



**Telangana State Electricity Regulatory Commission**  
5<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdi-ka-pul, Hyderabad 500 004

**ORDER**

**ON**

**AGGREGATE REVENUE REQUIREMENT/  
EXPECTED REVENUE FROM CHARGES  
FOR FY 2023-24**

**FOR**

**The Co-operative Electric Supply Society Limited,  
Sircilla [CESS]**

**24.03.2023**

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## LIST OF ABBREVIATIONS

A&G	Administrative and General
AAE	Additional Assistant Engineer
ACoS	Average Cost of Supply
Act, 2003	The Electricity Act, 2003
ARR	Aggregate Revenue Requirement
BST	Bulk Supply Tariff
CESS	The Co-operative Electric Supply Society Limited, Sircilla
CGRF	Consumer Grievance Redressal Forum
CMD	Contracted Maximum Demand
CWIP	Capital Works in Progress
DTR	Distribution Transformer
ERC	Expected Revenue from Charges
FPT	Filings for Proposed Tariff
FY	Financial Year
GoTS	Government of Telangana State
HT	High Tension
HVDS	High Voltage Distribution System
kVA	Kilo Volt Ampere
LIS	Lift Irrigation Scheme
LT	Low Tension
MD	Maximum Demand
MU	Million Units
NCS	Net Cash System
NoC	No Objection Certificate
O.P.	Original Petition
OCFA	Original Cost of Fixed Assets
PWS	Protected Water Supply
R&M	Repairs and Maintenance
REC	Rural Electric Corporation Limited
RESCO	Rural Electric Supply Co-operative Society
Rs.	Indian Rupees
SPM	Special Purpose Maintenance
TSERC	Telangana State Electricity Regulatory Commission
TSNPDCL	Northern Power Distribution Company of Telangana Limited
TSSPDCL	Southern Power Distribution Company of Telangana Limited



**TELANGANA STATE ELECTRICITY REGULATORY COMMISSION**  
5<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdi-ka-pul, Hyderabad 500 004

**O.P.No.79 of 2022**

**Dated 24.03.2023**

**Present**

Sri. T. Sriranga Rao, Chairman  
Sri. M. D. Manohar Raju, Member (Technical)  
Sri. Bandaru Krishnaiah, Member (Finance)

**The Co-operative Electric Supply Society Limited, Sircilla (CESS)**

... Applicant/Petitioner

The Co-operative Electric Supply Society Limited, Sircilla (CESS), which is exempted from license for distribution and retail supply of power under Section 13 of the Electricity Act, 2003, has filed its Aggregate Revenue Requirement (ARR)/Expected Revenue from Charges (ERC) for FY 2023-24 on 30.11.2022. Having stood over for consideration till this day, the Commission, in exercise of the power vested in it by the Electricity Act, 2003, after considering Petitioner's filings, its subsequent additional information/submissions, suggestions and objections of the other stakeholders in written and in oral during the public hearing held on 20.02.2023 at Sircilla, written responses of the Petitioner, and all other relevant material, passed the following:

**ORDER**

**Chapter-1**  
**Introduction**

**1.1 BACKGROUND**

1.1.1 Telangana State Electricity Regulatory Commission (herein referred to as 'TSERC' or 'Commission') was constituted by the Government of Telangana State (GoTS) in terms of the provisions of Schedule XII(C)(3) of the A.P.Reorganisation Act, 2014, read with Section 82 of the Electricity Act, 2003 (Act, 2003) vide G.O.Ms.No.3, Energy (Budget) Department, dated 26.07.2014.

