



**SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LTD.**  
6-1-50, CORPORATE OFFICE, MINT COMPOUND: HYDERABAD – 63.

O/o

The Chief General Manager (Commercial)  
Corporate Office, Mint compound  
TGSPDCL.

**Memo.No. CGM(Comml)/SE(Comml)/DE(CS)/F.No. /2024/D.No 580/24, Dt: 6.07.2024**

**Sub:** TGSPDCL – Comml - Customer Services – Simplification of online registration of Grievances/Service requests made available - Attending to Consumer Grievances/Service requests within the timelines as specified in the SOP regulation No. 5 of 2016 of TGERC – Reiteration of certain Instructions - Reg.

**Ref:** 1) Memo.No. CGM(Comml)/DE(CS)/File- online process/20 /D.No:47/20, Dt:27.02.2021  
2) Memo.No. CGM(C)/SE(C)/DE(CS)/F.Rural Online CSC/D.No:778, Dt:05.01.2023  
3) U.O.No.CGM(IT)/DE(IT)/ADE(LTCSC)/D.No.302/23, Dtd:20/10/2023

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Vide ref (1&2) cited above, instructions were issued to all the field officers on the operating procedures & modalities for converting paper based Consumer Grievance Redressal System into Online for registration of new service connections and complaints (grievances/service requests). The detailed work flows of various grievances along with the timelines in line with the SOP Regulation No. 5 of 2016 were communicated for strict compliance.

Subsequently, simplification of online registration of Grievances/Service requests process is made available in the TGSPDCL website as intimated by the IT team vide ref (3) cited. duly changing the terminology of “Complaints registration” to “Grievances/Service requests”. Further, the grievances & services to the consumers have been shortlisted from the existing list and the same has been incorporated in all interfaces with consumers i.e., TGSPDCL web-portal, Mobile-app and CSC portal.

In this regard, all the SEs/OP are once again requested to issue instructions to all the field officers to strictly follow the prescribed timelines specified in the Citizen’s Charter as adopted from the TGERC Regulation No.5 of 2016 (copy enclosed), in attending to the consumer grievances/service requests without fail. Further, the field officers shall also spread awareness among the consumers about the availability of simplified online provision for registration of Grievances/Service requests in the TGSPDCL web-portal & Mobile-app.

Further, the field officers are also aware of the Electricity (Rights of Consumers) Rules 2020 and Amendment Rules 2024 notified by the MoP/GOI, wherein timelines for New service release/certain grievances have also been specified, which shall be adhered to, pending approval from the Hon’ble TGERC.

The SOP of various grievances is regularly monitored by the undersigned and any delay observed in attending to the grievances beyond timelines will be viewed seriously.

**Encl:** As above

  
Chief General Manager (Commercial)

**To:**

All the Superintending Engineers/Operation/GHMC & Rural Circles/TGSPDCL/Hyderabad  
All the Divisional Engineers/Operation  
All the Asst. Divisional Engineers/Operation  
All the Assistant Engineers/Operation  
All the ADEs/AEs/ICSCs

} Through the concerned SEs/Operation

**Copy to:**

The Chief General Manager/Op/ (Metro, Ranga Reddy, Medchal & Rural) Zone/TGSPDCL

**Copy Submitted to:**

The Director (Commercial)/TGSPDCL/Corporate Office/Mint Compound /Hyderabad