

**SOUTHERN POWER DISTRIBUTION COMPANY OF  
ANDHRA PRADESH LIMITED  
TIRUPATI (HQ) ::: ANDHRA PRADESH**



*Southern Power AP*

**Designated Officers Notification**

**Notification under the General Terms  
& Conditions of Supply**

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## ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

From

Secretary, APERC,  
11-4-660, 4<sup>th</sup> & 5<sup>th</sup> Floors,  
Singareni Bhavan,  
Red Hills, Lakdikapool,  
Hyderabad - 500 004.

To

1. The Chairman & Managing Director,  
APCPDCL, 3<sup>rd</sup> Floor, Singareni Bhavan,  
Red Hills, Hyderabad - 004
2. The Chairman & Managing Director,  
APNPDCL, #1-1-503, NIT Main Road,  
Chaitanyapuri, Kazipet, Warangal
3. The Chairman & Managing Director,  
APSPDCL, #19-3-13(M), Upstairs,  
Renigunta Road, Tirupati - 517 501
4. The Chairman & Managing Director,  
APEPDCL, Visakhapatnam

Lr.No.S-11/Secy/06- 2 dated 27-02-2006

Sir,

Sub: - APERC - General Terms and Conditions of Supply of Distribution and Retail Supply Licensees (GTCS) - "Designated Officers' Notification" - Approval - Issued - Reg.

\*\*\*

A copy of the Proceedings No.Secy/02/2006 dated 27-02-2006 wherein the Commission has approved the following, for taking necessary action.

- (1) "Designated Officers' Notification".
- (2) Modifications to certain clauses of the GTCS (vide Annexure to the Proceedings).

Director (Projects) & Peshi

No. 367

Date 07/03/06

Encl: as above

Yours faithfully,

SECRETARY

27/2/06

Copy to  
The Pri Secretary to Government, Energy Department  
The Director (Tariff), APERC  
The Director (Engg), APERC  
The Director (Law), APERC  
JD/IT - with a request to put the <sup>proceedings</sup> Order in the website

|           |
|-----------|
| N. No. 1  |
| Date 1    |
| GM/RAC    |
| DE/RAC    |
| AE/TI     |
| CGM/C & R |

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## ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

General Terms and Conditions of Supply of Distribution and Retail Supply Licensees –  
'Designated Officers' Notification' Approval – Issued.

Proceedings No. Secy/ 02/2006

Dated:27 -02-06

### Read the following:

1. Proceedings No. Secy/01/2006 dt: 06-01-2006.
2. Commission's Lr. No. S-5 (D)/Secy./ 06-01 dt: 23-01-2006.
3. Lr.No.CMD/SPDCL/Dir/RAC/CGM/Proj & RAC/GM/RAC/D.No. 28/06  
dt: 31-01-2006.
4. Lr.No.CMD/NPDCL/ CGM (P&RAC)/ RAC/F: /D.No. 1047/05  
dt: 31-01-2006.
5. CPDCL Lr. No. CGM (Comml.)/SE (Comml.)/D.No. 4769/05  
dt: 31-01-2006.
6. EPDCL response through e-mail dt: 31-01-2006.

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Pursuant to the provisions of clause 21 of the Distribution and Retail Supply licences (Nos. 12, 13, 14 and 15 of 2000) granted by the A.P.Electricity Regulatory Commission (hereinafter called 'the Commission') and in accordance with the provisions of the Electricity Act, 2003, and the Regulations made thereunder by the Commission, the four Distribution Companies, namely, the Eastern Power Distribution Company of A.P. Ltd., the Central Power Distribution Company of A.P. Ltd., the Northern Power Distribution Company of A.P. Ltd., and the Southern Power Distribution Company of A.P. Ltd., (hereinafter referred to collectively as the 'DISCOMs' or the 'Distribution Licensees') submitted the draft General Terms and Conditions of Supply (GTCS), for approval of the Commission. The Commission approved the same in the proceedings No.Secy/01/2006 dated 6-1-06 after elaborate consultation process.

2. The clause 4 of the GTCS contemplates a 'Designated Officers' Notification' containing the list of all officers / personnel / bodies authorized by the Licensee or the Government, as the case may be, with regard to various tasks for conduct of business, which requires approval of the Commission.

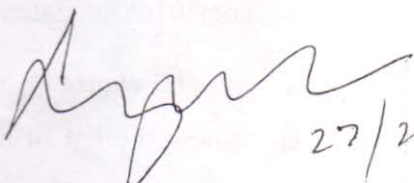


3. The Central Power Distribution Company Ltd., (CPDCL) has furnished a draft Designated Officers' Notification with its Lr. No. CGM (Comml.)/ DE (RAC)/F:GTCS/D.No. 4246/05 dt: 09-12-05. This was examined and the minor modifications proposed for this draft were referred to all DISCOMs for their comments. A meeting was held with the representatives of all DISCOMs by the Commission Secretary and Director (Engg.) on 25-1-06. All the DISCOMs have furnished their views in writing on the proposed modifications. After careful consideration, the Commission hereby approves the 'Designated Officers' Notification' as required under clause 4 of the GTCS.

