ANDHRA PRADESH CENTRAL POWER DISTRIBUTION CORPORATION LIMITED
Vidyut Nilayam,
Corporate Office, Beside Vidyuth Soudha, Gunadala, Vijayawada -520 004

NOTIFICATION Dated - 01.09.2026

Applications are invited from the eligible candidates for filling up of the post Chairperson/CGRF in Consumer Grievance Redressal Forum (CGRF) of APCPDCL according to the Regulation 3 of 2016 of APERC published in Andhra Pradesh Gazette No.116, Dated 16.02.2016. For further details visit www.apcpdcl.in.

2) The complete details may be pursued in the Andhra Pradesh Gazette No.116, Dated 16.02.2016 which is attached below.

3) Andhra Pradesh Central Power Distribution Corporation Limited herein after called "Licensee" with expression wherever the context admits.

4) The detailed applications along with copies of testimonials shall be reached this office on the following address on or before **20.09.2026**

The Chairman & Managing
Director APCPDCL, Corporate
Office,
Besides APTRANSCO, Vidyuth Soudha,
Gunadala, Vijayawada -520 004
Andhra Pradesh. (State)
(or)
Mail: cmdapcpdcl@gmail.com

Sd/
CHAIRMAN & MANAGING DIRECTOR

1.CHAIRPERSON

A Person who has been a District Judge (Selection Grade) or a District Judge (Entry level) in the Andhra Pradesh State Judicial Service

Terms and Conditions:

1. The Chairperson shall hold office for a term of 3 years from the date he enters upon his office:

   Provided that the Chairperson shall not hold office as such after he has attained the age of 67 years.
2. The Chairperson of this forum shall be a person of experience, integrity, ability and good standing.
3. The Chairperson shall work fulltime.
4. No person shall be appointed or continued as Chairperson if he stands disqualified on account of his:

   a) Having been adjudged an insolvent.

   b) Having been convicted of an offence involving moral turpitude.

   c) Having become Physically or Mentally incapable of acting as such position.

   d) Having acquired such financial or other interest as is likely to affect prejudicially his function as the Chairperson.

   e) Having so abused his position as to render his continuance in office prejudicial to public interest.

   f) Having been guilty of proven misconduct or

   g) Having been ineligible for such appointment under this regulation.

5. A Chairperson shall be liable to be removed from his office forthwith on account of any of the aforesaid disqualifications arising or being discovered:

   Provided that no Chairperson shall be removed from his office on any of the aforesaid grounds (a) to (f) of (4) above, unless the Licensee has held an inquiry in accordance with the same procedure as prescribed for the employees of Licensee and if, upon such inquiry, such Chairperson is found liable to be removed from his office on any such ground, the Licensee shall take action for the removal of such Chairperson with the prior approval of the Commission and the initiation of any such inquiry shall be under prior intimation to the Commission.

   Provided further that where an inquiry is contemplated or is pending against a Chairperson on any of the aforesaid grounds, the Licensee may, subject to ratification by the Commission, restrain such Chairperson from acting as such Chairperson till the conclusion of the proceedings.

Conditions of Service of the Chairperson:

1.

a) The Chairperson shall receive an honorarium of Rs.75,000/- (Rupees Seventy five thousand only) per month during the first year of service. Such monthly honorarium shall be increased by Rs.5000/- (Rupees Five thousand five hundred only) for each year of service completed in such office.

b) The Chairperson shall receive a house rent allowance of Rs.25000/- (Rupees Fifteen thousand only) per month.

c) The Chairperson and his family shall be entitled to the same benefits of Medical Attendance and Medical Treatment to which a Chief Engineer/Chief General Manager of the Licensee is entitled.

d) The Chairperson shall be eligible per annum for casual leave of 15 days Optional Holidays for 5 days and Extraordinary leave on loss of pay for such period as the competent authority may consider just and reasonable. The Chairman & Managing Director of the Licensee is the competent authority to sanction such leave to the Chairperson.

2. The Chairperson shall be entitled for such travelling allowance and Daily allowance for Journeys for participation in the Forum's proceedings as are admissible for official tours to a Chief Engineer/Chief General Manager of the Licensee.

3. The Forum is provided with vehicle either owned or hired by the Licensee

4. The Forum office is located in the office of Corporate Office, APCPDCL, Vijayawada.

Procedural Matters:

1. The Chairperson of the Forum shall have the general powers of Superintendence and Control over the Forum.

2. The Office of the Forum shall be open during working hours on all working days of the Head Office of the Licensee.

3. The Forum shall determine the manner, the place within the area of supply of the Licensee, the date and time to conduct its hearings as it considers appropriate, with regard to a complaint received by it.

4. The Quorum for any meeting or proceedings of the Forum shall be two.
Where the Chairperson is unable to discharge his functions owing to absence, leave, illness, or any other cause the senior most fulltime member of the Forum shall discharge the functions of the Chairperson.

5. The decision of the majority of the members present shall be the decision of the Forum, while the dissenting opinion of the minority shall also form part of the record/order.

6. No act or proceeding of the Forum shall be deemed invalid merely by reason of there being some defect in the Constitution of the Forum or by reason of the existence of a vacancy among its members.

7. The Forum shall comply with such directions as the commission may issue from time to time in the interest of efficient and effective redressal of grievances in a timely and expeditious manner.

Reporting Requirements:

1. The Forum shall submit a quarterly report in the format as per Annexure-III (of the Andhra Pradesh Gazette No.116, Dated 16.02.2016) on the disposal of grievances to the Vidyut Ombudsman and the Commission with a copy to the Licensee within 15 days from the end of the quarter.

2. The Forum shall also furnish an annual report on the activities of the Forum during the financial year to the Ombudsman and the Commission with a copy to the Licensee before the end of April of each year.

Sd/-
CHAIRMAN & MANAGING DIRECTOR

ANDHRA PRADESH CENTRAL POWER DISTRIBUTION CORPORATION LIMITED
Vidyut Nilayam,
Corporate Office, Beside Vidyuth Soudha, Gunadala, Vijayawada -520 004

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APPLICATION FOR THE POST OF **CHAIRPERSON / CGRF** IN CONSUMER GRIEVANCE REDRESSAL FORUM OF APCPDCL

Affix latest Passport Size photograph with self attestation

1. Name _____

   Surname _____

2. Father's Name _____

3. Date of Birth _____
   (Copy of Birth Proof to be invariably submitted)

4. Age as on date of notification _____

5. Candidate belongs to (OC/SC/ST/BC) _____

6. Native District _____

7. Permanent Address _____

_____

_____

8. Present Address _____

_____

_____

9. Mobile Nos._____

10. E-Mail address_____

11. Qualification _____

_____

_____

12. Present Occupation :

District Judge (Selection Grade) in the A.P.State Judicial Service ☐

OR

District Judge (Entry Level) In the A.P.State Judicial Service ☐

(TICK IN APPROPRIATE BOX)

13. Furnish other details of experience etc. (As per the eligibility specified in the Notification and A.P.Gazette No.116, Dated 16.02.2016.)

Note: ***All the relevant testimonials viz., Age proof, qualifications, community, experience etc shall be submitted along with application.***

DECLARATION

I certify that the above details furnished by me are true and I am eligible for the post.

