Approved by the APERC in proceedings No. Secy/01/2006, dated 06.01.06 and
amended up to 26.10.2016

As adopted by the TSERC vide Reg.1 of 2014

(The Provisions pertaining to theft of electricity under Clause 10 of the GTCS come into
effect from 04-03-2006)

ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

General Terms and Conditions of Supply of Distribution and Retail Supply Licensees – Approval - Issued.

Proceedings No. Secy/01/2006

Dated: 06.01.06

Read the following:

1. Lr.No.APERC/Secy/F: /D.No.379 dated 09-03-2004
2. Lr.No.Lr.No.CGM(Comml)/DE(RAC)/F-GTCS/D.No.715/04 dt. 15-06-2004.
3. Lr.No.CMD/NPDCL/CGM/P&RAC/F-GTCS/D.No.240/04 dated 17-06-2004
4. Lr.No. CMD/SPDCL/GM/RAC/F-GTCS/D.No.1160/04 dated 18-06- 2004
5. Lr.No. CMD/EPDCL/VSP/CGM/C&R/DE/RAC/F-GTCS/ D.No.1195/04 dated 19-06-2004444444
6. Ministry of Power, Government of India , Order No.S.O.790(E) dated 08-06-2005

Pursuant to the provisions of clause 21 of the Distribution and Retail Supply Licences granted by the Commission (Nos. 12,13,14 and 15 of 2000) and in accordance with the provisions of the Electricity Act, 2003 and the Regulations made by the A.P. Electricity Regulatory Commission (hereinafter called 'the Commission') thereunder, the four Distribution Companies, namely, Eastern Power Distribution Company of A.P. Ltd., Central Power Distribution Company of A.P. Ltd., Northern Power Distribution Company of A.P. Ltd., and Southern Power Distribution Company of A.P. Ltd., (hereinafter referred to collectively as the 'DISCOMs' or the 'Distribution Licensees') have submitted the draft General Terms and Conditions of Supply (GTCS), for approval of the Commission.

2. These draft General Terms and Conditions of Supply were circulated by the Commission to twenty (20) Organisations representing different consumer groups and Non- Government Organisations including FAAPCI and CII. The Commission also circulated the draft GTCS to the members of the State Advisory Committee for their views.

3. The responses received from the organizations/SAC members were referred to DISCOMs along with the comments of the Commission Staff for their remarks duly supported by the opinion of their Legal Counsel on certain matters especially those pertaining to the un- authorised use (Section 126) and theft of electricity (Section 135). The Commission also held meetings with the Distribution Licensees to discuss certain issues concerning the provisions of sections 126 and 135 of the Act.

Central Power Distribution Company of Andhra Pradesh Ltd

Designed Officers' Notification

Notification under the General Terms & Conditions of Supply

Dated

(Last amended on 27-02-2006)

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7. Grievance Redressal

7.1 Restoration of Supply in the event of failure or interruption (14.1)

The officers designated by the Company to deal with complaints regarding failure or interruption of power supply including normal fuse off calls, line breakdowns, transformer failures are as follows:

Category	Officers designated for			
	Complaints to be first Lodged	First level of Escalation	Second level of Escalation	Third level of Escalation
All LT Consumers	Operator at the Fuse Off Call Center OR Centralised Complaint Center	AE/ AAE (Operation) viz Section Officer	ADE (Operation)	DE (Operation)
All HT Consumers	AE/ AAE (Operation) viz Section Officer	ADE (Operation)	DE (Operation)	SE (Operation)

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.2 Scheduled Outages (14.2)

The DE (Operation) is designated by the Company to deal with complaints regarding scheduled outages. This includes acknowledgement of complaints and taking precautions to prevent such recurrences

7.3 Voltage Fluctuation Complaints

The officers designated by the Company to deal with complaints regarding voltage fluctuations are as follows:

Category	Officers designated for		
	Complaint to be first lodged	First level of Escalation	Second level of Escalation
All LT Consumers	Operator at the Fuse Off Call Center/ Centralised Complaint Center OR AE/AAE (Operation) viz Section Officer	ADE (Operation)	DE (Operation)

Category	Officers designated for		
	Complaint to be first lodged	First level of Escalation	Second level of Escalation
All HT Consumers	AE/ AAE (Operation) viz Section Officer	DE (Operation)	SE (Operation)

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.4 Complaints regarding New Connections/ Shifting or Change of Installation (14.4)

The Officers designated by the company to deal with complaints regarding new connections/ shifting or change of installation are as follows:

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Connections other than LT III	ADE (Operation)	DE (Operation)
All LT III Connections	DE (Operation)	SE (Operation)
HT Connections with a contract demand of less than 5000 kVA	SE (Operation)	Concerned CGM at Corporate Office
HT connections with a contract demand of 5000 kVA and above	Concerned CGM at Corporate office	Chairman and Managing Director

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.5 Metering Complaints (14.5)

The officers designated by the Company to deal with metering complaints are as follows:

Category	Officers designated for		
	Complaint to be first lodged	First level of Escalation	Second level of Escalation
All Categories	Operator at the Customer Service Center OR AE/ AAE (Operation)	ADE (Operation)	DE (Operation)

Note: The consumer is entitled to approach the Forum for redressal of grievance of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.6 Billing Complaints (14.6)

7.6.1 The Officers designated by the Company to deal with billing complaints are as follows:

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Categories	Officer on duty at the Customer Service Center or AAO (ERO)	DE (Operation)
All HT Categories	Officer on duty at the Customer Service Center or SAO (Operation Circle)	SE (Operation)

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.6.2 Change of Category (14.6)

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Categories	ADE/ Operation	DE / Operation
All HT Categories	SE/ Operation	Concerned CGM at Corporate office

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.7 Reconnection of Supply (14.7)

The Officers designated by the Company to deal with complaints for reconnection of supply are as follows:

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Categories	ADE/ Operation	DE (Operation)
All HT Categories	SE/ Operation	Concerned CGM at Corporate Office

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

7.8 Payment of compensation for default in compliance with standards of performance

The officers designated for payment of compensation to the consumers, in the event of failure to meet the Standards of Performance by the Company are as follows

S. No.	Category	Designated officer to certify default	Officer responsible to give credit in bills
1	All LT Categories	ADE (Operation)	AAO/ ERO
2	All HT Categories	DE (Operation)	SAO/ Circle Office