



**NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED
WARANGAL**

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

'Forum for Redressal of Consumer Grievances' APNPDCL has been established as per Sub - Section (5) of Section 42 read with clause (r) and (s) of Sub- Section (2) of Section 181 of the Electricity Act 2003 and functioning of Forum as per the provisions of

1. Electricity Act-2003,
2. Regulations of APERC,
3. General Terms and Conditions of Supply of the Licensee approved by the APERC,
4. Tariff Order approved by the APERC.

Presently there is one Forum functioning in the APNPDCL jurisdiction catering to the consumers of five districts. The CGRF has been established since 05-01-2005 and catering to the consumers of Warangal, Karimnagar, Khammam, Nizamabad and Adilabad Districts and functioning in the following address:

**Vidhyuth Bhavan,
Corporate Office APNPDCL,
Nakkalagutta,
Hanamkonda,
Pincode-506001**

Telephone Nos.

Land line telephone Nos. -

Chairperson -	Mobile No. 94408 11299
Member (Accounts) -	Mobile No. 94913 07004
Member Legal -	Mobile No. 94408 14890
Member Consumer Affairs -	Mobile No. 94402 66462

CGRF solves the following grievances

- i. Delay in attending of normal fuse off, Overhead lines/ Cable Breakdowns, Distribution Transformer failures, interruption in power supply, voltage fluctuations,
- ii. Maintenance of Harmonics.
- iii. Complaints about meters i.e. meters struck up, meter burnt & sluggish and creeping
- iv. Delay in releasing of new services (or) new additional loads (or) erection of new substation to extend the supply
- v. Transfer of ownership
- vi. Change of category and conversion of services.
- vii. Complaints about Consumers bills i.e. wrong meter reading, excess of bill, low consumption, bills not served etc.
- viii. Reconnection of supply which shall be attended as per “Guaranteed Standards of Performance” as per regulation 7 of APERC.

For lodging a complaint the consumer should do

- Before approaching the CGRF for resolving their complaints, consumers are requested to file the grievances in the Customer Service Centers available near to them and take acknowledgement and in case they are not resolved, they may approach the CGRF for redressal.

Functioning of CGRF

- The office of the Forum receives the complaint from the consumer and issues acknowledgement immediately.
- On receipt of the complaint, the Forum will shall ask the concerned officer for submitting his reply within 10 days, with a copy to the consumer.
- After the receipt of the reply of the respondent, if the consumer is satisfied, the Forum will not conduct any hearing.
- If not satisfied with the reply of the respondent, the CGRF will conduct the hearing within 30 days.
- With the deposition of complainant, the Forum shall issue final orders to the complainant within 45 days i.e. from the date of receipt of complaint as per rules and regulations of APERC.
- Compensation of Rs.50/- per day will be adjusted in the consumer’s future bills, if any lapse of Dept is seen, as per guaranteed standards of performance of Schedule-I & II.
- The aggrieved complainant can file an appeal to the ‘Ombudsman’ whose address is given in the final order by CGRF, within 30 days after receipt of final order.
- Before conducting the awareness programmes to the consumers at the District Courts or Divisional Courts by CGRF, complaints shall also be received and hearing of the registered complaints in previous month will be held.

CONSUMER GRIEVANCE REDRESSAL FORUM

- a) The Forum is conducting “Electricity Consumer Courts” in all District Headquarters, Divisional Offices besides conducting hearings in the respective Office every month.
- b) The ‘Forum’ is consisting of four members including the Chairperson (Technical), Member (Accounts) and Member (Legal) and all appointed by the Licensee and one co-opted Member, who is familiar with Consumer affairs, nominated by the Hon’ble APERC from out of the registered Consumer Organizations.
- c) The ‘Forum’ is functioning independently and impartially even though it is an ‘internal ‘Forum’ of the Licensee without allowing any scope for ‘doubt’ and pointing out the mistakes of the officers of the Licensee and settling all grievances concerning electricity.

d) What are the issues covered in the Regulations?

The APERC has formulated some Regulations in the year 2004 and some among them which are related to the ‘consumer’ are as follows (details can be seen in APERC web site).

(i). The Regulation 1. covers matters relating to the following:

- Establishment and constitution of the Forum.
- Functions of the Forum.
- The Obligation of the Licensee (Electricity supply company).
- Procedure for lodging complaints.
- Procedure followed in the Forum for disposing off complaints.
- Procedure of complaining with Ombudsman . etc.