4. Pursuant to the notification issued by Govt. of AP in G.O. Ms. No. 145 dt: 31-12-03, as amended in G.O. Rt. No. 70 dt: 10-3-04, the Commission approved designation of different officers for issue of provisional order and for issue of final order u/s 126 of the Act, to be in line with the provisions of the said G.O.s (vide clause 4.1 of the Designated Officers' Notification). As the GTCS approved in proceedings dt: 6-1-06 contained certain clauses on the premise of a single officer issuing the provisional order as well as final order u/s 126, the Commission hereby approves certain modifications to the relevant clauses of GTCS as indicated in the **Annexure**.

5. Licensees shall incorporate these modifications in the relevant clauses of GTCS while printing the book-lets of the GTCS, and also append the 'Designated Officers' Notification' to the GTCS.

**(BY ORDER OF THE COMMISSION)**

  
27/2/11  
(S. SURYA PRAKASA RAO)  
SECRETARY

**Annxure**  
**Proposed modifications if separate officer has to make**  
**final assessment u/s 126 of the Act**

| S.No. | Clause            | Existing provision  | Revised as<br>(charges highlighted)   |
|-------|-------------------|---|---|
| 1     | 2.2.4             | "Assessing Officer" shall have the meaning ascribed to it under (a) of the explanation to Section 126 of the Act.   | <u>"Provisional Assessing Officer"</u> or <u>"Final Assessing Officer"</u> shall have the meaning ascribed to <u>"Assessing Officer"</u> under sub-clause (a) of the Explanation to Section 126 of the Act.   |
| 2     | 9.2.1<br>(Para 1) | The Assessing Officer as defined in clause 2.2.4 herein, shall make a provisional assessment of the electricity charges due to the Company on account of Unauthorised Use of Electricity, in accordance with Section 126 of the Act.<br><br>The 'Assessing Officers' authorised to issue the Provisional Assessment order for cases of Unauthorised Use of Electricity shall be those who are authorised by the State Govt. u/s 126 of the Act. | The <u>Provisional</u> Assessing Officer as defined in clause 2.2.4 herein, shall make a provisional assessment of the electricity charges due to the Company on account of Unauthorised Use of Electricity, in accordance with Section 126 of the Act.<br><br>The <u>'Provisional</u> Assessing Officers' authorised to issue the Provisional Assessment order for cases of Unauthorised Use of Electricity shall be those who are authorised by the State Govt. u/s 126 of the Act. |
| 3     | 9.2.2             | The Provisional Assessment order will be served in the format prescribed in Appendix V by the Assessing Officer within five working days from the date of inspection/ date of receipt of test report of MRT laboratory, as the case may be.   | The Provisional Assessment order will be served in the format prescribed in Appendix V by the <u>Provisional</u> Assessing Officer within five working days from the date of inspection/ date of receipt of test report of MRT laboratory, as the case may be.  |
| 4     | 9.2.3<br>(Para 1) | The Provisional Assessment order as defined in clause 2.2.46(A) herein for cases of Unauthorised Use of Electricity shall be prepared by the Assessing Officer, in the format provided in Appendix V, the order shall mention inter alia:   | The Provisional Assessment order as defined in clause 2.2.46(A) herein for cases of Unauthorised Use of Electricity shall be prepared by the <u>Provisional</u> Assessing Officer, in the format provided in Appendix V, the order shall mention inter alia:  |
| 5     | 9.2.4             | The Assessing Officer shall also inform the consumer in the said order,<br><br>(ii) that the consumer can make a representation to him within 15 days from the date of service of the order, if he has any objection to it and that the consumer will be given an opportunity for personal hearing if so desired, before disposing off his representation   | The <u>Provisional</u> Assessing Officer shall also inform the consumer in the said order,<br><br>(ii) that the consumer can make a representation to the <u>Final Assessing Officer</u> within 15 days from the date of service of the order, if he has any objection to it and that the consumer will be given an opportunity for personal hearing if so desired, before disposing off his representation   |



## Annxure

### Proposed modifications if separate officer has to make final assessment u/s 126 of the Act

| S.No. | Clause  | Existing provision  | Revised as<br>(charges highlighted)  |
|-------|---------|---|--|
| 6     | 9 2 5   | in the event that the consumer does not accept the provisionally assessed electricity charges he may make a representation to the assessing officer within 15 days from the date of service of the provisional assessment order   | In the event that the consumer does not accept the provisionally assessed electricity charges, he may make a representation to the <u>provisional</u> assessing officer within 15 days from the date of service of the provisional assessment order  |
| 7     | 9 2 6   | In the event that the consumer accepts the provisionally assessed electricity charges he must pay the full amount to the Company as per the order and obtain a receipt for the same. The assessing officer shall not pursue the case further or revise the payment of electricity charges by the consumer on account of the Unauthorised Use of Electricity and shall close the case within one working day, on production of the receipt for the full amount by the consumer. In the event of failure on the part of the consumer to make the full payment within seven days as specified under Section 126 (4) of the Act, the Company may disconnect the service in accordance with Section 56 of the Act. | In the event that the consumer accepts the provisionally assessed electricity charges he must pay the full amount to the Company as per the order and obtain a receipt for the same. The <u>provisional</u> assessing officer shall not pursue the case further or revise the payment of electricity charges by the consumer on account of the Unauthorised Use of Electricity and shall close the case within one working day, on production of the receipt for the full amount by the consumer. In the event of failure on the part of the consumer to make the full payment within seven days as specified under Section 126 (4) of the Act, the Company may disconnect the service in accordance with Section 56 of the Act. |
| 8     | 9 3 2 6 | For all equipment applicable to LT I or commercial establishments in LT II or industries in LT III, which have not been classified in accordance with Annexure XII (II), XII (III) and XII (IV) respectively of Appendix XII of the GTCS, the Assessing Officer may apply the alternative assessment rules in accordance with Annexure XII (V) of Appendix XII herein. The Assessing Officer may also choose to categorise those equipments/ appliances to the best of his judgement.   | For all <u>equipment</u> applicable to LT I or commercial establishments in LT II or industries in LT III, which have not been classified in accordance with Annexure XII (II), XII (III) and XII (IV) respectively of Appendix XII of the GTCS, the Assessing Officer may apply the alternative assessment rules in accordance with Annexure XII (V) of Appendix XII herein. The <u>Provisional</u> Assessing Officer may also choose to categorise those equipments/ appliances to the best of his judgement.  |