- 1.1.2 This Commission having been established u/s 82(1) of the Act, 2003 is required to exercise the powers and functions vested in it under Section 86 and Section 62(1) of the Act, 2003 to determine the tariff for (1) supply of electricity by a generating company to a distribution licensee; (2) transmission of electricity; (3) wheeling of electricity; and (4) retail sale of electricity as the case may be within the Telangana State.
- 1.1.3 The Co-operative Electric Supply Society Limited, Sircilla (hereinafter referred as 'CESS') is primarily governed by the Co-operative Societies Act VII of 1964 under which it had been registered and established in the year 1970. The CESS has been exempted from the requirement of obtaining a Distribution and Retail Supply Licence for retail sale of electricity to the consumers connected to Low Tension (LT) network for the supply area specified in the Licence No.5/2000 granted to it earlier under the Telangana Electricity Reform Act, 1998 [Act 30 of 1998, r/w Telangana Gazette Notification dated 01.06.2016 and G.O.Ms.No.45, Law (F), 1<sup>st</sup> June, 2016], for one (1) year from 10.06.2004 to 09.06.2005 as per the Orders of the Commission dated 15.06.2004 and is being exempted from time to time by the Commission.
- 1.1.4 The Commission, in its proceeding No.TSERC/Secy/165/2016 dated 11.11.2016, in exercise of the powers under Section 13 of the Act, extended the exemption which was earlier granted by it under proceedings of TSERC bearing No.Secy/1/2015 dated 12.05.2015 to the CESS from the application of provisions of Section 12 of the Act, 2003 for a further period of five (5) years from 01.04.2016 to 31.03.2021.
- 1.1.5 Subsequently, the Commission in its Order dated 28.08.2020 in O.P.No.05 of 2020 has modified the exemption issued on 11.11.2016 and allowed the CESS to undertake power supply beyond 75 kW/100 HP up to 1500 kVA subject to enhancing the strength of the personnel to meet the requirement of providing additional service and directed CESS to make arrangement for taking over/ establishing necessary technical facilities for extending power supply up to 1500 kVA in coordination with the Northern Power Distribution Company of Telangana Limited (TSNPDCL) and to regularise the existing multiple LT services in the same premises which are above the 100 HP and bill them accordingly. At the same time the Commission directed TSNPDCL to take all

necessary steps to facilitate CESS to undertake supply of power up to the capacity of 1500 kVA.

1.1.6 In the said Order dated 28.08.2020, the Commission expressed its views that -

*“this order is passed only to facilitate the development that is taking place in the area which the society is serving and has to get benefit from it being a cooperative society and working for the betterment of its members and also the Commission would make it clear that this order in no way would mean an amendment to the licence of the respondent licensee to serve in the area since the petitioner is an exemptee only until 31.03.2021 or such further period unless and until it obtains license for the area of supply. Also does not mean that the Commission has allowed parallel operation of the system to the extent the petitioner is allowed, as such both the parties have to mutually cooperate to render better services to the people at large in the area of supply of the society”.*

1.1.7 Subsequently, the Commission in exercise of the powers vested in it under Section 13 of the Act, based on the recommendations of GoTS and in the public interest, has accorded extension of the exemption vide proceedings No.TSERC/Secy/22/2021 dated 31.03.2021 r/w its amendment vide proceedings No.TSERC/Secy/34/2021, dated 20.05.2021 from the application of provisions of Section 12 of the Act for a further period of five (5) years i.e., from 01.04.2021 to 31.03.2026 subject to and on the same terms, conditions and restrictions contained in the Licence. The area of supply of CESS being twelve (12) complete revenue mandals viz., Sircilla Urban, Vemulawada, Tangallapalli, Ellanthakunta, Mustabad, Gambhiraopet, Yellareddipet, Veernapalli, Konaraopet, Vemulawada Rural, Boinpally, Chandurthy and Rudrangi village of Rudrangi mandal in Rajanna Sircilla district, Nallagonda, Thippaipalli villages of Kodimyal mandal in Jagtial district; and Gundaram village of Bejjanki mandal in Siddipet district.

## **1.2 PRESENT PETITION**

1.2.1 As per the terms and conditions contained in the said exemption Orders, the CESS is required to file its Aggregate Revenue Requirement (ARR) for the ensuing year by 30<sup>th</sup> November of the current year.

1.2.2 The Petitioner has filed its ARR/ERC in respect of its Distribution and Retail Supply Business for FY 2023-24 on 30.11.2022.

### **1.3 ADMISSION OF PETITIONS AND REGULATORY PROCESS**

1.3.1 The Petition was examined and found to be generally in order as required under the TSERC (Conduct of Business) Regulations, 2015 (Regulation No.2 of 2015) and the same is admitted and taken on record by assigning O.P.No.79 of 2022.