Station :
Date :

Signature of the Candidate

Registered.No. HSE–49/2016

[Price :₹.1-00 Paise.

RIGHT TO INFORMATION

ఆంధ్ర ప్రదేశ్ రాజ పత్రము

THE ANDHRA PRADESH GAZETTE

PART-I EXTRAORDINARY

PUBLISHED BY AUTHORITY

No. 116] HYDERABAD, MONDAY, FEBRUARY 16, 2016.

NOTIFICATIONS BY GOVERNMENT

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ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

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Consumer Grievances Redressal Forum, Vidyut Ombudsman and Consumer Assistance Regulation, 2016

(Regulation No.3 of 2016)

Preamble

Whereas Section 42 of the Electricity Act, 2003 deals with the duties of the Distribution Licensees and open Access and sub-sections(5),(6),(7) and (8) therein deal with the establishment of a Forum for redressal of grievances of the consumers and Ombudsman, an authority to hear the representations against non-redressal of grievances by the Forum. These facilities provided to the consumers are without prejudice to the rights which the consumers may have otherwise in Law;

Whereas the Andhra Pradesh Electricity Regulatory commission (hereinafter referred to as "the Commission") notified the Andhra Pradesh Electricity Regulatory Commission (Establishment of Forum and Vidyut Ombudsman for redressal of grievances of the consumers) Regulation 2004 (1 of 2004) in Andhra Pradesh Extraordinary Gazette dated 6th February 2004;

Whereas the Commission notified the Andhra Pradesh Electricity Regulatory Commission (Appointment of Vidyut Ombudsman and Terms & Conditions of Service) Regulation, 2007(2 of 2007) in Andhra Pradesh Extraordinary Gazette dated 3rd July 2007;

Whereas Govt. of India, in exercise of powers conferred by Section 176 of the Electricity Act, 2003 notified the Electricity Rules, 2005 vide GSR 379(E) dated 8th June 2005 and Electricity (Amendment) Rules, 2006 vide GSR 667 (E) dated 26th October 2006, containing, inter-alia, Rule 7 regarding Consumer Redressal Forum and Ombudsman;

Whereas the Commission further notified the Andhra Pradesh Electricity Regulatory Commission (Establishment of Forum and Vidyut Ombudsman for redressal of grievances of consumers) (First Amendment) Regulation, 2007 in Andhra Pradesh Extraordinary Gazette dated 1st October 2007;

Whereas the present Andhra Pradesh Electricity Regulatory Commission has been constituted for the State of Andhra Pradesh in terms of Section 92 read with the Twelfth Schedule of the Andhra Pradesh Reorganization Act, 2014 (Central Act 6 of 2014);

Whereas all the Regulations made by the erstwhile Andhra Pradesh Electricity Regulatory Commission are adapted in relation to the State of Andhra Pradesh under the Andhra Pradesh Electricity Regulatory Commission (Adaptation) Regulation, 2014 (4 of 2014);

Whereas the Forum for redressal of grievances of the consumers and the Vidyut Ombudsman in the State of Andhra Pradesh are continuing to function under such adapted Regulations;

Whereas during the course of public hearings held on tariff filings for FY 2015-16 and also otherwise, a number of critical comments/views/suggestions are received from the public and the stakeholders indicating the imperative need for strengthening and improving the manner of redressal of grievances of consumers;

Accordingly, the Commission, guided by the model Regulations framed by the Forum of Regulators to the extent they suit and answer the needs and requirements of the consumers and the electricity industry in the State of Andhra Pradesh and keeping in view the feedback from all the Stakeholders and other State Electricity Regulatory Commissions, prepared and published a draft Regulation governing the establishment and functioning of the Consumer Grievances Redressal Forum, Vidyut Ombudsman and Consumer Assistance in the State of Andhra Pradesh in its website on 23-12-2015, invited further comments/views/suggestions from interested persons/stakeholders and conducted public hearings on 23-01-2016 and 30-01-2016.

Having due regard to the views/comments/suggestions received and in exercise of the powers conferred on it by clauses (r) and (s) of Sub Section (2) of Section 181 read with sub sections (5) to (8) of Section 42 of the Electricity Act, 2003 (Central Act 36 of 2003), the Andhra Pradesh Electricity Reform Act,1998 (State Act 30 of 1998) and Rule 7 of the Electricity Rules,2005 and all other powers enabling it in this behalf, the Andhra Pradesh Electricity Regulatory Commission hereby makes the following Regulation providing for establishment and functioning of the Consumer Grievances Redressal Forums, the Vidyut Ombudsman and Consumer Assistance and for all matters incidental and ancillary thereto:-

CHAPTER 1

1. Short title, applicability and Commencement :-

1.1 This Regulation may be called the "Andhra Pradesh Electricity Regulatory Commission Consumer Grievances Redressal Forum, Vidyut Ombudsman and Consumer Assistance Regulation, 2016."

1.2 The Regulation shall be applicable to all the Licensees in their respective licensed areas and consumers of electricity in the State of Andhra Pradesh.

1.3 This Regulation shall come into force on **1 st. March, 2016.**

2. Definitions

In this Regulation, unless the context otherwise requires,-

2.1 " **Act** " means the Electricity Act, 2003 (Central Act 36 of 2003) as amended from time to time~

2.2 "Chairperson" means the Chairperson of the Forum ~

2.3 " **Commission** " means the Andhra Pradesh Electricity Regulatory Commission~

2.4 " **Complainant** " means and includes the following who have a grievance as defined in the Regulation:

a) A consumer as defined under Clause (15) of Section 2 of the Act~

b) An applicant for a new electricity connection~

c) Any registered consumer association~

d) Any unregistered association or group of consumers, where the consumers have common or similar interests~ and

e) An occupier of a premises to which electricity is or has been supplied by a Licensee;

f) In the case of death of a consumer, his/her legal heir(s) or representative(s).

2.5 **"Complaint"** means any allegation made orally or in writing to a Forum by or on behalf of a Complainant seeking redressal of grievances including those concerning the supply of electricity or the services rendered by the licensee

2.6 "**Forum**" means the forum for redressal of grievances of consumers established by a Distribution Licensee under sub section (5) of Section 42 of the Act and this Regulation~

2.7 **"Grievance"** means consequence(s) of any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance or failure of performance of a duty under the Act or the Reform Act or the Rules or the Regulations made there-under or any policy directions or orders of the Commission or any other law for the time being in force, by the distribution licensee by which a complainant is aggrieved.

2.8 **"Licensee"** means a person, who is granted a licence to distribute electricity as a distribution licensee in any specified area in the State of Andhra Pradesh and includes persons exempted under Section 13 of the Act and also includes persons, who shall be deemed to be such licensees under the Act or persons through whom a distribution licensee undertakes distribution of electricity for a specified area within the area of supply of that distribution licensee;

2.9 **"Reform Act"** means the Andhra Pradesh Electricity Reform Act, 1998(State Act 30 of 1998);

2.10 " **Representation** " means the representation made to the Vidyut Ombudsman by or on behalf of a complainant who is aggrieved in any manner by non-redressal of his grievance(s) by a Forum;

2.11 **"State"** means the State of Andhra Pradesh~

2.12 **"Vidyut Ombudsman"** means an authority appointed or designated by the Commission, under sub section (6) of Section 42 of the Act and this Regulation~

3. Interpretation

3.1 Words and expressions used and not defined in the Regulation but defined in the Act or the Reform Act or the Rules or the Regulations made there-under shall have the meanings respectively assigned to them therein.