**Annxure**  
**Proposed modifications if separate officer has to make**  
**final assessment u/s 126 of the Act**

| S.No. | Clause  | Existing provision  | Revised as<br>(charges highlighted)  |
|-------|---------|---|--|
| 9     | 9.3.2.7 | In cases where the Load Utilisation Factor and/ or the number of hours of usage per day in Annexure XII (II), XII (III) and XII (IV) of Appendix XII of the GTCS, are not applicable, the Assessing Officer may apply the relevant Load Utilisation Factor and/ or the number of hours of usage per day, to the best of his judgement and thereby arrive at the effective hours of usage.   | In cases where the Load Utilisation Factor and/ or the number of hours of usage per day in Annexure XII (II), XII (III) and XII (IV) of Appendix XII of the GTCS, are not applicable, the <u>Provisional</u> Assessing Officer may apply the relevant Load Utilisation Factor and/ or the number of hours of usage per day, to the best of his judgement and thereby arrive at the effective hours of usage.   |
| 10    | 9.4.1   | The consumer may make a representation to the Assessing Officer within 15 days from the date of service of the Provisional Assessment order. The Assessing Officer shall enquire into the matter, and after giving reasonable opportunity to the consumer (including an opportunity for personal hearing to the consumer) and taking into account all relevant facts and circumstances, shall proceed to assess to the best of his judgement, the electricity charges payable by the consumer due to the Company on account of such <u>Unauthorised Use of Electricity</u> by the consumer and issue the final order of assessment in terms of Section 126(3) of the Act. | The consumer may make a representation to the <u>Final</u> Assessing Officer within 15 days from the date of service of the Provisional Assessment order. The <u>Final</u> Assessing Officer shall enquire into the matter, and after giving reasonable opportunity to the consumer (including an opportunity for personal hearing to the consumer) and taking into account all relevant facts and circumstances, shall proceed to assess to the best of his judgement, the electricity charges payable by the consumer due to the Company on account of such <u>Unauthorised Use of Electricity</u> by the consumer and issue the final order of <u>assessment</u> in terms of Section 126(3) of the Act. |
| 11    | 9.4.2   | The consumer may also be represented at the time of personal hearing before the Assessing Officer by any other person as specified by the consumer in an authorisation letter to the Assessing officer.   | The consumer may also be represented at the time of personal hearing before the <u>Final</u> Assessing Officer by any other person as specified by the consumer in an authorisation letter to the <u>Final</u> Assessing officer.  |
| 12    | 9.4.3   | If the consumer fails to make a representation within the stipulated period, the Assessing Officer would proceed to assess to the best of his judgement, the electricity charges payable by the consumer due to the Company on account of such <u>Unauthorised Use of Electricity</u> by the consumer, and would pass the Final Assessment Order as per the format provided in Appendix X (A) herein.   | If the consumer fails to make a representation within the stipulated period, the <u>Final</u> Assessing Officer would proceed to assess to the best of his judgement, the electricity charges payable by the consumer due to the Company on account of such <u>Unauthorised Use of Electricity</u> by the consumer, and would pass the Final <u>Assessment Order</u> as per the format provided in Appendix X (A) herein Appendix X(A) herein.   |