### **1.4 DATA GAPS**

1.4.1 Upon, further verification of ARR/ERC filings of the Petitioner, the Petition is found to be deficient in certain aspects and therefore, additional information was sought from it. Subsequently, the petitioner submitted the additional information. The Commission has considered the original filings along with the additional information submitted by the petitioner in determining the ARR/ERC for FY 2023-24.

### **1.5 PUBLIC NOTICE**

1.5.1 The Petitioner, as directed by the Commission, published for information of all stakeholders a Public Notice (**Annexure-I**) in two (2) Telugu, two (2) English and One (1) Urdu daily newspapers on 21.12.2022.

1.5.2 The Public Notice was to inform the stakeholders and general public at large that the Petitioner has filed its ARR/ERC for FY 2023-24 before the Commission and inviting objections/suggestions, if any, on the filings together with supporting material by 31.01.2023 with a copy marked to the Commission. It was also notified in the Public Notice that the Commission intends to conduct Public Hearing on 20.02.2023 at 10:30 hours onwards in the Meeting Hall in New Integrated District Offices Complex, Sircilla Town, Rajanna Sircilla District.

1.5.3 The Public Notice and filings along with supporting material have been made available by the Petitioner to all the stakeholders and the public at large. The Public Notice, filings and supporting material were also hosted in the official website of the Commission viz., [www.tserc.gov.in](http://www.tserc.gov.in).

### **1.6 RESPONSE TO THE PUBLIC NOTICE**

1.6.1 In response to the Public Notice, sixty (60) number of objections/ suggestions were received in writing (**Annexure-II**) by the Commission.

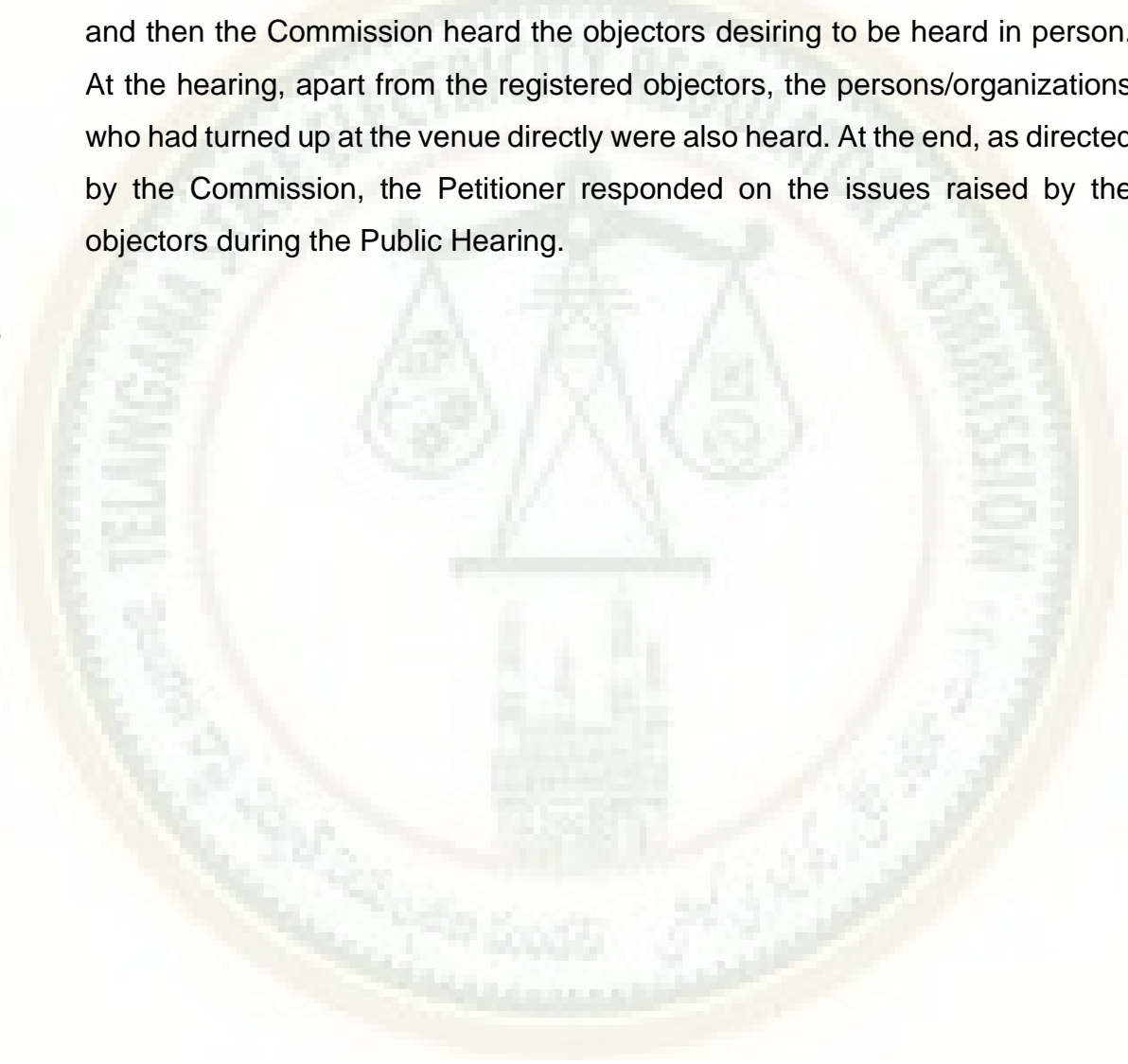
1.6.2 The Petitioner was directed to give its response/replies in writing to all the received objections/suggestions by 09.02.2023 by sending the same to the