CHAPTER 2

CONSUMER GRIEVANCES REDRESSAL FORUM

4. Number of Forums, location and jurisdiction

4.1. In terms of subsection (5) of Section 42 of the Act, every Distribution Licensee shall, within six months from the date of grant of license, establish one or more Forums for redressal of grievances of consumers in accordance with this Regulation.

Provided that the Consumer Grievances Redressal Forums established and functioning as such immediately before this Regulation coming into force shall be deemed to have been established under this Regulation and shall continue as such till replacement by Forums established under this regulation.

4.2. The number of Forums, their location and areas of jurisdiction may be determined by the Distribution Licensee with the prior approval of the Commission.

4.3. In determining the number of Forums, the Distribution Licensee shall have due regard to:

a. the number of complaints being received from the consumers~

b. the necessity of the Forum to tour each and every subdivision in the Licensee's area at reasonable intervals~ and

c. the need for ensuring timely disposal of the complaints by the Forum.

4.4. In order to ensure that all complaints are disposed of within the specified time-limit, the Commission may, from time to time, require the licensee to increase the number of Forums.

5. Appointment and Removal of Members

5.1. The Forum shall consist of four members including the Chairperson of the Forum.

5.2. a) The Chairperson shall be appointed by the Licensee after inviting applications from persons who are eligible for such appointment through public advertisement by a notification on the website of the Licensee and also by publication in a Telugu newspaper having wide circulation in the State of Andhra Pradesh.

b) A person who has been a District Judge (Selection Grade) or a District Judge (Entry Level) in the Andhra Pradesh State Judicial Service and in the event of a suitable person from such a category not being available, a person who has been a Chief General Manager under a Distribution Licensee other than the one for which the Forum is being constituted or a Chief Engineer under a Transmission Licensee in the State of Andhra Pradesh shall be eligible for appointment as Chairperson.

5.3. The Licensee shall appoint two Members -- one from Technical stream and another from Finance stream. The Technical and Finance Members shall be serving officers of the Licensee, not below the rank of a Superintending Engineer or General Manager or an Officer of equivalent rank.

5.4. a) The Commission shall nominate one Independent Member from among persons eligible for such appointment after inviting applications from them through a public advertisement by a notification on the website of the Licensee and also by a publication by the Licensee in a Telugu Newspaper having wide circulation in the State of Andhra Pradesh.

b) An active member for not less than five (5) years of a Registered Society or a Non Governmental Organisation or a Consumer Organisation or any other association of persons by whatever name called having one of its main objectives as consumer protection or a person voluntarily serving the cause of consumer protection for not less than ten (10) years shall be eligible for being considered by the Commission for such appointment.

c) A person in the employment of the Licensee in any capacity at any time within three(3) years prior to such consideration including a person who is, in any manner directly or indirectly, connected with the distribution of electricity by the Licensee during such period shall not be eligible for such appointment.

5.5. The Chairperson or a Member shall hold office for a term of three (3) years from the date he enters upon his office:

Provided that the Chairperson or an Independent Member shall not hold office as such after he has attained the age of 67 years and a Member, who is a serving officer of the Licensee, shall hold office as such only so long as he is in the service of the Licensee.

5.6. The Chairperson and Members of the Forum shall be persons of experience, integrity, ability and good standing.

5.7. The Chairperson and the Technical and Finance Members shall work full time while the Independent Member shall participate in the proceedings and work of the Forum as may be required.

5.8. No person shall be appointed or continued as Chairperson or Member if he stands disqualified on account of his:

a) having been adjudged an insolvent~

b) having been convicted of an offence involving moral turpitude~

c) having become physically or mentally incapable of acting as such Member~

d) having acquired such financial or other interest as is likely to affect prejudicially his function as a Member~

e) having so abused his position as to render his continuance in office prejudicial to public interest~

f) having been guilty of proven misconduct; or

g) having been ineligible for such appointment under this Regulation.

5.9 A Chairperson or Member shall be liable to be removed from his office forthwith on account of any of the aforesaid disqualifications arising or being discovered:

Provided that no Chairperson or Member shall be removed from his office on any of the aforesaid grounds (a) to (f) of 5.8 above unless the Licensee has held an inquiry in accordance with the same procedure as prescribed for the employees of the Licensee and if, upon such inquiry, such Chairperson or member is found liable to be removed from his office on any such ground, the Licensee shall take action for the removal of such Chairperson or Member with the prior approval of the Commission and the initiation of any such inquiry shall be under prior intimation to the Commission.

Provided further that where an inquiry is contemplated or is pending against a Chairperson or member on any of the aforesaid grounds, the Licensee may, subject to ratification by the Commission, restrain such Chairperson or member from acting as such Chairperson or member till the conclusion of the proceedings.

5.10 The Licensee shall initiate action for filling up any future vacancy in the post of a Chairperson or a Member of the Forum at least three (3) months before such vacancy is likely to arise.

In case of death or resignation or removal of a member or Chairperson or in any other such situation wherein a vacancy arises in the Forum, the Licensee shall take immediate steps for filling up of the vacancy so arising:

Provided that when such vacancy is in respect of the Chairperson, the senior most full-time member shall be in-charge during the period of such vacancy.

6. Conditions of Service of the Chairperson and Members

6.1 a) The Chairperson shall receive an honorarium of Rs.60000/-(Rupees Sixty Thousand only) per month during the first year of service. Such monthly honorarium shall be increased by Rs.2500/-(Rupees Two Thousand Five Hundred only) for each year of service completed in such office.

b) The Chairperson shall receive a house rent allowance of Rs.15000/-(Rupees Fifteen Thousand only) per month.

c) The Chairperson and his family shall be entitled to the same benefits of medical attendance and medical treatment to which a Chief Engineer/Chief General Manager of the Licensee is entitled.

d) The Chairperson shall be eligible per annum for casual leave of Fifteen (15) days, Optional holidays for five (5) days and Extra-ordinary Leave on loss of pay for such period as the competent authority may consider just and reasonable. The Chairman and Managing Director of the Licensee is the competent authority to sanction such leave to the Chairperson.

6.2 The Independent Member shall be entitled for a per diem remuneration of Rs.2500/-(Two Thousand Five Hundred only) for each day of participation in the Forum's proceedings and work.

6.3 The Chairperson and the Independent member shall be entitled for such travelling allowance and daily allowance for journeys for participation in the Forum's proceedings as are admissible for official tours to a Chief Engineer/Chief General Manager of the Licensee.

6.4 The terms and conditions of service of a Member of the Forum who is a serving officer of the Licensee shall continue to be the same.

6.5 Subject to the general and special directions of the Commission, the Licensee shall provide the necessary infrastructural and human resource facilities for the efficient functioning of the Forum complying as far as practicable with the requests of the Forum in this regard.

Provided that the office of the Forum shall have a minimum establishment of one Secretary of the rank of Assistant Engineer (Electrical), two(2) Clerk cum Computer Operators and three(3) Office Subordinates.

Provided further that the latter two categories of employees may be either regular employees of the Licensee or persons appointed on contract or through outsourcing in accordance with the administrative convenience of the Licensee.