**Annexure**  
**Proposed modifications if separate officer has to make**  
**final assessment u/s 126 of the Act**

| S.No. | Clause                           | Existing provision   | Revised as<br>(changes highlighted)   |
|-------|----------------------------------|--|---|
| 13    | 9.4.4                            | In the Final Assessment Order, the Assessing Officer would <del>set out his conclusions and the reasons thereof,</del> communicate a copy of the same to the consumer and intimate the amount, if any, due from the consumer on the basis of such order after giving due credit to the amounts already paid by him.  | In the Final Assessment Order, the <del>Final</del> Assessing Officer would <del>set out his conclusions and the reasons thereof,</del> communicate a copy of the same to the consumer and the Provisional Assessing Officer and intimate the amount, if any, due from the consumer on the basis of such order after giving due credit to the amounts <del>already paid by him.</del>   |
| 14    | 9.4.6                            | In the event that the consumer accepts the electricity charges in addition to other charges stipulated in the Final Assessment Order, he must pay the full amount to the Company within the period mentioned in clause 9.4.5 above and obtain a receipt for the same. The Assessing Officer shall close the case within one working day, on production of the full payment receipt by the consumer. In the event of failure on the part of the consumer to make the full payment within the time period specified in clause 9.4.5, the Company may disconnect the supply of electricity in accordance with Section 56 of the Act. The Company may keep such supply disconnected till the consumer makes full payment to the Company. | In the event that the consumer accepts the electricity charges in addition to other charges stipulated in the Final Assessment Order, he must pay the full amount to the Company within the period mentioned in clause 9.4.5 above and obtain a receipt for the same. The <u>Final</u> Assessing Officer shall close the case within one working day, on production of the full payment receipt by the consumer. In the event of failure on the part of the consumer to make the full payment within the time period specified in clause 9.4.5, the Company may disconnect the supply of electricity in accordance with Section 56 of the Act. The Company may keep such supply disconnected till the consumer makes full payment to the Company. |
| 15    | 9.4.7                            | If a consumer indulges in any Unauthorised Use of Electricity for the second time in his premises, the supply of electricity may be discontinued for a period as decided by the Assessing Officer. Fresh connection shall also not be allowed to such premises during the aforesaid period.  | If a consumer indulges in any Unauthorised Use of Electricity for the second time in his premises, the supply of electricity may be discontinued for a period as decided by the <u>Provisional</u> Assessing Officer. Fresh connection shall also not be allowed to such premises during the aforesaid period.  |
| 16    | Appendix V<br>item 5 3rd<br>para | In case you have any objection to this order, you may make a representation to me within 15 days from the date of service of this order. You may also specifically indicate in your representation whether you want to be heard in person.   | In case you have any objection to this order, you may make a representation to <u>the Final Assessing Officer</u> <u>from</u> the date of service of this order. You may also specifically indicate in your representation whether you want to be heard in person.  |



Eastern Power Distribution Company of Andhra Pradesh Ltd

Designated Officers' Notification

Notification under the General Terms & Conditions of Supply

Dated

(Last amended on \_\_\_\_\_)

## Table of Contents

|          |  |    |
|----------|--|----|
| <u>1</u> | <u>Grant of Supply</u>   | 3  |
| <u>2</u> | <u>Metering</u>  | 8  |
| <u>3</u> | <u>Billing &amp; Payment</u>                                   | 11 |
| <u>4</u> | <u>Unauthorised Use of Electricity</u>                         | 12 |
| <u>5</u> | <u>Theft of Electricity and Illegal Restoration of Service</u> | 13 |
| <u>6</u> | <u>Other Irregularities</u>                                    | 15 |
| <u>7</u> | <u>Grievance Redressal</u>                                     | 16 |



## Preface

The Designated Officers' Notification contains the list of all officers/ personnel/ bodies designated by the Eastern Power Distribution Company of Andhra Pradesh Limited (henceforth referred to as "Company") or the Government, as the case may be, with regard to various tasks for conduct of business, in accordance with Condition 4 of the General Terms and Conditions of Supply. The Company reserves the right to make modifications in the Designated Officers' Notification from time to time, and the same will be made available in the offices of the Company and on the Company's website.

Sd/- G. Sai Prasad, I.A.S.  
Chairman & Managing Director

## **Designated Officers' Notification**

All officers and personnel designated by the Company with regard to the tasks listed below, are notified by the Company in the "Designated Officers Notification".

Though various functions are required to be discharged by the designated officers as per this notification, the action(s) taken by any officer other than the designated officer, shall not be treated as invalid merely on this ground as long as such officer is entrusted with that duty by the company, considering the resources available at that point of time, subject, however, to his action(s) being ratified by the company within 7 days thereafter.

### **1 Grant of Supply**

#### **1.1 Release of New Connections/ Additional Loads (5.2)**

##### **1.1.1 Issue and Receipt of Application Forms and Issue of Acknowledgement for New Connections/ Additional Loads (5.2.1, 5.2.2 and 14.4.1)**

The officers designated for distribution of blank application forms, receipt of completed applications along with supporting documents and issue of acknowledgement to the consumer for new connections/ additional loads are as follows:

| S. No. | Category          | Designated Officer   |
|--------|-------------------|--|
| 1      | All LT Categories | Customer Service Centre Incharge under the ADE (Operation) of the concerned Sub-Division |
| 2      | All HT Categories | ADE/Comm./ Circle Office   |



### 1.1.2 Acceptance of various payments including security deposit, etc for release of supply by cash / Demand Draft (5.2.2)

The officers designated for acceptance of various payments including security deposit, etc for release of supply of electricity are as follows:

| S. No. | Category          | Designated Officer  |
|--------|-------------------|---|
| 1      | All LT Categories | Customer Service Centre in charge under the ADE (Operation) of the concerned Sub-Division |
| 2      | All HT Categories | SAO / Circle office   |

### 1.1.3 Site Inspection and wiring completion certification (5.5, 5.6 and 5.7)

The officers designated for conducting site inspections with the licensed contractor/ his representative to certify work completion, fixing the point of supply, meter & MCB location, etc at the time of new connections/ additional loads and for receipt/ acceptance of Wiring Completion Certificate for new connections/ additional loads are as follows:

| S. No. | Category   | Designated Officer                              |
|--------|--|---|
| 1      | All LT Categories<br>Other than LT industrial<br>(i) Category I Single Phase Services<br>(ii) Category II & VII Single Phase Services<br>(iii) All other categories and all 3 Phase Services | Area Line Man<br>Line Inspector<br>AE/Operation |
| 2      | Industrial LT Category below 75 HP   | ADE (Operation)                                 |
| 3      | Industrial LT Categories of 75 HP and above  | ADE (Operation)                                 |
| 4      | HT Categories upto 11 kV   | DE (Operation)                                  |
| 5      | 33 kV and above  | DE (Operation)                                  |

