



**ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION**

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From  
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To  
The Chairman & Managing Director  
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Eluru Road, Gunadala,  
Vijayawada – 520 008

The Chairman & Managing Director  
APEPDCL, Corporate Office,  
Seethmmadhara, P&T Colony,  
Visakhapatnam – 530 031

The Chairman & Managing Director  
APSPDCL, D.NO:19-13-65/A,  
Srinivasapuram, Tiruchanoor Road,  
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The Chairman & Managing Director  
APCPDCL, Government I.T.I Road,  
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**Lr. No. APERC/Dir(Admn.)/CA/22 - 2019-20 D.No. 60 / 2020, Date: 24-01-2020**

Sir,

**Sub:** APERC – Establishment of complaint boxes in all the field offices of the Licensees – Operating guidelines -- Communicated – Reg.

**Ref:** 1. Minutes of the Regulatory Review meeting held with the CMDs of the Licensees on 20<sup>th</sup> November, 2019 at the Commission's office.  
2. Hon'ble Chairman's directions given during the Public Hearings from 7<sup>th</sup> January, 2020 to 11<sup>th</sup> January, 2020  
3. Minutes of the 14<sup>th</sup> SAC meeting held on 13<sup>th</sup> January, 2020 at Tirupathi

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The direction that complaint boxes should be established in all the unit offices of the Licensees up to the level of CMDs for public to be in a position to walk in and lodge their grievances has been communicated vide the reference 1<sup>st</sup> cited. During the recently concluded public hearings on the ARR & FPT filings across the State and also during the 14<sup>th</sup> SAC meeting this subject has come up for discussion. Thereby,

public are already aware of this decision and are expecting that the complaint boxes are established for them to be able to lodge their grievances. In this connection, the following detailed instructions are directed to be communicated by the Commission:

**Lodging of the complaints:**

A complaint box, which has a slit through which public can lodge their written complaints – either anonymously or otherwise – should be made available at each of the unit offices of the Licensees i.e., from AE offices up to the CMD's office. The key of the box so established should be available with the next higher authority except in the case of the CMD's office.

**Public Notices about complaint boxes:**

- a. On availability: Public Notices should be prominently displayed both in English and Telugu languages in each of the field offices up to the level of the CMD's office, for public to know that a complaint box is available. Such notices should be got printed on the back of the printed bills.
- b. On method and manner of attending to the grievances: The public notice also should inform that the complaint lodged will be opened by the next higher authority by the 1<sup>st</sup> of the next month in which the complaint is being lodged and hence, if the complainant desires that his complaint which can be resolved by the same office in which he is lodging the complaint be attended to immediately by that office, can submit a copy of his complaint to the officer concerned. This is however, purely optional for the complainant.
- c. Advertising / Publicity about the complaint boxes: In addition to the measures proposed in (a) above, the Licensees shall prominently display on the very first

page of their websites about the availability of complaint boxes in all the field offices up to the CMD's office.

**Opening of the complaint boxes:**

On the 1<sup>st</sup> of every month, the box should be opened by the next higher authority personally and all the complaints received should be sorted as pertaining to his jurisdiction and those that pertain to other jurisdictions / higher authorities. After taking out the complaints from the boxes, they shall be relocked and keys retained and preserved by the higher officer concerned in his office.

Complaints pertaining to others' jurisdiction should be got scanned and transmitted through e-office to the respective officers having jurisdiction over the issues. Subsequently, the complaint itself it can be physically dispatched duly retaining a copy for the purpose of record.

**Attending to complaints:**

- A. Signed complaints: Copies of complaints which are received directly from the public along with their being lodged in the complaint boxes, shall be attended to within 48 hours of their receipt without waiting for the box to be opened and communicated by the higher authority in due course. Result of action taken on such complaints shall be informed through e-office to the next higher authority who will be opening the complaint box by the 1<sup>st</sup> of next month.

Within 48 hours of opening complaint boxes / receipt of transmitted complaints the complaints shall be attended to.

Action taken on the complaints shall be intimated to the complainant through RPAD or personal service whichever is feasible. The result of the action taken should also be made available through email / SMS where feasible and uploaded on the Licensee's website within 48 hours of the action taken. If action on the grievance involves a series of steps, then as soon as a step is completed, the status should be uploaded on the website of the Licensee enclosing a scanned copy of the document that testifies the action taken.

B. Anonymous complaints: Anonymous or unsigned complaints can merely be lodged and no action need be taken on them.

C. Complaints pertaining to other jurisdictions or that can be resolved only by the higher authorities: If a complaint pertains to some other jurisdiction but somehow has been missent or addressed to an officer, the same shall be forwarded to the officer concerned. Similarly, if a complaint can only be redressed by a higher officer and not at his level, that officer shall ensure that the complaint is transmitted to the concerned higher authority through e-office atonce.

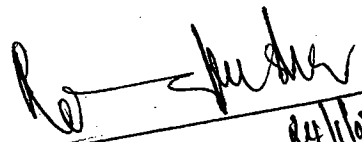
**Licensee's website to reflect information:**

Licensees should put in place a system whereby all their field officers are able to upload the copies of complaints received by them and the action taken by them on their websites. If resolving a complaint involves a series of steps, there should be provision for updating the status of the complaint with relevant links to the documents signifying the action taken.

Additionally, the Licensees should display a monthly report on their websites which shows the number of complaints received, the number resolved and the number pending in each of the respective officer's jurisdiction.

**Quarterly report:** Every licensee shall send a quarterly report to the Commission showing the number of complaints received by them and the number of complaints resolved by them and the number of complaints that are yet to be resolved. This will be forming part of the agenda before each Regulatory Review meeting.

\* Yours faithfully,

  
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Director (Administration)