6.6 The Forum shall be provided with an official vehicle (7+1 seater) either owned or hired by the Licensee which shall be under the control of the Chairperson.

6.7 The Drawing and Disbursing Officer of the Corporate Office of the Licensee shall be the Drawing and Disbursing Officer of the Forum also and if the Forum is located at a place other than the place of Corporate Office, the Chairman and Managing Director of the Licensee may give appropriate directions for the smooth and convenient functioning of the Forum to the Drawing and Disbursing Officer of the Corporate Office himself or designate a Drawing and Disbursing Officer at the place of the Forum.

7. Procedural matters

7.1 The Chairperson of the Forum shall have the general powers of superintendence and control over the Forum.

7.2 The Secretary shall assist the Forum in discharge of its functions and shall receive all the complaints under proper acknowledgement.

7.3 The office of the Forum shall be open during working hours on all working days of the Head Office of the Licensee.

7.4 The Forum shall determine the manner, the place within the area of supply of the Licensee, the date and time to conduct its hearings as it considers appropriate, with regard to a complaint received by it.

7.5 The quorum for any meeting or proceedings of the Forum shall be two:

Where the Chairperson is unable to discharge his functions owing to absence, leave, illness or any other cause, the senior-most full-time Member of the Forum shall discharge the functions of the Chairperson.

7.6 The decision of the majority of the Members present shall be the decision of the Forum, while the dissenting opinion of the minority shall also form part of the record/order.

7.7 No act or proceeding of the Forum shall be deemed invalid merely by reason of there being some defect in the constitution of the Forum or by reason of the existence of a vacancy among its Members.

7.8 The Forum shall comply with such directions as the Commission may issue from time to time in the interest of efficient and effective redressal of grievances in a timely and expeditious manner.

7.9 The Licensee shall, from time to time, give due publicity about the Forum and its functions in such manner as it considers appropriate or as the Commission may direct. The postal and *e-mail* address and office Telephone and *fax* number(s) of the Forum, shall be displayed prominently at all the offices of the Licensee (including all 132/33 KV and 33/11 KV Sub-stations) which have interface with consumers and shall also be duly published in the electricity bills of the consumers.

8. Reporting requirements

8.1 The Forum shall submit a quarterly report in the Format as per Annexure-III on disposal of grievances to the Vidyut Ombudsman and the Commission with a copy to the Licensee within fifteen (15) days from the end of a quarter.

8.2 The Forum shall also furnish an annual report on the activities of the Forum during the financial year to the Ombudsman and the Commission with a copy to the Licensee before the end of April of each year.

9. Presentation of complaint

9.1 The complainant or a person duly authorized by him in this behalf may submit his complaint along with the necessary supporting documents, if any, either in person or through post, e-*mail* or *Fax* to the appropriate Forum within whose jurisdiction the cause of action for the complaint arises:

Provided that where a complaint is made orally to a Forum, the same shall be reduced into writing and the signature or the left thumb impression of the complainant obtained thereon, by the Forum or the Secretary of the Forum when duly authorized by the Forum in this behalf and a copy thereof shall be furnished forthwith to the complainant.

9.2 In case of submission of the complaint in person, an acknowledgement shall be issued immediately.

In case of receipt of the complaint by post, *e-mail* or *fax*, an acknowledgement shall be dispatched latest by the next working day.

9.3 Any complaint in writing may be submitted either in the format specified in Annexure: I or at least contain the information required in the format as far as possible.

10. Scrutiny and Admission of complaint

10.1 The Secretary of the Forum may, on scrutiny of a complaint received by him, return the same to rectify any defects or to bring the complaint in conformity with the provisions of the Act or the Reform Act or the Rules or the Regulations or the practice directions or the orders of the Commission, specifying the time within which the complaint may be re-presented before the Forum.

10.2 The Forum may reject the complaint at any stage under the following circumstances:

a) In cases where proceedings in respect of the same matter and between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority:

b) In cases which fall under Sections 126, 127, 135 to 139 and 152 of the Act:

c) In cases where the complaint has been submitted beyond two years after the date on which the cause of action has arisen~ and

d) In cases where the complaint :

i. does not disclose a cause of action:

ii. appears *ex-facie* to be barred by any law : or

iii. is re-presented without rectifying the defects for the correction of which it was returned or beyond the time specified in the endorsement of return:

Provided that no complaint shall be rejected unless the Complainant has been given an opportunity of being heard.

10.3 If the complaint is considered to be in order, the Secretary shall obtain the orders of the Forum for admission of the same for hearing.

11. Issue and Service of Notices

11.1 The Forum shall fix a date for appearance of the respondent(s) and issue notices to both parties for appearance on that day and the notice to the respondent(s) shall be accompanied by a copy of the c omplaint and copies of enclosed documents, if any.

11.2 The Forum may, on the request of the complainant, permit the complainant toeffect service of such notice on the respondent(s) by delivering or tendering to the respondent(s) personally and the complainant shall provide proof of such personal service to the Forum.

11.3 The Forum may cause the service of such notices on both parties in the manner prescribed by Section 171 of the Act or through special messenger and obtaining signed acknowledgement or by *fax* or by *e-mail*.

11.4 Where the Forum is of the opinion that the adjudication of the complaint is likely to have an impact on the rights and interests of other consumers or the Electricity Industry, it may direct the Licensees to place the complaint along with the enclosed documents, if any, on the official website of the Licensee, also intimating the date of hearing.

12. Procedure for hearing

12.1 On appearance before the Forum, the respondent (s) shall file the response (s), if any, to the complaint within seven (7) days from the date of appearance or before the expiry of such further time which may be granted by the Forum from time to time, subject to a maximum of thirty (30) days.

12.2 If the respondent (s) has no objection for the relief claimed in the complaint or does not file any response (s), the Forum shall proceed to hear and determine the complaint by passing appropriate orders forthwith on merits on the material available on record.

12.3 If the complaint is contested, the Forum may proceed to give a reasonable opportunity to both parties to produce such oral and documentary evidence they may desire to produce and determine the complaint on merits on the pleadings and evidence available on record.

12.4 If the Forum considers it necessary for a satisfactory decision on the complaint, the Forum may direct either party to produce any documents or information in its possession or under its control or direct a personal inspection by the Forum or a competent person on the subject at the expense of either party as the Forum may direct and take into consideration such documents or information or report of such inspection:

Provided that if the information or documents are withheld by a party or such inspection is resisted or not assisted by a party, the Forum may draw an adverse inference against such party.

12.5 The Forum may, in appropriate cases, take recourse to conciliation or mediation or arbitration or any other method of alternative dispute resolution as it may deem fit and appropriate in the circumstances of the case before inquiring into the matter on merits.

12.6 The Forum may determine from stage to stage during the inquiry or in the final order, the manner in which and by whom the costs and expenses of the proceedings or any step therein have to be borne.

12.7 Subject to the specific provisions of this Regulation, the Forum shall be guided by the principles of justice, equity and good conscience and may regulate its own procedure accordingly.

12.8 When, on the date fixed for hearing or any other date to which such hearing may be adjourned, if any party or his authorized agent or representative does not appear when the matter is called for hearing, the Forum may, in its discretion, either dismiss the complaint for default when the complainant or the person authorized on his behalf is absent or proceed *ex-parte* to hear and decide the complaint.