(ii). Regulation 5 covers matters relating to the following:-

- Recovery of Electricity charges from Consumers
- Electricity bills, Intervals, body of the bill, payment procedure, Erroneous/disputed bills,
- Disconnection of service, etc.
- Restoration of supply
- Right of Licensee to enter Consumer premises etc.

(iii). Regulation 6 covers matter relating to following:-

- Security deposit, Review, Interest, Refund of Security Deposit etc.

(iv). Regulation 7 covers matters relating to the following:-

- Licensee’s Standards of performance – Schedule I.
- Compensation to the effected Consumers - Schedule II.
- Overall Standards of performance – Schedule III.

e) What is the purpose of these Regulations?

The objective of these regulations is to protect the interests of Electricity consumers and to give them an additional Forum to bring their complaints and grievances before the Forum for quick redressal.

f) Does it cost the consumer to use this facility?

No. The consumer need not pay any amount to file complaints in the Forum.

g) Should the consumer engage an Advocate or Lawyer?

No. There is no necessity for the consumer to engage the services of advocates or Lawyers. Consumer can appear on his/her own, however a consumer may nominate his/her representative in the Forum.

h) As per Regulation 1. Sub Section 2(c) of APERC 2004 the “Complainant” shall include-

- (i) A Consumer as defined under clause (15) of Section 2 of the Act;
 - (ii) An applicant for new connections;
 - (iii) Any registered Consumer Society; and
 - (iv) Any unregistered association of Consumers where the Consumers have similar interest;
- i) A ‘Consumer’ is defined under clause (15) of Section 2 of the Electricity Act 2003 as “Any person who is supplied with electricity for his own use by a Licensee or the Government or by any other person engaged in the supplying of electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a Licensee, the government or such person, as the case may be”.**

j) Can all complaints relating to electricity be filed in the Forum?

No. There are certain issues on which the Consumer Grievance Redressal Forum cannot entertain complaints from the consumers. The following are excluded from the purview of the Forum.

1. Unauthorized use of electricity as provided under Section 126 of the Electricity Act 2003 (Unauthorized use of Electricity).
2. Offences and penalties as provided under Section 135 to 139 of the Electricity Act 2003 (Theft of Energy).
3. Accident in the distribution supply or use of the electricity as provided under 161 of the Electricity Act (Electrical Accidents).

k) How many Forums will be established?

Every Licensee should establish one Consumer Grievance Redressal Forum having jurisdiction for every 3 to 5 revenue districts of its area of supply. In case of NPDCL is having one Consumer forum as above. The Forum shall have sittings at the Head Quarters and /or at any other place in the Licensee area as may be decided by the Forum depending upon the number of grievances and are of operation.

l) How to get information about the Forum and its working?

The Licensee shall from time to time give publicity of the constitution and existence of the Forum including in the bills rose for the supply of electricity to the consumers and in such other manner as the Commission may from time to time notify. The names and designation of the Members and the concerned officers of the Forum, address, e-mail, and phone numbers of the Forum shall be displayed at all the offices of the Licensee and shall also be duly publicized, if considered appropriate including on the bills raised on the consumers.

m) How to lodge complaints in the Forum?

1. As a first step consumers have to approach the officials of the Licensee and try to get their grievance redressed as per the Complaints handling procedure.

2. If there is no response or in case of inadequate response, consumers can lodge the complaint in the Consumer Grievance Redressal Forum.

The complaint should be in writing in white paper with full details and address of the complainant including land line/cell number and shall enclose any additional information or documents in support of their complaint.

The Forum shall issue due acknowledgement of the receipt of the complaint to the complainant.

n) What does the Forum do with the complaint?

The Forum sends a copy of the complaint to the Licensee for its comments. The Licensee should give its comments within 15 days of intimation from the Forum. If no reply is received from the Licensee the forum shall proceed on the basis of the material available on record.

The Forum may pass such Interim Orders on the request of the complainant as the Forum considers appropriate pending the final decision of the complaint.

The Forum will intimate in writing the date of hearing to all the parties.

The decision of the Forum shall be recorded in writing and communicated to the complainant and the licensee for compliance within 45 days from the date of receipt of complaint.

o) Is the decision of the Forum final?

YES.

The decision of the Forum is final as far as the Licensee is concerned. However, the complainant may make a representation against the order of the Forum to the VIDYUTH OMBUDSMAN, situated at 4th Floor, Singareni Bhavan, Red Hills, Hyderabad – 500004.

p) What is the time limit to make a representation to the Ombudsman?

The complaint should make a representation to the Ombudsman within THIRTY days of the receipt of the order of the Forum.