respective objector with a copy to the Commission i.e., well before the scheduled date of public hearing. The replies were also posted on the website of the Commission.

## **1.7 PUBLIC HEARING**

1.7.1 The Commission conducted the public hearing on 20.02.2023 in the Meeting Hall in New Integrated District Offices Complex, Rajanna Sircilla District. During the public hearing, the Petitioner made a brief presentation on their ARR filings and then the Commission heard the objectors desiring to be heard in person. At the hearing, apart from the registered objectors, the persons/organizations who had turned up at the venue directly were also heard. At the end, as directed by the Commission, the Petitioner responded on the issues raised by the objectors during the Public Hearing.



## Chapter-2 Summary of Filings

### 2.1 PETITIONER'S SUBMISSIONS

2.1.1 The Petitioner has made the following submissions in their original filings and the additional submissions:

**Table 1: Number of consumers, Sales and Revenue projected by CESS for FY 2023-24 (Form 2.1 of Filings)**

Category	Description	Number of Consumers	Sales in MU	Revenue Rs. in crore
LT-I	Domestic	169959	179.06	85.92
LT-II	Non-Domestic/Commercial	18094	30.45	32.72
LT-III	Industry (optional)	1325	15.73	13.86
LT-IV	Cottage Industries	5670	30.44	13.02
LT-V	Agricultural	78787	608.62	2.84
LT-VI(A)	Street Lighting	1353	5.71	4.37
LT-VI(B)	PWS	1765	14.18	9.40
LT-VII	General Purpose	1042	2.01	1.84
HT-I	Industry – General (11 kV)	61	24.92	25.32
<b>Total</b>		<b>278056</b>	<b>911.12</b>	<b>189.29</b>

**Table 2: ARR and Revenue Gap projected by CESS for FY 2023-24**

Particulars	Rs. in crore
	FY 2023-24
Purchase of energy	477.340
Wages, salaries, other allowances and benefits*	50.640
Administrative and general expenses	2.870
Repair and maintenance expenses	4.480
Rents, rates & taxes	0.102
Interest loan	2.679
Interest paid on security deposit	0.653
Legal charges	0.050
Auditors' fees	0.080
Depreciation	10.698
Contribution to provident fund, staff pension and gratuity	3.500
Electricity Duty	0.000
<b>Total Expenditure</b>	<b>553.092</b>
Reasonable Return	9.49
Less Non Tariff Income	7.32
<b>Aggregate Revenue Requirement</b>	<b>555.26</b>
Expected Revenue from charges	<b>189.29</b>
Revenue Gap	<b>(356.48)</b>

\*' PRC arrears payable to the employees for FY 2022-23 are included.