12.9 Where a complaint is dismissed for default or decided *ex-parte*, the person aggrieved may file an application within thirty (30) days from the date of such dismissal or being proceeded *exparte*, as the case may be, for recall of the order passed, and the Forum may recall the order on such terms as it thinks fit, if the Forum is satisfied that there was sufficient cause for the non-appearance when the petition was called for hearing.

12.10 The complainant or the respondent (s) may appear before the Forum either in person or through any other person duly authorised by him including an Advocate.

13. Orders of the Forum

13.1 On conclusion of the inquiry, the Forum shall pass reasoned orders on the complaint and the decision of the Forum shall be by a majority of the Members who heard both parties and in the event of equality of votes, the Chairperson or in his absence the person presiding, shall exercise a second or casting vote.

13.2 The Forum shall pass an order of dismissal of the complaint, if the decision does not uphold the complaint and the Forum shall grant an appropriate relief(s) as per law, if the complaint is upheld in full or in part and such relief(s) shall be specific and clear.

Provided that where any complaint is dismissed or the relief granted is only in part, the Forum shall inform the complainant about his right to make a representation to the Vidyut Ombudsman.

13.3 The orders of the Forum on any complaint shall be passed ordinarily within sixty(60) days of the admission of the complaint by the Forum and the Forum shall state the reasons for any pendency beyond such period in its quarterly report to the Commission.

13.4 The Forum may, at any time, since the admission of the complaint till the final orders are passed, make such interlocutory orders or issue such interim directions pending final orders on the complaint as it may consider necessary to prevent the ends of justice from being defeated:

Provided that except where it appears that the object of making such interlocutory orders or issuing such interim directions would be defeated by delay, no such interlocutory order shall be made or interim directions issued unless the opposite party has been given an opportunity of being heard.

13.5 The Chairperson and the Members of the Forum shall sign on all original orders, decisions and proceedings of the Forum and all the copies of such orders, decisions and proceedings issued or communicated by the Forum shall be certified under the signature of the Secretary.

13.6 All final orders or other executable orders of the Forum shall be communicated to the parties to the complaint and the person responsible for executing or obeying such orders within three(3) days from the date of such orders.

13.7 Unless the Forum specifies in its orders the time within which the orders shall be executed or implemented, the Licensee shall comply with such orders within fifteen (15) days from the date of receipt of the orders under intimation to the Forum and the Forum may, at the request of the licensee, extend the time for such compliance upto a maximum period of one (1) month from the date of the order, for reasons to be recorded in writing.

13.8 Non-compliance with the orders of the Forum within the time granted or extended shall be deemed to be non-compliance with and contravention of this Regulation within the meaning of Sections 142 and 146 of the Act.

13.9 The Forum shall communicate to the Chairman and Managing Director of the Licensee about the non-compliance with the orders of the Forum within the time granted or extended and the Forum shall report such non-compliance to the Commission within thirty (30) days from the expiry of the period so granted or extended for execution or implementation of the orders.

13.10 On receipt of such report from the Forum, the Commission may take appropriate action, as the facts and circumstances of the case may require and justify for ensuring compliance with the orders of the Forum, including action under Sections 142 and 146 of the Act.

CHAPTER 3

VIDYUT OMBUDSMAN

14. Qualifications, terms of appointment and removal of Vidyut Ombudsman

14.1 In terms of sub-section (6) of Section 42 of the Act, the Commission may, from time to time, appoint or designate a person as Vidyut Ombudsman to discharge the functions in accordance with sub-section (7) of Section 42 of the Act.

Provided that the Vidyut Ombudsman functioning as such immediately before this Regulation coming into force shall be deemed to be functioning under this Regulation and shall continue as such till replacement by a Vidyut Ombudsman under this Regulation.

14.2 The Commission may appoint or designate more than one Vidyut Ombudsman for a Licensee or a common Vidyut Ombudsman or Vidyut Ombudsmen for two or more licensees as may be considered necessary and expedient and may specify their respective territorial jurisdictions.

14.3 The Vidyut Ombudsman shall be appointed by the Commission after inviting applications through public advertisement by a notification on the website of the Commission and also by publication in a Telugu Newspaper having wide circulation in the State of Andhra Pradesh from persons, who are eligible for such appointment.

14.4 The Vidyut Ombudsman shall be a person of ability, integrity and good standing and who has been a Super Time Scale District Judge in the Andhra Pradesh State Judicial Service:

Provided that whenever the post of Vidyut Ombudsman is vacant or a Vidyut Ombudsman is restrained from acting as such, the Commission may place a Director in the Commission or a Chief Engineer of a Transmission Licensee in the State of Andhra Pradesh whose services are placed at the disposal of the Commission by such Licensee, in Full Additional Charge of such post till a regular appointment is made or the restraint is removed.

14.5 The Vidyut Ombudsman shall hold office for a fixed term of three (3) years from the date he enters upon his office;

Provided that a Vidyut Ombudsman shall not hold office as such after he has attained the age of 68 years.

14.6 No person shall be appointed or continued as a Vidyut Ombudsman if he stands disqualified on account of his:

a) having been adjudged an insolvent~

b) having been convicted of an offence involving moral turpitude~

c) having become physically or mentally incapable of acting as a Vidyut Ombudsman~

d) having acquired such financial or other interest as is likely to affect prejudicially his functions as a Vidyut Ombudsman~

e) having so abused his position as to render his continuance in office prejudicial to public interest~

f) having been guilty of proven misconduct;

g) having been ineligible for such appointment under this Regulation.

14.7 A Vidyut Ombudsman shall be liable to be removed from his office forthwith on account of any of the aforesaid disqualifications arising or being discovered:

Provided that no Vidyut Ombudsman shall be removed from his office on any of the aforesaid grounds (a) to (f) of 14.6 above unless the Commission has, on an inquiry, concluded that the Vidyut Ombudsman ought, on such ground or grounds, to be removed.

Provided that where an inquiry is contemplated or is pending against a Vidyut Ombudsman on any of the aforesaid grounds, the Commission may restrain him from acting as such Vidyut Ombudsman till conclusion of the proceedings.

15. Conditions of service of the Vidyut Ombudsman

15.1 a) The Vidyut Ombudsman shall receive an honorarium of Rs.75000/-(Rupees Seventy five Thousand only) per month during the first year of service. Such monthly honorarium shall be increased by Rs.5000/-(Rupees Five Thousand only) for each year of service completed in such office.

b) The Vidyut Ombudsman shall be entitled to receive a house rent allowance of Rs.25000/- (Rupees Twenty Five Thousand only) per month.

c) The Vidyut Ombudsman and his family shall be entitled to the same benefits of medical attendance and medical treatment to which a Director in the Commission is entitled.

d) The Vidyut Ombudsman shall be eligible per annum for casual leave of fifteen (15) days, Optional holidays for five (5) days and Extra-ordinary Leave on loss of pay for such period as the competent authority may consider just and reasonable. The Chairperson of the Commission is the competent authority to sanction such leave to the Vidyut Ombudsman.

15.2 The Vidyut Ombudsman shall be entitled for such travelling allowance and daily allowance for his official tours as are admissible for the official tours of a Director in the Commission.

