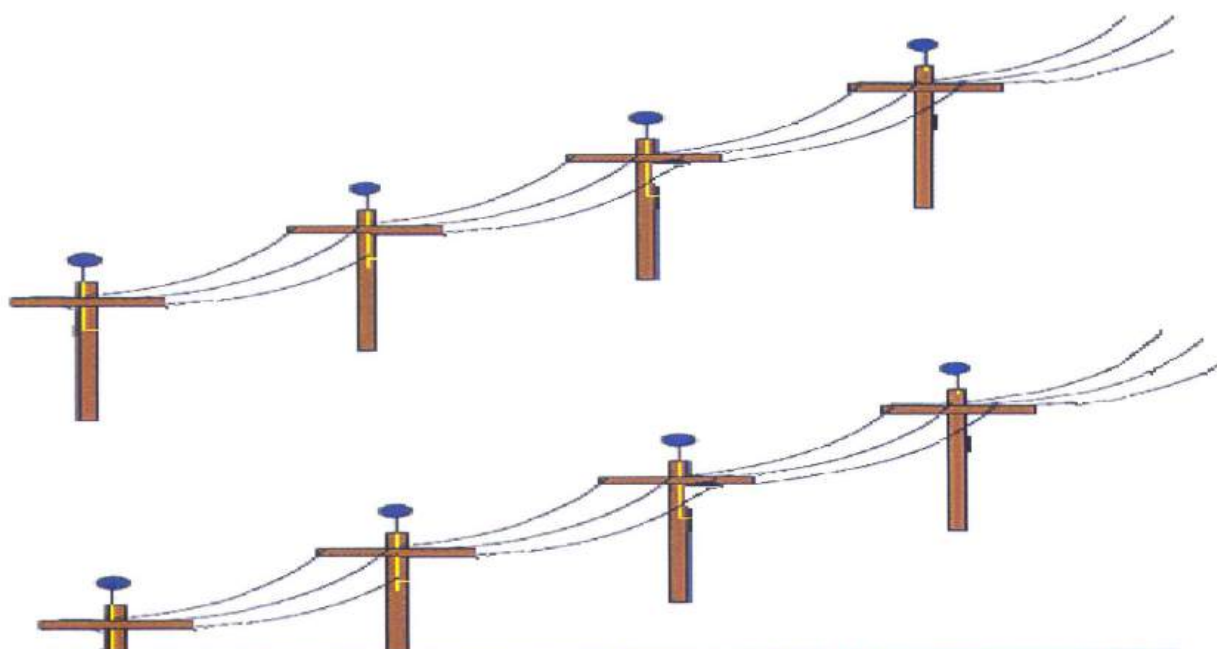


ASSAM ELECTRICITY REGULATORY COMMISSION

STUDY ON EFFECTIVENESS OF CONSUMER GRIEVANCE REDRESSAL
MECHANISM AND COMPLIANCE OF STANDARDS OF PERFORMANCE (SoP)
BY The APDCL



ADMINISTRATIVE STAFF COLLEGE OF INDIA

CENTRE FOR INFRASTRUCTURE MANAGEMENT AND REGULATORY STUDIES

Bella Vista :: Hyderabad-500 082

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**Report Submitted to
Assam Electricity Regulatory Commission (AERC)**

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FOREWORD

The Electricity Sector in the Country is brought under Regulatory regime in 1998 with the enactment of Electricity Regulatory Commissions Act 1998. Later Electricity Act, 2003 has brought in radical changes in the Power Sector and a robust regulation in the sector.

Act, 2003 envisages prompt attention in redressing the grievance of consumer and suggested formation of consumer grievance redressal mechanism with consumer grievance redressal forum and Ombudsman to redress the grievance of consumer. The Assam Electricity Distribution Company has established the consumer grievance redressal forums in accordance with guide lines issued by the Assam Electricity Regulatory Commission and the Commission has also appointed an Ombudsman.

Since the Forum and Ombudsman are functioning since 2010-11 the Commission has considered it desirable to get an independent evaluation done on the functioning of the consumer grievance redressal mechanism in Assam. The Commission has entrusted the Administrative Staff College of India (ASCI), Hyderabad, to study the Effectiveness of Consumer Grievance Redressal Mechanism in Assam and also to study the Compliance of Standards of Performance (SoP) specified by the Commission by APDCL.

The Commission has also got a consumer survey conducted by ASCI to assess consumer perception, satisfaction level, awareness level etc., the survey covers individuals and consumer groups.