### 2.2 SUMMARY OF NET CAPITAL BASE FOR FY 2023-24

2.2.1 Based on the above, the summary of net capital base for FY 2023-24 claimed

by the Petitioner and approved by the Commission is as follows:

**Table 3: Summary of net capital base claimed for FY 2023-24**

*Rs. in crore*

Sl. No.	Particulars	Claimed
	<b>Positive Elements</b>	
1	Original cost of Fixed Assets	179.97
2	Capital Works in Progress	45.99
3	Working Capital	
	a) Average cost of Stores	0.37
	b) Average cash and bank balance	5.42
<b>A</b>	<b>Total of positive items of Capital Base</b>	<b>231.75</b>
	<b>Negative elements</b>	
1	Accumulated Depreciation	114.34
2	Loans	30.00
3	Consumer Security Deposit	11.12
<b>B</b>	<b>Total of negative items of Capital Base</b>	<b>155.46</b>
	<b>Net Capital Base</b>	<b>76.30</b>

## 2.3 IMPLEMENTATION OF DIRECTIVES

2.3.1 The petitioner in the power point presentation during the public hearing has furnished the following compliance report on implementation of directives.

**Table 4: Status of Implementation of Directives**

Directive No.	Description	Compliance Report
1	The CESS is directed to regularly pay the full amount due to TSNPDCL for power purchase at the rate fixed by the Commission. TSNPDCL and CESS management should establish a suitable payment mechanism like Escrow cover or any other suitable alternative to make sure timely payments.	As per the directive No.1, the payment mechanism like escrow cover is not feasible due to vary meagre financial position of CESS. Even though the payments to TSNPDCL is making with the available funds regularly. After improvement of financial position, the Escrow mechanism will be taken up accordingly.
2	The CESS is directed to maintain asset class wise details of gross fixed assets capitalised during the year.	Asset class wise details of gross fixed assets capitalized during the year 2022-23 is appended vide annexure-A.
3	The CESS is directed not to release any new connection for industrial category of consumers in violation of tariff determined for each category of consumer.	As per the tariff determined by TSERC from time to time, the new connections are providing to Industrial category & other categories of consumers.

<b>Directive No.</b>	<b>Description</b>	<b>Compliance Report</b>
4	The CESS is directed not to release new agriculture service connections without DSM measures and to ensure that the pump sets are of 5-star rating.	The CESS is educating the agriculture consumers to procure 5 star rating pump sets and releasing the agricultural connections with DSM measures.
5	The CESS is directed to collect 100% of outstanding dues, as on 31.03.2022, from its consumers.	The CESS is collecting the outstanding dues every month from the consumers by special drive programmes.
6	The CESS is directed to collect 100% of outstanding dues, as on 31.03.2022, from its consumers.	All efforts are being taken to collect the current consumption charges from the consumers by effecting disconnections for more than One (1) month current billing amount.
7	The Commission directs the petitioner to desist from the practice of giving multiple service connections to the same premises.	Instructions were given to the filed staff to desist from the practice of giving multiple connections in the same premises.
8	The CESS is directed to conduct energy audit in all Mandal headquarters in its supply area and file quarterly reports, also indicating therein the progress made month-wise.	The fixing of energy meters to 11 kV feeders/DTRs is under progress for conducting the energy audit in all Towns & Mandal headquarters.
9	The CESS is directed to take appropriate action for timely settlement of electrical accident cases in terms of the Commission's proceedings dated 28.12.2015.	All the electrical accidents have been settled and ex-gratia is paid as per the guidelines of the Commission, dated 28.12.2015.
10	In earlier order the Commission directed CESS to submit a detailed report on 'do away with the usage of automatic starters so as to regulate the consumption of electricity' in view of the State Government's initiative to provide 24x7 quality power supply for agricultural consumers. A detailed report of the same shall be submitted by 30th April, 2022.	As per the State Government initiation, the CESS is providing 24 hours supply to the agricultural consumers and removed the identified automatic starters to regulate the power consumption.