15.3 The Vidyut Ombudsman shall be eligible for such telephone facilities as are admissible to a Director in the Commission.

15.4 The Vidyut Ombudsman shall be eligible for an official vehicle as is admissible to a Director in the Commission.

16. Office of the Vidyut Ombudsman

16.1 The office of Vidyut Ombudsman shall be located at the place of the head office of the Commission:

Provided that if more than one Vidyut Ombudsman is appointed or designated, the offices of such Vidyut Ombudsmen shall be located at such places as may be specified by the Commission.

16.2 The office(s) of Vidyut Ombudsman shall be open during working hours on all working days of the Commission.

16.3 The Vidyut Ombudsman may hold his sittings or hearings at his office or at any other place within his territorial jurisdiction as the exigencies of hearing of the representation(s) may require.

16.4 The Vidyut Ombudsman shall be the Drawing and Disbursing officer and head of his office with general power of superintendence and control over his office and the Commission shall be the Head of Department for the office(s) of Vidyut Ombudsman.

16.5 The Commission shall provide the necessary infrastructural and human resource facilities for the efficient functioning of the Vidyut Ombudsman:

Provided that the office of the Vidyut Ombudsman shall have a minimum establishment of one Secretary of the rank of Deputy Director in the Commission or an officer of equivalent rank of the Licensee, two Clerk cum Computer Operators and Two Office Subordinates.

Provided further that such Clerk-cum-Computer Operators or Office Subordinates may be either regular employees of the Commission or the Licensee appointed on deputation or those appointed on contract or through outsourcing in accordance with the administrative convenience of the Commission.

16.6 The Secretary shall assist the Vidyut Ombudsman in discharge of his functions and shall receive all representations under proper acknowledgement.

16.7 The name, location, postal and *e-mail* address and office telephone and *fax* numbers of the Vidyut Ombudsman shall be displayed prominently on the websites of the Commission and the Licensees and at all the offices of the Licensees.

17. Reporting requirements

17.1 The Vidyut Ombudsman shall submit a quarterly report in the Format as per Annexure-IV on the settlement of representations to the Commission with a copy to the Licensee within fifteen (15) days from the end of a quarter.

17.2 The Vidyut Ombudsman shall submit to the Commission and the State Government with a copy to the Licensee(s), a half--yearly report giving details of the nature of the grievances of the consumers dealt by the Vidyut Ombudsman, the response of the Licensees in the redressal of the grievances and the opinion of the Vidyut Ombudsman on the Licensee's compliance of the Standards of Performance as specified by the Commission under Section 57 of the Act. Such report should be submitted before 31st January and 31st July of each year as the case may be.

17.3 The Vidyut Ombudsman shall also furnish an annual report on the activities of the Vidyut Ombudsman during the financial year to the Commission with copies to the State Government and the Licensee(s) before the end of April of each year.

18. Presentation of Representation

18.1 The complainant or a person duly authorized by him in this behalf may submit his representation in writing accompanied by a copy of the order of the Forum and other necessary supporting documents, if any, either in person or through post, e-*mail* or *Fax* to the office of the Vidyut Ombudsman having territorial jurisdiction.

18.2 In case of submission of a representation in person, an acknowledgement shall be issued immediately. In case of receipt of a representation by post, *e-mail* or *Fax,* an acknowledgement shall be dispatched latest by next working day.

18.3 Any representation in writing may be submitted either in the format specified in Annexure: II or at least contain the information required in the format as far as possible.

19. Scrutiny and Admission of Representation

19.1 The Secretary in the office of the Vidyut Ombudsman may, on scrutiny of a representation received by him, return the same to rectify any defects or to bring the representation in conformity with the provisions of the Act or the Reform Act or the Rules or the Regulations or the practice directions or the orders of the Commission, specifying the time within which the representation may be re-presented to the office of the Vidyut Ombudsman.

19.2 A representation may be filed before the Vidyut Ombudsman against the order of the Forum within thirty (30) days from the date of receipt of the order of the Forum.

Provided that the Vidyut Ombudsman may entertain a representation after the expiry of the period of 30 days, if he is satisfied that there was a sufficient cause for not filing it within such period, upon such terms as to costs or otherwise as the Vidyut Ombudsman thinks fit.

19.3 The Vidyut Ombudsman may reject the representation at any stage under the following circumstances:

a) in cases where proceedings in respect of the same matter and between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority:

b) in cases which fall under Sections 126, 127, 135 to 139 and 152 of the Act:

c) in cases where the representation

i) does not disclose a cause of action:

ii) appears *ex-facie* to be barred by any law : or

ii) is re-presented without rectifying the defects for the correction of which

it was returned or beyond the time specified in the endorsement of return.

Provided that no representation shall be rejected unless the complainant has been given an opportunity of being heard.

19.4 If the representation is considered to be in order, the Secretary shall obtain the orders of the Vidyut Ombudsman for admission of the same for hearing.

20. Issue and Service of Notices

20.1 The Vidyut Ombudsman shall fix a date for appearance of the respondent(s) and issue notices to both parties for appearance on that day and the notice to the respondent(s) shall be accompanied by a copy of the representation and copies of enclosed documents, if any.

20.2 The Vidyut Ombudsman may, on the request of the complainant, permit the complainant to effect service of such notice on the respondent by delivering or tendering to the respondent personally and the complainant shall provide proof of such personal service to the Vidyut Ombudsman.

20.3 The Vidyut Ombudsman may cause the service of such notices on both parties in the manner prescribed by Section 171 of the Act or through special messenger and obtaining signed acknowledgement or by *fax* or by *e-mail*.

20.4 Where the Vidyut Ombudsman is of the opinion that the adjudication of the representation is likely to have an impact on the rights and interests of other consumers or the Electricity Industry, he may direct the Licensees to place the representation along with the enclosed documents, if any, on the official websites of the Licensees, also intimating the date of hearing.

21. Procedure for hearing:

21.1 On appearance before the Vidyut Ombudsman, the Vidyut Ombudsman may proceed to give a reasonable opportunity to both parties to produce such further oral and documentary evidence they may desire to produce and hear and settle the representation on merits, on the pleadings and evidence available on record.

21.2 If the Vidyut Ombudsman considers it necessary for a satisfactory decision on the representation, he may direct either party to produce any documents or information in its possession or under its control or direct a personal inspection by the Vidyut Ombudsman or a competent person on the subject at the expense of either party as the Vidyut Ombudsman may direct and take into consideration such documents or information or report of such inspection:

Provided that if the information or documents are withheld by a party or such inspection is resisted or not assisted by a party, the Vidyut Ombudsman may draw an adverse inference against such party.

21.3 The Vidyut Ombudsman may, in appropriate cases, take recourse to conciliation or mediation or arbitration or any other method of alternative dispute resolution as he may deem fit and appropriate in the circumstances of the case before inquiring into the matter on merits.

21.4 The Vidyut Ombudsman may determine from stage to stage during the inquiry or in the final order, the manner in which and by whom the costs and expenses of the proceedings or any step therein have to be borne.

21.5 Subject to the specific provisions of this Regulation, the Vidyut Ombudsman shall be guided by the principles of justice, equity and good conscience and may regulate his own procedure accordingly.