ASCI has submitted a report on the above, the report has brought out that most of the consumers are not aware of the functions of existing consumer grievance redressal mechanism. This requires consumers are to be educated on the functioning of the Forum and Ombudsman. The survey brought out that most of the consumers have commented on the frequent power supply failures in the State.

The ASCI has also made certain suggestions/recommendations to improve the functioning of consumer grievance redressal mechanism and service to consumers in the report.

Having read the report I feel the consumers have to be educated on the functioning of consumer grievance redressal mechanism in position in Assam to obtain speedy redressal of the grievances.

**Chairperson,
Assam Electricity Regulatory Commission**

Executive Summary

1.0 Introduction

1.1 Provisions in the Electricity Act, 2003

Every Distribution Licensee shall establish a forum for Redressal of Grievances of the Consumers under Section 42 (5) of the Act in accordance with the guidelines as may be specified by the State Commission.

The Commission shall appoint or designate an authority to be known as Ombudsman. Any consumer, who is aggrieved by non redressal of his grievance by the forum under subsection (5), may make a representation for the redressal of his grievance to Ombudsman.

1.2 Assam Electricity Distribution company (APDCL) has established eight (8) Consumer Grievance Redressal Forums (one for each zone) to redress the grievances of the Consumers and the Commission has also appointed an Ombudsman as provided in the subsection 42 (6) of Act.

1.3 The Assam Electricity Regulatory Commission (AERC) has appointed Administrative Staff College of India (ASCI) to study “ the functioning and effectiveness of the existing consumer grievance redressal mechanism” and also to study the extent of compliance of Standards of Performance (SoP) specified by the AERC by Distribution Licensee.

1.4 AERC has also entrusted the ASCI to carry out the consumer survey to understand the problems faced by the consumers relating to quality of power supply, power failure, giving new connections, metering, billing related problems etc., and time taken for redressal.

2.0 Objective of the Study

The objective of the study;

- To evaluate “the functioning and effectiveness of the existing consumer grievance redressal mechanism”.
- To study the extent of compliance of the Standards of Performance (SoP) specified by AERC by Distribution Licensee.
- To carry out consumer survey to understand the problems faced by consumers relating to power supply etc.
- Suggest improvements to strengthen the grievance redressal system and enforcement of performance standards mechanism.

3.0 Scope of the Study

The scope of the study includes;

- To study the functioning of the existing Consumer Grievances Redressal Mechanism of the APDCL, including the functioning of Electricity Ombudsman in redressal of grievances, its evolution over the years and its effectiveness.
- To carryout consumer survey to understand problems in relation to the quality of power supply, power failure, giving of new connections, payment mechanism, metering and bill related problems and time taken to resolve such issues.
- To assess consumers perception, satisfaction level, awareness level and the efforts made by Consumer Grievances Redressal Mechanism in redressal of grievances of the consumers.
- To undertake survey of key Consumer Groups and Associations in selected Urban and Rural Areas to assess mode of the functioning of the Consumer Grievance Redressal Mechanism.
- Study shall also cover the extent of compliance of the Standards of Performance (SoP), specified by the AERC (Distribution Licensee’s Standards of Performance) Regulation, 2005, by Distribution Licensee in both rural and

urban areas including maintenance of record of complaints received and the time taken as per the Regulations and reporting of compliance to the Commission.

4.0 Organisation of the Study

ASCI has organised a team with Senior Engineer and Others who have experience in the Electricity Distribution and Consumer affairs. The team held discussions with Chairman and Members of the Forum and Ombudsman on the functioning of the Forums and also held discussion with Distribution Engineers on the implementation of Standards of Performance (SoP).

ASCI has also organised a team of Surveyors/Investigators who have experience in Electricity Distribution management to carry out the consumer survey.

ASCI has also developed Questionnaire in four languages (English, Assamsee, Bengali and Bodo) to elicit information from the consumers during the survey on problems related to power supply etc.

5. Highlights of Observations (Findings), Conclusions and Suggestions

5.1 Functioning of Consumer Grievance Redressal Mechanism

The number of grievances/complaints handled by all the eight consumer grievances redressal forums in APDCL over period from FY 2010-11 to FY 2015-16 (up to December, 2015) are only 50, of which 2 Nos. are pending disposal.

It is observed from the complaints filed by the consumers that about (69%) of complaints relate to Electricity Supply bills.