Directive No.	Description	Compliance Report
11	The Commission in its Order dated 28.08.2020 in O.P.No.05 of 2020 directed CESS to make arrangement for taking over/establishing necessary technical facilities for extending power supply up to 1500 kVA in coordination with the Northern Power Distribution Company of Telangana Limited (TSNPDCL) and to regularise the existing multiple LT services in the same premises which are above the 100 HP and bill them accordingly. CESS to submit a comprehensive report on compliance of the directive by 30th April, 2022.	The CESS is making arrangements for taking over/establishing technical facilities for extending power supply upto 1500 kVA in coordination with TSNPDCL and regularising by clubbing the existing multiple LT services in the same premises and billing accordingly.
12	The Commission directs CESS to strictly comply with the Commission's directions issued from time to time and comply with the directives in full henceforth.	The CESS is complying strictly with the Commission directives issued from time to time.
13	The Commission directs the CESS to explore the following –	
i)	the permissibility of power generation for its own requirement within its governing statute.	The subject will be put up before the Managing Committee for further course of action.
ii)	the possibility of arriving at a consensus among its agricultural consumers regarding the hours of supply for its peak load management.	Consumer awareness programmes are conducting regularly in rural areas & Mandal headquarters.
iii)	the possibility of availing Central Government Schemes that are in the interest of its consumers.	The Central Government scheme of DDUGJY is availed & implemented in the interest of consumers in CESS.
	In this regard, CESS to submit a detailed report by 30.09.2022.	

Directive No.	Description	Compliance Report
14	CESS is directed to strictly comply with the provisions under the “Licensee’s duty for supply of electricity on request” Regulation No.4 of 2013 read with the General Terms and Conditions of Supply (GTCS) in levying Development Charges on consumers.	In levying Development charges provisions under GTCS will be implemented.
15	CESS is directed to strictly comply with the terms and conditions of tariff along with the relevant regulations of the Commission governing the monthly billing to consumers.	Monthly billing is implementing in the CESS.
16	The CESS is directed to adhere to its activity of ‘Universal Service Obligation’ under its licence in terms of the Act, 2003 to extend electricity supply to all its applicants’. Wherever NoC from the Forest Department are still awaited, to explore the possibility to extend the power supply through off-grid, standalone distribution of electricity supply, using renewable energy power generating sources or other power generating sources.	Such type of cases will be taken up whenever arises according to the directive.

## **Chapter-3**

### **Issues raised by Stakeholders, responses of Petitioner and Commission's Views**

#### **3.1 OBJECTIONS/SUGGESTIONS MADE ON FILINGS**

3.1.1 Sixty (60) stakeholders have filed objections/suggestions on the Petition for ARR/ERC for FY 2023-24. The Petitioner has filed replies on the objections/suggestions received from the stakeholders.

3.1.2 For the sake of clarity, the objections/suggestions raised by the stakeholders and responses of the Petitioner have been consolidated and summarised issue-wise. The Commission has concluded all the objections/ suggestions of the stakeholders made in writing as well as during the course of Public Hearing and the responses to them by the Petitioner. In the subsequent Chapters of this Order, the Commission has dealt with the objections/suggestions of the stakeholders, replies of the Petitioner and the Commission's view while determining the ARR/ERC for FY 2023-24.

#### **3.2 GENERAL**

##### ***Stakeholders' Submissions***

3.2.1 The objector has raised the issue of the statute under which CESS is functioning and required details of Revenue and Expenditure of CESS.

##### ***Petitioner's Replies***

3.2.2 CESS is functioning under the Cooperative Societies Act, 1964 and the Electricity Act, 2003. The details of Revenue and Expenditure of CESS are as follows:

**Table 5: Revenue and Expenditure of CESS**

	<i>Rs. in crore</i>		
<b>Financial Year</b>	<b>Revenue</b>	<b>Expenditure</b>	<b>Subsidy</b>
FY 2021-22	141.31	470.28	288.82
FY 2022-23	186.94	512.18	308.28
FY 2023-24	189.29	553.09	356.48

##### ***Commission's View***

3.2.3 The Commission has taken note of the submissions of stakeholder and CESS.

#### **3.3 RELEASE OF AGRICULTURAL SERVICES**

##### ***Stakeholders' Submissions***

3.3.1 The stakeholder has requested for information on the procedure and necessary

charges/fees to be paid for release of Agricultural services. It was further requested to indicate role of consumer and CESS in the above process.