21.6 When, on the date fixed for hearing or any other date to which such hearing may be adjourned, if any party or his authorized agent or representative does not appear when the matter is called for hearing, the Vidyut Ombudsman may, in his discretion, either dismiss the representation for default when the complainant or the person authorized on his behalf is absent or proceed *ex-parte* to hear and settle the representation.

21.7 Where a representation is dismissed for default or decided *ex-parte*, the person aggrieved may file an application within thirty (30) days from the date of such dismissal or being proceeded *ex-parte*, as the case may be, for recall of the order passed, and the Vidyut Ombudsman may recall the order on such terms as he thinks fit, if he is satisfied that there was sufficient cause for the non-appearance when the representation was called for hearing.

21.8 The complainant or the respondent(s) may appear before the Vidyut Ombudsman either in person or through any other person duly authorised by him including an Advocate.

22. Orders of the Vidyut Ombudsman

22.1 On conclusion of the inquiry, the Vidyut Ombudsman shall pass reasoned orders on the representation.

22.2 The Vidyut Ombudsman shall pass an order of dismissal of the representation, if the decision does not uphold the representation and he shall grant an appropriate relief(s) as per law, if the representation is upheld in full or in part and such relief(s) shall be specific and clear.

22.3 The orders of the Vidyut Ombudsman on any representation shall be passed ordinarily within sixty (60) days of the admission of the representation by him and he shall state the reasons for any pendency beyond such period in his quarterly report to the Commission.

22.4 The Vidyut Ombudsman may, at any time, since the admission of the representation till the final orders are passed, make such interlocutory orders or issue such interim directions pending final orders on the representation as he may consider necessary to prevent the ends of justice from being defeated:

Provided that except where it appears that the object of making such interlocutory orders or issuing such interim directions would be defeated by delay, no such interlocutory order shall be made or interim directions issued unless the opposite party has been given an opportunity of being heard.

22.5 The Vidyut Ombudsman shall sign on all original orders, decisions and proceedings and all the copies of such orders, decisions and proceedings issued or communicated by the Vidyut Ombudsman shall be certified under the signature of the Secretary.

22.6 All final orders or other executable orders of the Vidyut Ombudsman shall be communicated to the parties to the representation and the person responsible for executing or obeying such orders within three(3) days from the date of such orders.

22.7 Unless the Vidyut Ombudsman specifies in his orders the time within which the orders shall be executed or implemented, the Licensee shall comply with such orders within fifteen (15) days from the date of receipt of the orders under intimation to the Vidyut Ombudsman and he may, at the request of the licensee, extend the time for such compliance upto a maximum period of one (1) month from the date of the order, for reasons to be recorded in writing.

22.8 Non-compliance with the orders of the Vidyut Ombudsman within the time granted or extended shall be deemed to be non-compliance with and contravention of this Regulation within the meaning of Sections 142 and 146 of the Act.

22.9 The Vidyut Ombudsman shall communicate to the Chairman and Managing Director of the Licensee about the non-compliance with the orders of the Vidyut Ombudsman within the time granted or extended and the Vidyut Ombudsman shall report such non-compliance to the Commission within thirty (30) days from the expiry of the period so granted or extended for execution or implementation of the orders.

22.10 On receipt of such report from the Vidyut Ombudsman, the Commission may take appropriate action, as the facts and circumstances of the case may require and justify for ensuring compliance with the orders of the Vidyut Ombudsman including action under Sections142 and 146 of the Act.

CHAPTER 4

Consumer Assistance

23.1 The Secretary of the Commission shall be the officer in the Commission responsible for consumer affairs including consumer protection, consumer interest and consumer assistance assisted by Deputy Director (Consumer Assistance) and / or any other officer or employee of the Commission as may be directed by the Commission from time to time.

23.2 The Secretary of the Commission shall review the reports of the Vidyut Ombudsman and the Forums received in the Commission from time to time and obtain the orders of the Commission within ten (10) days from the receipt of such reports on the action to be taken for protection of consumer interest in general or in particular cases including issuance of any general or special instructions in accordance with law to the Vidyut Ombudsman or the Forums or the Licensees or others.

23.3 The Secretary of the Commission shall examine and obtain appropriate orders from the Commission on the action to be taken on any communication from any consumer regarding any grievance, within five (5) days from the receipt of such communication, for redressal of such grievance whether or not the consumer has taken recourse to the Complaint Handling Procedure relating to Distribution and Retail Supply adopted in pursuance of the distribution and retail supply licences by the Licensees or the remedies provided under this Regulation.

23.4 The Commission may direct the concerned officer of the Licensee to treat any such communication as a grievance or representation under the complaint handling procedure relating to the distribution and retail supply and redress the grievance specified therein and report to the Commission the action taken within the time to be specified by the Commission.

23.5 The Commission may direct the Forum or the Vidyut Ombudsman, as the case may be, to treat any such communication as a complaint or a representation presented under this Regulation and pass orders on merits in accordance with the procedure prescribed in this Regulation and report to the Commission expeditiously.

23.6 Notwithstanding anything contained elsewhere in this Regulation, the Commission may, if it considers any such communication to be not within the scope of the complaint handling procedure or the jurisdiction of the Forum or the Vidyut Ombudsman but still falls within its functions under Section 86 read with Sections 57 and 88 (iv) of the Act or otherwise, pass appropriate orders or issue appropriate directions in accordance with Law for providing appropriate relief by the person responsible for such redressal and seek a report of compliance within such time as may be specified by the Commission.

23.7 Non-compliance with the orders or directions of the Commission under 23.4 to 23.6 above shall be deemed to be non-compliance with and contravention of this Regulation within the meaning of Sections 142 and 146 of the Act.

23.8 If no response or report in compliance of the orders or directions passed or issued under 23.4 to 23.6 above is received from the Officer responsible under the complaint handling procedure or the Forum or the Vidyut Ombudsman or the person responsible for such compliance, as the case may be, within the time specified by the Commission, the Commission may take appropriate action as the facts and circumstances of the case may require and justify for ensuring compliance of such orders or directions including action under Sections 142 and 146 of the Act.

23.9 The Commission may, if it considers just and necessary, direct the Secretary of the Commission to call for the remarks or report of the person concerned on the contents of any such communication before taking any action under 23.4 to 23.6 above and may also specify the time within which such remarks or report should be submitted to the Commission.

23.10 The Commission may, on examination and consideration of such remarks or report, drop any further action if it considers the same to be unnecessary and unwarranted or proceed to take appropriate action under this Regulation as may be considered just and necessary.

23.11 If the person responsible fails without any reasonable excuse or cause to submit his remarks or report as called for by the Secretary of the Commission under its orders, such default shall be deemed to be non-compliance with and contravention of this Regulation within the meaning of Sections 142 and 146 of the Act actionable under 23.8 above.

23.12 An Officer not below the rank of a Chief General Manager of a Licensee shall be designated by the Licensee as the Nodal Officer in respect of all matters relating to consumer affairs including consumer protection, consumer interest and consumer assistance.

23.13 Such Nodal Officer shall monitor due working of the complaint handling procedure, due representation of the Licensee before the Forum and the Vidyut Ombudsman in their proceedings, due response to all the communications from the Commission and due action for prompt redressal of any consumer grievances otherwise brought to his notice.