#### 1.1.4 The officers designated to sign Test Reports before release of supply

| S. No. | Category                               | Designated Officer |
|--------|--|--------------------|
| 1      | All LT Categories except LT Industrial | AE/Operation       |
| 2      | LT Industrial and Cottage Industries   | ADE (Operation)    |
| 3      | All HT Categories                      | DE / Operation     |

### 1.2 Agreements (Clause 5)

#### 1.2.1 Collection and signing of Agreements (5.9.5)

The officers designated for obtaining and signing of agreements before commencement of works for new connections/additional loads are as follows:

| S.No. | Category                               | Designated Officer                  |
|-------|--|-------------------------------------|
| 1     | All LT Categories except LT Industrial | (No separate Agreement is required) |
| 2.    | LT Industrial and Cottage industries   | ADE (Operation)                     |
| 3     | All HT Categories                      | SE / Operation                      |

#### 1.2.2 Termination of Agreement (5.9.4)

The officers designated for issue of notice for termination of agreement are as follows:

| S. No. | Category                 | Designated Officer |
|--------|--------------------------|--------------------|
| 1      | LT Cat I, II, V, VI, VII | ADE (Operation)    |
| 2      | LT Cat III A, III B, IV  | DE (Operation)     |
| 3      | All HT Categories        | SE (Operation)     |



- 1.3 Officers designated to re-classify a service in case of wrong classification at the time of release of supply (3.4.1).

| Category          | Officer designated to issue notice | Officer to whom objection if any is to be filed |
|-------------------|------------------------------------|---|
| All LT Categories | ADE / Operation                    | DE / Operation                                  |
| ALL HT Categories | DE / Operation                     | SE / Operation                                  |

- 1.4 Issue of Notice to the Consumer for Merging of multiple connections in a single premises into a Single Service (3.5.3)

The officers designated for issue of notice to the consumer for merging of multiple services in a single premises into a single service are as follows:

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT categories | ADE (Operation)    |
| 2      | All HT Categories | DE (Operation)     |

- 1.5 Issue of Notice to the Consumer in the event of Modification of Existing Service Connections (5.4.1.2)

The officers designated for issue of notice in the event of modification of existing service connections are as follows:

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT categories | ADE (Operation)    |
| 2      | All HT Categories | DE (Operation)     |

**1.6 Request for Inspection owing to Alteration in Wiring by the consumer (5.10.3)**

The officers designated to accept requests for inspection owing to proposed alteration in wiring by the consumer are as follows:

| S. No. | Category                                      | Designated Officer              |
|--------|---|---------------------------------|
| 1      | All LT Categories<br>Other than LT industrial | Sub-Engineer/ AE<br>(Operation) |
| 2      | Industrial LT Category below 75 HP,           | ADE (Operation)                 |
| 3      | Industrial LT Categories of 75 HP and above   |                                 |
| 4      | HT Categories upto 11 kV                      | DE (Operation)                  |
| 5      | 33 kV and above                               |                                 |

**1.7 Issue of Notice on Alterations/ Additions in Consumer's Installation**

**1.7.1** The officers designated to issue a notice to the consumer on alterations/ additions in the consumer's Installation are as follows: (5.10.3)

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT categories | ADE (Operation)    |
| 2      | All HT Categories | DE (Operation)     |

**1.7.2** Officers designated to issue notice for disconnection on account of leakage / defect in consumer wiring / installation (5.12.4).

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT categories | ADE (Operation)    |
| 2      | All HT Categories | DE (Operation)     |



### 1.8 Handling Licensees equipment installed in consumer's premises (5.12.5)

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT categories | O & M Staff        |
| 2      | All HT Categories | AE / Operation     |

## 2 Metering

### 2.1 Periodical Meter Testing (7.3.1)

The officers designated for prescribed periodical meter testing are as follows:

| S. No. | Category   | Designated Officer |
|--------|--|--------------------|
| 1      | All LT categories  | AE (Meters)        |
| 2      | HT categories including and upto 1000 kVA of total contracted demand including demand with Discoms and other sources | ADE (Meters)       |
| 3      | HT categories above 1000 kVA of total contracted demand including demand with Discoms and other sources              | DE (M&P)           |

### 2.2 Meter Testing for Correctness based on Consumer Complaint (7.3.3)

The officers designated for meter testing for correctness based on consumer complaint are as follows:

| S. No. | Category          | Designated Officer        |
|--------|-------------------|---------------------------|
| 1      | All LT categories | AE (Meters)/ ADE (Meters) |
| 2      | All HT categories | ADE (Meters)/ DE (M&P)    |

### 2.3 Meter Reading (7.1.4 and 7.4.1)

The officers designated for meter reading from time to time as follows:

| S. No. | Category  | Designated Officer   |
|--------|---|--|
| 1      | All LT categories - (Low value) - Consumer to be specifically informed while reading of meters fixed in Boxes mounted on pole.  | O & M Staff /outsourced agencies/ persons Designated by the licensee |
| 2      | All LT categories - (High value) - Consumer to be specifically informed while reading of meters fixed in Boxes mounted on pole. | Line inspector/ SLI/ Foreman/ AE (Operation)                         |
| 3      | All HT services upto 1000 kVA of total contracted demand from all sources including DISCOM.                                     | ADE (Operation)  |
| 4      | All HT Categories above 1000 kVA of total contracted demand from all sources including DISCOM.                                  | DE (Operation)   |

