

**CONSUMER GRIEVANCES REDRESSAL FORUMS
OF
SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED**

Consumer Grievances Redressal Forums (CGRF-I) and (CGRF-II), TSSPDCL, have been established as per Sub-Section (5) of Section 42 read with clause (r) of Sub-Section (2) of Section 181 of the Electricity Act 2003 and the Forums are functioning as per the provisions of

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

Presently there are two FORUMS functioning in the TSSPDCL jurisdiction catering to the need of Consumers of Fifteen Districts.

The Jurisdiction of CGRF-I is Eleven Districts i.e., **Mahaboobnagar, Jogulamba-Gadwal, Nagarkurnool, Narayanpet, Wanaparthy, Medak, Sangareddy, Siddipet, Nalgonda, Suryapet & Yadadri-Bhongir** containing **Ten (10) Operation Circles.**

The Jurisdiction of CGRF-II is Four Districts i.e., **Hyderabad, Rangareddy, Medchal-Malkajgiri & Vikarabad** containing **Ten (10) Operation Circles.**

Office Addresses:

CGRF-I (Rural)

H.No.8-03-167/14,
GTS Colony,
Vengalrao Nagar, Erragadda,
Hyderabad.
Pin code – 500045.

Contact Nos.

Telephone	- 040-23431447
Chairperson	- 8333925422
Member (Technical)	- 9440813914
Member (Finance)	- 9440813915
Independent Member (Nominated by TSERC)	- 9440539927

CGRF-II (GHMC)

H.No.8-03-167/E/1
CPTI Premises, GTS Colony
Vengalrao Nagar, Erragadda
Hyderabad.
Pin code – 500045

Contact Nos.

Telephone	- 040-23431228
Chairperson	- 8333925423
Member (Technical)	- 9493358358
Member (Finance)	- 9493375375
Independent Member (Nominated by TSERC)	-

CGRF RESOLVES 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) additional loads (or) Deration of CMD.
- 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. Restoration of supply post payment.

FOR LODGING A COMPLAINT, THE COSUMER 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 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 on the action taken by the Respondents, 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 TSERC
- Compensation 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.
- CGRF, while conducting awareness programmes to the Consumers at the District or Divisional Level, Complaints shall also be received and hearing of the registered Complaints, pending, if any will be held.

CONSUMER GRIEVANCE REDRESSAL FORUM

- a) The Forum is conducting "Electricity Consumer Courts" Upto Mandal Headquarters, i.e., Section Offices besides conducting hearings in the respective Offices every month.

- b)** The 'Forum' consists of four Members including the Chairperson, Member (Technical) Member (Finance) and Independent Member, who is familiar with Consumer affairs, nominated by the Hon'ble TSERC of a registered Consumer Organizations.
- c)** The 'Forum' is functioning independently and impartially without allowing any scope for 'doubt' and pointing out the mistakes of the officers of the Licensee and settling all grievances concerning electricity.

d) Does it cost the Consumer to use this facility?

No. The Consumer need not pay any amount to file Complaints in the Forum.

e) Should the Consumer engage an Advocate?

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 authorize his/her representative to present his/her case before the Forum.

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;

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

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).

g) How to lodge Complaints in the Forum?

1. As a first step the Consumer has to register his Complaint at CSC/ICSC of the Licensee as per the Complaints handling procedure.

2. If the Complaint is not redressed at CSC/ICSC the Consumer can submit the Complaint in the Consumer Grievance Redressal Forum.

The Complaint shall be in writing/typed on a 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 an acknowledgement of the receipt of the Complaint to the Complainant.

h) What does the Forum do with the Complaint?

The Forum sends a copy of the Complaint to the concerned officer (Respondent) and with an instruction to furnish paragraph-wise comments. The Respondent officer should give comments within 15 days of intimation from the Forum. If no reply is received, 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 on the Complaint.

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

The Forum shall issue an order in writing within 45 days from the date of receipt of Complaint and shall be communicated to the Complainant and Licensee.

i) 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 prefer a representation against the order of the Forum to the VIDYUTH OMBUDSMAN, situated at 1st floor, 33/11 KV SS, Hyderabad Boats club lane, Lumbini Park, Hyderabad – 500063.

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

The Complainant may make a representation to the Ombudsman within FORTY FIVE (45) days of the receipt of the order of the Forum.