CENTRAL POWER DISTRIBUTION COMPANY OF ANDHRA PRADESH LIMITED
Corporate Office::Vijayawada

Reform No.177: Online Grievance Mechanism and working procedures and escalation matrix (Including service timelines, reverting to business etc.,) for Grievance handling

SOP_TYPE	COMPLAINT_TYPE_DESC	COMPLAINT_SUB_TYPE_DESC	Urban			Rural		
			SERVICE_LEVEL (Complaint will be Shown in AEE/AAO Login after registered and the BRT Will be escalated to SE/Operations)	ESC1_DESC DyEE/Operations	ESC2_DESC EE/Operations	SERVICE_LEVEL (Complaint will be Shown in AE/AAO Login after registered and the BRT Will be escalated to SE/Operations)	ESC1_DESC DyEE/Operations	ESC2_DESC EE/Operations
Resolution of Billing Complaints (If additional information is required)	Billing Related	Issue of Duplicate Bill	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Meter change not effected	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Surcharge added	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Addl load not updated	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Wrong Meter Sl no. -Sl no. not matching with EPCCB Data	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Online Payment not updated	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Meter Reading Not Taken	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Wrong Billing	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Wrong Meter Reading	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Arrears Dispute	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Other Billing related Complaints	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Delay Billing	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Bill Not Served/Issued	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Online payments issues	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Aadhaar Number Modification	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Net Metering Billing Related Issue	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		Deration of load not updated	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
		NSC/CSC Online payments issues	7 Days	5 Days	6 Days	7 Days	5 Days	6 Days
Resolution of Billing Complaints (If no additional information is required)	General Enquiry	Mobile number update	24 Actual Hrs	12 Actual Hrs	18 Actual Hrs	24 Actual Hrs	12 Actual Hrs	18 Actual Hrs

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			SERVICE_LEVEL (Complaint will be Shown in AEE/AAO Login after registered and the BRT Will be escalated to SE/Operations)	ESC1_DESC DyEE/Operations	ESC2_DESC EE/Operations	SERVICE_LEVEL (Complaint will be Shown in AE/AAO Login after registered and the BRT Will be escalated to SE/Operations)	ESC1_DESC DyEE/Operations	ESC2_DESC EE/Operations
Reconnection Following Disconnection Due To Non Payment of Bills	Disconnection	Reconnection of Supply after Payment	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
Normal Fuse-off Call	SC Wire Related	SC-Wire Broken	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
		SC-Wire Loose Connection/Neutral cut - Return Supply	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
		SC-Wire Damaged	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
		Service Wire - Road Clearence is low	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
		Reconnection after replacing the Damaged SC Wire	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
	Supply Failure Related	Supply Failure One Phase Out-Individual	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
		Supply Failure Individual	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
		House/Wall Shock or Earthing	4 Working Hrs	3 Working Hrs	3.5 Working Hrs	12 Working Hrs	6 Working Hrs	9 Working Hrs
Overhead Line/ Cable breakdowns	Supply Failure Related	LC/Break Down	6 Actual Hrs	4 Actual Hrs	5 Actual Hrs	24 Actual Hrs	12 Actual Hrs	18 Actual Hrs
Underground cable breakdowns	Supply Failure Related	UG Cable Breakdown	12 Actual Hrs	6 Actual Hrs	9 Actual Hrs	48 Actual Hrs	24 Actual Hrs	36 Actual Hrs
Wrongful Disconnection	Supply Failure Related	Wrongful Disconnection						
Distribution Transformer Failure	Transformer Related	Transformer - DTR Failure - Urban	24 Actual Hrs	12 Actual Hrs	18 Actual Hrs	48 Actual Hrs	24 Actual Hrs	36 Actual Hrs
Voltage fluctuations (No expansion/ enhancement of network involved)	Voltage Related	Voltage High	10 Days	8 Days	9 Days	10 Days	8 Days	9 Days
		Dim Supply	10 Days	8 Days	9 Days	10 Days	8 Days	9 Days
		Voltage Fluctuation	10 Days	8 Days	9 Days	10 Days	8 Days	9 Days
		Voltage Low	10 Days	8 Days	9 Days	10 Days	8 Days	9 Days
Voltage fluctuations (Up-gradation of distribution system required)	Voltage Related	Voltage Fluctuation Additional Infrastructure Required	120 Days	60 Days	84 Days	120 Days	60 Days	84 Days
		Voltage Low Additional Infrastructure Required	120 Days	60 Days	84 Days	120 Days	60 Days	84 Days