## 2.4 Meter Testing (7.5.1)

2.4.1 Officers designated to Inspect Meters at Consumer premises for testing meter at MRT and the officers designated to issue notices and officer to whom representation if any against notice, or any meter defect case, is to be made (7.5.1.1, 7.5.1.2 and 7.5.1.5.2)

| Category                            | Officers designated to Inspect at consumer premises | Officers designated to Test at MRT | Officers designated to issue notices | Officer to whom representation is to be made against the meter defect cases |
|-------------------------------------|---|------------------------------------|--------------------------------------|---|
| All LT Categories except industrial | AE / Operation<br>AE / Meters                       | AE or ADE (Meters)                 | ADE / Operation                      | DE / Operation  |
| LT-Industrial                       | ADE / Operation<br>ADE / Meters                     | ADE / Meters                       | ADE / Operation                      | DE / Operation  |
| All HT Categories                   | ADE / Operation<br>ADE / Meters                     | ADE/ Meters                        | ADE / Operation                      | SE / Operation  |

2.4.2 The officers designated for undertaking meter replacement, in the event that the meter is not functioning normally, are as follows: (7.3.7)

| S. No. | Category   | Designated Officer          |
|--------|--|-----------------------------|
| 1      | All LT categories except LT industrial   | AE (Operation)/ AE (Meters) |
| 2      | All LT Industrial services, and services metered on HT side upto 1000 kVA (total CMD from all sources including DISCOM). | ADE (Meters)                |
| 3      | All HT Categories above 1000 kVA (total contracted demand from all sources including DISCOM).                            | DE (M&P)                    |



## 2.5 Filing of complaint in the event of Meter Loss (Theft) (7.5.3.1)

The officers designated for receipt of complaint from a consumer in the event of meter loss are as follows:

| S. No. | Category                 | Designated Officer                       |
|--------|--------------------------|--|
| 1      | All LT and HT categories | ADE in-charge of Customer Service Centre |

## 3 Billing & Payment

### 3.1 Bill Generation (8.1)

The officers designated for generation of bills from time to time as follows: (8.1)

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT categories | AAO (ERO)          |
| 2      | All HT categories | SAO, Circle office |

### 3.2 Bill Payment (8.2)

The officers designated for receipt of payment for CC charges and other charges including payment of assessed amount are as follows: (8.2)

| S. No. | Category          | Designated Officer/<br>collection offices            | Other offices<br>accepting bill<br>payment  |
|--------|-------------------|--|---|
| 1      | All LT categories | AAO (ERO)  | ERO / Designated Banks and any other designated collection agencies/ centers including e-seva centers |
| 2      | All HT categories | SAO (Circle office) / Pay Officer (Corporate Office) | Corporate office  |

### 3.3 Re-connection on payment after disconnection (8.3.2)

| S. No. | Category          | Designated Officer |
|--------|-------------------|--------------------|
| 1      | All LT Categories | AE / Operation     |
| 2      | All HT Categories | ADE / Operation    |

## 4. Unauthorised Use of Electricity

4.1 The officers authorised by the Govt. Of AP for the purposes u/s 126, Unauthorised Use of Electricity vide G.O. Ms. No. 145 (Energy) dt: 31-12-03 as amended in Go.Rt.. No. 70 dt: 10-03-2004, are as follows: (9.1.1)

| Category   | Officers designated for   |   |   |                                     |
|--|---|---|---|-------------------------------------|
|  | Conduct of inspections & Issue of Inspection Report (Inspecting Officer) *                        | Issue of Provisional Assessment Order (Assessing Officer) | Issue of Final Assessment Order (Assessing Officer) | Appellate Authority                 |
| All LT categories (except for LT III and Cottage industries) | AAE/ AE   | ADE in charge of Distribution                             | DE (Assessments)                                    | SE (Assessments)                    |
| LT III and Cottage industries                                | All officers of the rank ADE (Operation) and above<br>All officers of the rank AE (DPE) and above | ADE in charge of distribution                             | DE (Assessments)/<br>SE (Assessments)               | SE (Assessments)/<br>CE (Operation) |
| <u>All HT categories</u>                                     | All officers of the rank ADE and above<br>All officers of the rank ADE (DPE) and above            | ADE in charge of distribution                             | SE (Assessments)                                    | <u>CE (Operation)</u>               |

(\*) :The Inspecting Officers authorized by State Govt. U/S 135 (2) have been indicated here by the company.

- 4.2 Officers designated to disconnect supply in case any consumer prevents inspecting officer from entering the premises where the inspecting officer suspects un-authorised use of electricity

All categories – ADE / Operation.

## 5. Theft of Electricity and Illegal Restoration of Service

### 5.1 Recovery of Electricity Charges

The officers designated for the purposes u/s 135 of Act, in cases of theft of electricity are as follows: (10.1 and 10.2).

