

Sub: Objections/Suggestions on TSSPDCL APR of FY 2022-23 as per the public notice - Reg

Sir/Madam,

**1.6 Special appropriations** actual is shown as 5.82cr, a deviation of -14.18cr from the approved 20cr.

At the same time **1.7 Other Expenditure** actual is shown as 57.03cr, a deviation of full 57.03cr from the approved zero. Out of which 19.76cr alone is shown as for compensation.

These deviations reflecting DISCOM is compromising on the safety of consumers and employees or DISCOM ran out of ideas/ways on the same.

Compensation head is deviating to that much besides, DISCOM not voluntarily compensating for non complying Guaranteed SOP timelines, though directed for automatic payments as per Clause 13 of Electricity (Rights of Consumer) Rules 2020 and as per Clause 6 under Schedule II of Regulation 5 of 2016 Licensees Standards of Performance.

Even DISCOMs failed to implement/adopt Clause 16(4)(b) of Electricity (Rights of Consumer) Rules 2020 which reads as below

*"The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills."*

I have not seen any head related to consumer awareness activities. Do DISCOMs believe all consumers are well aware of their Rights and about DISCOMs?

There is lot of scope to improve on consumer/customer service front at DISCOMS.

The consumer complaints reaching CGRFs and Vidyut Ombudsman is almost negligible when compared to DISCOMs consumer base. On average not even one (1) complaint a day is not registered voluntarily at FORUMS and not even one (1) appeal a week at Ombudsman.

Thanks and Regards

Kiran Kumar Vempati

H.No.1-2-1/1, Opp.CC Bank,

Sri Venkateswaraswamy Temple Road,

Near MM Court Circle, Suryapet-508213

Mobile: 9290848302

Email: kiranvempati@rediffmail.com

---