23.14 The Secretary of the Commission and the Nodal Officers of the Licensees shall act in coordination for spreading consumer awareness through consumer education, strengthening consumer organizations for protection of consumer interests and rights and making suggestions from time to time to the Commission and the Licensees for improvement of consumer grievance redressal mechanisms and betterment of standards of performance of the Electricity Industry as a whole.

CHAPTER 5
GENERAL

24.1 The Licensee shall ensure that the person against whom a complaint or representation, as the case may be, has been made in the Forum or the Vidyut Ombudsman, and in his absence, an Officer not below the rank of an Assistant Engineer shall appear before the Forum or the Vidyut Ombudsman on all dates of hearing for filing any pleadings or furnishing any documents or records or information or making any submissions on behalf of the Licensee.

24.2 The Superintending Engineer of the Licensee concerned shall ensure representation of the Licensee before the Forum or the Vidyut Ombudsman, as the case may be, on all dates of hearing as prescribed by 24.1 above and shall submit monthly reports to the Nodal Officer of the Licensee about the progress of redressal of consumer grievances within his jurisdiction.

CHAPTER 6
MISCELLANEOUS

25. Repeal

25.1 Save as otherwise provided in this Regulation, the Andhra Pradesh Electricity Regulatory Commission (Establishment of Forum and Vidyut Ombudsman for redressal of grievances of the consumers) Regulation, 2004 (1 of 2004) and the A.P. Electricity Regulatory Commission (Appointment of Vidyut Ombudsman and Terms and Conditions of Service) Regulation, 2007 (2 of 2007) as amended from time to time are hereby repealed.

26. Savings

26.1 Notwithstanding anything contained in this Regulation, the complaint handling procedure relating to distribution and retail supply adopted in pursuance of the distribution and retail supply licences by the Licensees shall continue to be in force.

26.2 The provisions of this Regulation shall be in addition to and not in derogation of the provisions of any other law or rules or regulations for the time being in force.

27. Power to remove difficulties

27.1 If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee, the Forum and the Vidyut Ombudsman to take suitable action not being inconsistent with the provisions of the Electricity Act, 2003, or any other Law for the time being in force which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

28. Power to Amend

28.1 The Commission may, at any time add, vary, alter, modify or amend any provisions of this Regulation.

DR.A.SRINIVAS,
Commission Secretary (i/c)

ANNEXURE I

APPLICATION TO CONSUMER GRIEVANCES REDRESSAL FORUM

Date: _____

Name of the Complainant: _____
Full address of the Complainant : _____
Pin Code: _____
Phone no.: _____
Fax no.: _____
Email id: _____
Nature of Connection and Consumer no. (in case of having applied for a connection, state the application registration number) (If applicable) :

_____

Distribution Licensee: _____
Nature of grievance (please tick the relevant box/ boxes):
a. Wrong billing___ b. Recovery of arrears ___ c. Faulty Meter ___ d. Burnt meter ___
e. Supply interruption ___ f. Harmonics in supply ___ g. Supply voltage related ___
h. Deficient service ___ i. Delay in providing new connection ___ j. Reconnection ___
k. Change in connected load ___ l. Transfer of connection ___
m. Others (please specify) _____
Designation of the employee / employees or the Office of the Licensee from whom relief is sought:

_____

_____

Details of the grievance, facts giving rise to the grievance (If space is not sufficient please enclose separate sheet)

_____

_____

Nature of relief sought from the Forum

_____

_____

List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance)

_____

_____

Declaration:

I/ We, the Complainant /s herein declare that:

the information furnished herein above is true and correct and

I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

The subject matter of my / our Grievance has not been decided by any competent authority/court/ arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

NOMINATION (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt. ..... , whose address is .....

.....

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/she has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

ANNEXURE II

REPRESENTATION BEFORE VIDYUT OMBUDSMAN

Note: * indicates compulsory fields

Date*: _____

To

The Vidyut Ombudsman

(Specify full address)

Dear Sir / Madam

SUB: (please make a mention of the order of the Forum from which a representation to the Vidyut Ombudsman is being made)

Details of the grievance are as under:

Name of the Complainant: _____

Full address of the Complainant *: _____

Pin Code*: _____

Phone no.*: _____

Fax no.: _____

Email id: _____

Nature of Connection and Consumer no.* (in case of having applied for a connection, state the application number: _____

Distribution Licensee*: _____

Name and Address of the Forum*: _____

Date of submission of grievance by the Complainant to the Forum* (please enclose 3 copies of the grievance): _____

Details of the representation, facts giving rise to the representation* (If space is not sufficient please enclose separate sheet)

_____

_____

Whether the consumer has received the final decision of the Forum? (If yes, please enclose three copies of the Forum's order conveying its final decision

_____

If the consumer has received the final decision of the Forum, whether any amount was assessed by the Forum to be paid by the consumer to the Licensee? If so, the details thereof

_____

_____

Nature of relief sought from the Vidyut Ombudsman

_____

_____

List of documents enclosed (Please enclose three copies of all relevant documents which support the facts giving rise to the representation)

_____

_____

Declaration:

I/ We, the Complainant/s herein declare that:

The information furnished herein above is true and correct~ and

I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

The subject matter of the present representation has never been brought before the Office of the Vidyut Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

The subject matter of my/ our representation has not been settled through the Office of the Vidyut Ombudsman in any previous proceedings.

The subject matter of the present representation has not been decided by any competent authority/ court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

NOMINATION – (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Vidyut Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt. ..... , whose address is .....

.....as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

ANNEXURE III

QUARTERLY REPORTING BY THE FORUM

Quarter ending _____ 20___

1. Status of grievance redressal:

S. No.	Parameters	Delay in restoring supply	Quality of supply	Meter problems	Billing problems	Quality of service	Others	Total
1	grievances pending at end of previous quarter							
2	grievances received during this quarter							
3	Total grievances (1+2)							
4	grievances attended during this quarter							
5	Balance grievances to be attended (3-4)							
6	grievances successfully redressed during this quarter							
7	grievances in the process of redressal							
8	grievances escalated to Ombudsman							

Note: Sum of row 6, 7 & 8 should be equal to row 4

2. Reasons for pendency of any complaint beyond sixty (60) days, complaint-wise:

3. Status of compliance by licensee:

a. Of the number of grievances successfully redressed during the quarter, state the number of grievances in which the orders specified directions to the Licensee:

b. Describe the status of the Licensee's compliance against each such grievance:

ANNEXURE IV

QUARTERLY REPORTING BY VIDYUT OMBUDSMAN

Quarter ending _____ of 20____

1. Status of Settlement of representations:

S. No	Parameters	Delay in restoring supply	Quality of supply	Meter problems	Billing problems	Quality of service	Others	Total
1	Representations pending at end of previous quarter							
2	Representations received during this quarter							
3	Total representations (1+2)							
4	Representations attended during this quarter							
5	Balance representations to be attended (3-4)							
6	Representations successfully settled during this quarter							
7	Representations in the process of settlement							

2. Reasons for pendency of any representation beyond sixty (60) days, representation-wise:

3. Status of compliance by Licensee:

a. Of the number of representations successfully settled during the quarter, state the number of representations in which the orders specified directions to the Licensee:

b. Describe the status of the Licensee's compliance against each such representation:

_____

_____

DR.A.SRINIVAS,
Commission Secretary (i/c)

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