- 3.3.2 Agricultural consumers in CESS area are levied higher charges for laying of poles and other materials, compared to the agricultural consumers in TSDISCOMs areas. Some of the agricultural consumers are also being levied security deposits and electricity charges unlike the consumers of TSDISCOMs.
- 3.3.3 The detailed procedure specifying the charges to be incurred for availing service connections by the consumers along with responsibility matrix may be notified. All categories of consumers of CESS have to be treated at par with those of TSDISCOMs.
- 3.3.4 Agricultural pump sets are being damaged due to overloading of Distribution Transformers (DTRs). No action was taken on the earlier requests for increasing the capacity of DTRs. CESS should ensure that there are no unauthorized connections on the agricultural DTRs. Measures should be taken to ensure One 16-25 kVA transformer is installed for every 3 nos. agriculture service connections.

**Petitioner's Replies**

- 3.3.5 Fixed charges to Agriculture connections without GST for 5 HP and 7.5 HP wells with no-pole to 3-poles to be paid for release of Agricultural services are as given in table below:

**Table 6: Details of Fixed charges to Agl connection without GST for 5 HP and 7.5 HP wells with no-pole to 3 poles.**

in Rs./-

Sl. No	Particulars	No pole extension	1-pole	2-pole	3-pole
			50 mtrs	100 mtrs	150 mtrs
<b>For other than SC/ST agriculture wells: 5 HP Agriculture wells</b>					
1	Service Line Charges	0	2690	9340	22775
2	Development Charges	5000	5000	5000	5000
3	Security Deposit	400	400	400	400
4	Service Connection Charges	950	950	950	950
5	Application Fee	25	25	25	25
6	Share Capital	20	20	20	20
7	Admission Fee	2	2	2	2
	<b>Total</b>	<b>6397</b>	<b>9087</b>	<b>15737</b>	<b>29172</b>
<b>For only SC/ST Agriculture wells: 5 HP Agriculture wells</b>					
1	Service Line Charges	0	0	1120	15370
2	Development Charges	5000	5000	5000	5000
3	Security Deposit	400	400	400	400



SI. No	Particulars	No pole extension	1-pole	2-pole	3-pole
			50 mtrs	100 mtrs	150 mtrs
4	Service Connection Charges	950	950	950	950
5	Application Fee	25	25	25	25
6	Share Capital	20	20	20	20
7	Admission Fee	2	2	2	2
	<b>Total</b>	<b>6397</b>	<b>6397</b>	<b>7517</b>	<b>21767</b>
<b>For all types of Agriculture wells: 7.5 HP Agriculture wells</b>					
1	Service Line Charges	0	2690	9340	22775
2	Development Charges	8000	8000	8000	8000
3	Security Deposit	880	880	880	880
4	Service Connection Charges	950	950	950	950
5	Application Fee	25	25	25	25
6	Share Capital	20	20	20	20
7	Admission Fee	2	2	2	2
	<b>Total</b>	<b>9877</b>	<b>12567</b>	<b>19217</b>	<b>32652</b>

3.3.6 The additional expenditure towards erection of DTRs will be borne by CESS.

**Commission's View**

3.3.7 The Commission has taken note of the submissions of stakeholder and CESS.

**3.4 ELECTRICAL ACCIDENTS & EX-GRATIA PAID**

**Stakeholders' Submissions**

3.4.1 The details of electrical accidents, lives lost, and ex-gratia provided may be furnished. Delays are witnessed in disbursement of ex-gratia in some cases.

**Petitioner's Replies**

3.4.2 CESS shall undertake awareness programmes to reduce electrical accidents.

3.4.3 Ex-gratia is being paid to the dependents of the consumers who have lost lives due to electrical accidents. The amount paid to in FY 2021-22 and FY 2022-23 till now in various cases is as follows:

**Table 7: Details of Ex-gratia paid to the dependent of the consumers who have lost live due to electrocution**

Year	No. of lives lost in accidents		Amount paid by CESS
	Consumers	Cattle	
FY 2021-22	Consumers	12	60
	Cattle	20	6.68
FY 2022-23 (upto January 2023)	Consumers	10	50
	Cattle	10	2.68