| Category  | Authorised by GoAP vide<br>G.O. Ms No. 145 (Energy)<br>dt: 31-12-2005 as amended in<br>G.O. Rt. No. 70 dt: 10-03-2004 | Designated by Company for   |                                    |
|---|---|---|------------------------------------|
|   | Conduct of inspections &<br>Issue of Inspection Report<br>(Inspecting Officer)  | Issue of<br>Provisional<br>Assessment<br>Notice<br>(Assessing<br>Officer) | Disconnection<br>&<br>Reconnection |
| All LT categories<br>(except for LT III<br>and cottage<br>industries)   | AAE/ AE/ ADE/ DE  | ADE<br>(Operation)  | ADE<br>(Operation)                 |
| LT III Industrial<br>and cottage<br>industries<br>(i) detection of<br>malpractice and<br>pilferage of energy<br><br>(ii) Detection of<br>only malpractice | AE (DPE)/ ADE/ DE/ & SE<br><br>AAE/ AE/ ADE/ DE & SE  | ADE<br>(Operation)  | ADE<br>(Operation)                 |
| All HT categories   | All officers of the rank ADE/<br>DE/ SE   | ADE<br>(Operation)  | ADE<br>(Operation)                 |



**5.2 Criminal Liability and Civil Liability in case of theft of electricity (clause 10.5 and 10.6)**

**5.2.1 The officers/ designated by the Company to deal with the criminal liability and civil liability in cases of theft of electricity in accordance with Section 135 of the Act are as follows:**

| Category                | Officers/ designated for   |                                |  |                                | Filing the documents before special court for civil liability |
|-------------------------|--|--------------------------------|--|--------------------------------|---|
|                         | Criminal Liability   |                                |  |                                |   |
|                         | Filing of Theft Complaint  | Filing of FIR                  | Launching of Prosecution by filing of Charge sheet | Compounding                    |   |
| All Customer categories | Inspecting Officer files with the SHO at the APTS Police Station | SHO at the APTS Police Station | SHO at the APTS Police Station                     | SHO at the APTS Police Station | Provisional Assessing Officer                                 |

**5.2.2 Officers designated to file FIR in case of other offences under the Act (Clause 11).**

| Section of the Act | Nature of offence                              | Officer designated to file FIR |
|--------------------|--|--------------------------------|
| 136                | Theft of Electric lines and material of DISCOM | AE/ Operation                  |
| 137                | Receiving stolen property of DISCOM            | AE/Operation                   |
| 138                | Interference with meters or works of DISCOM    | ADE/Operation                  |
| 139                | Negligently breaking or injuring works         | AE / Operation                 |
| 140                | Intentionally injuring works                   | AE / Operation                 |
| 141                | Extinguishing public lamps                     | AE / Operation                 |

## 6. Other Irregularities

### 6.1 Cases related to excess load regularisation

The officers designated by the Company to deal with cases involving Development Charges are as follows: (12.3)

| Category                              | Officers designated for  |  |   |
|---------------------------------------|--|--|---|
|                                       | Conduct of inspections & Issue of Inspection Report (Inspecting Officer) | Issue of Notice to the Consumer/ Receipt of Representation from Consumer | Disconnection/ Reconnection & Confirmation of Disconnected Load |
| All LT categories (except for LT III) | All officers of the rank AE/ AAE (Operation) and above                   | ADE (Operation)  | ADE (Operation)   |
| LT III                                | All officers of the rank ADE (Operation) and above                       | ADE (Operation)  | ADE (Operation)   |
| All HT categories                     | All officers of the rank ADE (Operation) and above                       | DE (Operation)   | ADE (Operation)   |

### Capacitor Surcharge (12.1)

The officers designated by the Company to deal with cases involving Capacitor Surcharge are as follows: (12.1.2, 12.1.4)

| Category                              | Officers designated for  |                                 |  |                  |
|---------------------------------------|--|---------------------------------|--|------------------|
|                                       | Conduct of inspections & Issue of Inspection Report (Inspecting Officer) | Issue of Notice to the Consumer | Receipt of Intimation on Capacitor Replacement | Appeal lies with |
| All LT categories (except for LT III) | All officers of the rank AAE/ AE (Operation) and above                   | ADE (Operation)                 | ADE (Operation)                                | DE (Operation)   |
| LT III and HT Agriculture             | All officers of the rank ADE (Operation) and above                       | ADE (Operation)                 | ADE (Operation)                                | DE (Operation)   |



## 7. Grievance Redressal

### 7.1 Restoration of Supply in the event of failure or interruption (14.1)

The officers designated by the Company to deal with complaints regarding failure or interruption of power supply including normal fuse off calls, line breakdowns, transformer failures are as follows:

| Category         | Officers designated for  |   |                            |                           |
|------------------|--|---|----------------------------|---------------------------|
|                  | Complaint to be first lodged   | First level of Escalation               | Second level of Escalation | Third level of Escalation |
| All LT consumers | Operator at the Fuse Off Call Center OR Centralised Complaint Center | AE/ AAE (Operation) viz Section Officer | ADE (Operation)            | DE (Operation)            |
| All HT consumers | AE/ AAE (Operation) viz Section Officer                              | ADE (Operation)                         | DE (Operation)             | SE (Operation)            |

**Note:** The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

### 7.2 Scheduled Outages (14.2)

The DE (Operation) is designated by the Company to deal with complaints regarding scheduled outages. This includes acknowledgement of complaints and taking precautions to prevent such recurrences.