Rs.in Lakh

**Commission's View**

3.4.4 The Commission has taken note of the submissions of stakeholder and CESS.

### **3.5 OPERATIONAL ISSUES**

#### ***Stakeholders' Submissions***

- 3.5.1 CESS is an electricity cooperative society wherein the electricity consumers are its members. The existence of CESS is justified only when its electricity consumers are provided better service in comparison to the electricity consumers of distribution companies. The electricity consumers of CESS reaped the benefits of the system during the earlier periods due to the dedicated efforts of its members but lately, the service quality has degraded.
- 3.5.2 The operational issues like damaged old poles, loose lines, improper maintenance of electrical infrastructure, frequent fluctuations in voltage levels, passing over of lines just over the houses, metering errors are persistent in the supply area of the CESS. Accidents due to improper fencing of DTRs are regularly seen in some of the areas. No proper actions are being taken on the requests made by the consumers.
- 3.5.3 Transportation of damaged DTRs has to be done by CESS and in case the same are transported by consumers the charges for the same shall be reimbursed. Agricultural consumers are being asked to pay for the repair of damaged DTRs and in case the amount is to be collected a receipt against the payment has to be provided. The detailed financial implications and responsibility matrix of consumers and CESS in case of damage of agricultural DTRs are to be provided.
- 3.5.4 Some of the Agricultural DTRs are currently installed in the middle of agricultural fields and the same have to be shifted to roadside, for easier transportation in case of damage. The agricultural consumers have to be suitably compensated and all safety measures have to be ensured in case of installation of a DTR in their premises.
- 3.5.5 The necessary infrastructure for release of service connections has to be completed without delay. Such infrastructure has to be constructed without adversely affecting the safety of humans and cattle.
- 3.5.6 Earlier, the electric poles were transported by consumers under Sramadanam Program, however, currently the same are being transported by contractors. CESS should ensure that all the material is properly accounted for.

- 3.5.7 A vigilance Police station has to be established in the CESS area.
- 3.5.8 The meagre participation of the consumers during the past proceedings of Consumer Grievance Redressal Forum (CGRF) indicate the poor awareness level of the consumers. Programs have to be conducted to increase awareness on electricity consumption and reduction of electrical accidents, at Mandal and substation level. The consumers have to be made aware of the field level officers and their responsibilities. Wide publicity has to be made on the schedules of CGRF proceedings. The implementation of orders of CGRF are to be monitored by CGM, Operations of the TSDISCOM and communicate the satisfactory report from consumer to the CGRF. A review on the implementation of order of CGRF may be taken up by the CMD on a quarterly basis.
- 3.5.9 CESS has to take measures for operating from own administration facilities with easy access to the consumers.
- 3.5.10 The toll-free number of TSNPDCL shall be made available for consumers in CESS area also.

***Petitioner's Replies***

- 3.5.11 A survey shall be conducted on the operational issues viz., loose lines, replacement of damaged poles etc. and appropriate measures shall be taken to resolve the same. Fencing shall be provided around all the required DTRs. The loose lines shall be rectified after completion of the current agricultural season. The issue of voltage level fluctuations shall be looked into and will be resolved. Augmentation of DTRs shall be carried out after assessing the need on case-to-case basis.
- 3.5.12 Due care shall be taken to improve the performance of staff. The Initial Security Deposits for releasing Service Connection is being collected considering the load at which the service connection is extended to the consumer.
- 3.5.13 The procedure for availing a new connection in CESS area is similar to that existing in TSNPDCL and TSSPDCL areas. All the facilities being availed by TSNPDCL and TSSPDCL consumers are also provided to CESS consumers.
- 3.5.14 With regards to detailed procedure for providing a new connection, after receiving an application from the consumer, CESS accepts the same and conducts a survey to prepare an estimate considering the number of poles and

line length required. The consumer is given a notice on the amount to be paid for availing the connection and after receiving the payment the works are done and service connection is extended to the consumer.

3.5.15 CESS shall take measures to identify the transformers which are not easily accessible in case of any damage or repair.

3.5.16 CESS shall establish an inward section in the area. In case of any complaints in CESS area, toll-free number 18004250104 and mobile number 9440814066 are made accessible. CESS shall provide contact details of officers and staff along with toll-free number at all the Gram Panchayat offices.

***Commission's View***

3.5.17 The Commission has taken note of the submissions of stakeholder and replies provided by the Petitioner. The Commission has taken up consumer interactive sessions in every District to bring awareness to general public on the Standards of Performance (SoP) Regulation and functioning of Consumer Grievance Redressal Forum (CGRF).