### 7.3 Voltage Fluctuation Complaints (14.3)

The officers designated by the Company to deal with complaints regarding voltage fluctuations are as follows:

| Category         | Officers designated for   |                           |                            |
|------------------|---|---------------------------|----------------------------|
|                  | Complaint to be first lodged  | First level of Escalation | Second level of Escalation |
| All LT consumers | Operator at the Fuse Off Call Center/ Centralised Complaint Center OR AE/ AAE (Operation) viz Section Officer | ADE (Operation)           | DE (Operation)             |
| All HT consumers | AE/ AAE (Operation) viz Section Officer   | DE (Operation)            | SE (Operation)             |

**Note:** The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

### 7.4 Complaints regarding New Connections/ Shifting or Change of Installation (14.4)

The officers designated by the Company to deal with complaints regarding new connections/ shifting or change of installation are as follows:

| Category  | Officers designated for           |                                   |
|---|-----------------------------------|-----------------------------------|
|   | Complaint to be first lodged      | First level of Escalation         |
| All LT connections other than LT III                        | ADE (Operation)                   | DE (Operation)                    |
| All LT III connections                                      | DE (Operation)                    | SE (Operation)                    |
| HT connections with a contract demand of less than 5000 kVA | SE (Operation)                    | Concerned CGM at Corporate office |
| HT connections with a contract demand of 5000 kVA and above | Concerned CGM at Corporate office | Chairman & Managing Director      |

**Note:** The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

### 7.5 Metering Complaints (14.5)

The officers designated by the Company to deal with metering complaints are as follows:

| Category       | Officers designated for  |                           |                            |
|----------------|--|---------------------------|----------------------------|
|                | Complaint to be first lodged                                   | First level of Escalation | Second level of Escalation |
| All categories | Operator at the Customer Service Center OR AE/ AAE (Operation) | ADE (Operation)           | DE (Operation)             |

**Note:** The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

### 7.6 Billing Complaints (14.6)

7.6.1 The officers designated by the Company to deal with billing complaints are as follows:

| Category          | Officers designated for  |                           |
|-------------------|--|---------------------------|
|                   | Complaint to be first lodged   | First level of Escalation |
| All LT categories | Officer on duty at the Customer Service Center or AAO (ERO)              | DE (Operation)            |
| All HT categories | Officer on duty at the Customer Service Center or SAO (Operation circle) | SE (Operation)            |

**Note:** The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.



### 7.6.2 Change of Category (14.6)

| Category          | Officers designated for      |                                   |
|-------------------|------------------------------|-----------------------------------|
|                   | Complaint to be first lodged | First level of Escalation         |
| All LT categories | ADE / Operation              | DE / Operation                    |
| All HT categories | SE / Operation               | Concerned CGM at Corporate office |

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.

### 7.7 Reconnection of Supply (14.7)

The officers designated by the Company to deal with complaints for reconnection of supply are as follows:

| Category          | Officers designated for      |                                   |
|-------------------|------------------------------|-----------------------------------|
|                   | Complaint to be first lodged | First level of Escalation         |
| All LT categories | ADE / Operation              | DE (Operation)                    |
| All HT categories | SE/Operation                 | Concerned CGM at Corporate office |

Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.



**7.8 Payment of compensation for default in compliance with standards of performance**

The officers designated for payment of compensation to the consumers, in the event of failure to meet the Standards of Performance by the Company are as follows:

| S. No. | Category          | Designated Officer to certify default | Officer responsible to give credit in bills |
|--------|-------------------|---------------------------------------|---|
| 1      | All LT Categories | ADE (Operation)                       | AAO / ERO                                   |
| 2      | All HT Categories | DE (Operation)                        | SAO / Circle office                         |



GOVERNMENT OF ANDHRA PRADESH  
**ABSTRACT**

Electricity—Electricity Act, 2003 - Notification of Authorisation of officers under section 152(1) to accept a sum of money by way of compounding of the offence - Notification - Orders - Issued..

**ENERGY (PR.II) DEPARTMENT**

G.O.Ms.No.50

Dated.01-05-2007.  
Read the following.

G.O.Ms.No.89, Energy (PR.II) Department, dated 29-07-2007. 3

**ORDER:**

The following notification will be published in the extraordinary issue of the Andhra Pradesh Gazette dated 02-05-2007.

**NOTIFICATION**

In exercise of the powers conferred under sub section (1) of Section 152 of the Electricity Act, 2003 (Central Act No.36 of 2003), the Governor of Andhra Pradesh hereby authorise the following officers of the concerned Distribution Licensee to accept from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money as specified in the G.O.Ms.No.89, Energy (PR.II) Department, Dated the 29<sup>th</sup> July, 2003, by way of compounding of the offence.

**(A) Officers incharge of the Distribution of the Area:**

- (i) Chief Engineer
- (ii) Superintending Engineer
- (iii) Divisional Engineer
- (iv) Assistant Divisional Engineer

**(B) Officers of Detection of Pilferage of Energy Wing:**

- (i) Superintending Engineer
- (ii) Divisional Engineer
- (iii) Assistant Divisional Engineer

**(C) Officers of the Anti Power theft Squad:**

- (i) Superintendent of Police
- (ii) Additional Superintendent of Police
- (iii) Deputy Superintendent of Police
- (iv) Station House Officer

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

A.K. GOYAL

SPECIAL CHIEF SECRETARY TO GOVERNMENT

To

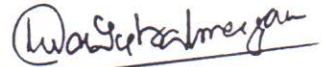
The Commissioner of Printing and Stationary & Stores Purchase Department, Chenchalguda, Hyderabad with a request to publish the above notification in extraordinary issue of the Andhra Pradesh Gazette, dated 02-05-2007.

(P.T.O.)

Copy to:

✓ The Chaiperson & Managing Director, APTRANSCO, Hyderabad.  
Law (E) Department,  
SF/SCs.

//FORWARDED : : BY ORDER//



SECTION OFFICER