Similarly Ombudsman has received 12 Nos. grievances, of which 3 Nos. filed during FY 2015-16 are pending disposal.

This shows lack of awareness on the part of consumers on the functioning of Consumer Grievances Redressal Forums and Ombudsman and their role.

5.2 Compliance of Standards of Performance by Distribution Engineers

A study of compliance of Standards of Performance is conducted along with study of functioning of consumer grievance redressal forums in various zones.

It is observed from the study that though the Distribution Engineers are aware of Standards of Performance to be implemented they have not maintained the required registers to record the receipt of complaints, status of attending the complaints etc., to verify whether a complaint is attended at level – I and Level – II as per time schedule indicated by the Commission in the SoP Regulations.

Consumer Survey

The consumer survey covers 14,977 LT consumers and 702 HT consumers of both Rural and Urban. Survey has indicated that compliance of Standards of Performance (SoP) by the Distribution Company in attending to the consumer complaints is good in respect of attending to Fuse of Calls (Power Supply Failure).

The compliance in other cases could not be verified as relevant registers are not maintained duly recording time of complaint and status of its redressal.

General Compliants from consumers are on frequent interruption of power supply and switching off power supply without prior notice.

The Distribution subdivision shall maintain the required registers and monitor the status of attending the complaints regularly to improve timely Redressal of Consumer Grievances duly complying the Standards of Performance.

Apart from the survey of LT and HT consumers in general, ASCI team has also discussed with select group of consumers organisations on the power supply and compliance of standards of performance. The general complaint of all consumers (LT & HT) is that there are frequent power supply failures and also switching off power without advance notice as this is adversely affecting their production and quality of products.

6.0 Recommendations/Suggestions

Having studied the functioning of the existing Consumer Grievance Redressal Mechanism in APDCL including Ombudsman and enforcement of Performance standards by distribution licensee, the ASCI makes the following recommendations/suggestions to improve functioning of CGRFs, and Ombudsman and implementation of Standards of Performance by the Distribution Licensee to protect the interest of consumers.

6.1 Functioning of Consumer Grievance Redressal Forums

The survey has revealed that generally very few consumers (ranging from 0 to 26% from circle to circle) are aware of the existence of Consumer Grievance Redressal Forums and their functions to redress their grievances which are not attend by the DISCOM to their satisfaction. Similar is the case with Ombudsman who is an Appellate Authority over CGRF. The consumer Associations/Groups including industrial consumers have the same opinion.

The consumers are required to be educated by giving wide publicity in the print and electronic media and through distribution of pamphlets explaining the functions of these institutions etc., along with the electricity consumption bills every month. Meetings of consumers may also be got conducted to explain them about the functioning of CGRF, Ombudsman and SoP, if necessary by engaging an agency for this purpose. Otherwise the purpose of creating these institutions as envisaged under the Electricity Act will be defeated.

6.2 Implementation of Standards of Performance specified by the Commission by Distribution Company

Except in the case of power failure complaints (fuse of calls etc.,) proper records (Registers) are not being maintained to enable review of the complaints received, time taken to attend the grievances etc. APDCL should conduct training programs to the Distribution Engineers and Staff in the circles on the functioning of CGRF and Ombudsman and compliance of SoP by the Distribution Engineers. Each Distribution sub-division should be instructed to maintain the registers indicating the time and date of receipt of grievance/complaint, status of implementation,

date and time of implementation and reasons for non-redressal of grievance. These registers are to be reviewed every day by a designated officer at sub division level and ensure SoP is implemented.

Consumers are also to be educated on SoP and the compensation to be paid to them for non-implementation etc., by printing a pamphlet and distributing the same to consumers along with electricity bills.

The Senior Officers should periodically review the registers on redressal of grievances/complaints and action to be initiated on defaulting Officers/Staff.

6.3 Power Supply Failure

Apart from those who participated in the survey, the Consumer Associations and select Groups including HT industrial consumers have bitterly complained about frequent interruptions in power supply for short and long durations and also on availing load shedding without notice. The Commission/ the Distribution Company shall conduct periodical meetings with the industrial consumer associations/groups and other associations to discuss the matters of power failure and other issues being faced by them and ensure continuous power supply through prompt attention to all consumers, particularly industrial consumers, in redressing their grievances.

7.0 Stakeholders meeting on the Draft Final Report

The Commission has organised the Stakeholders meeting to elicit the opinion on the findings of the Study and provide suggestions for improvement of the Consumer Grievance Redressal Mechanism in the State. The meeting is presided over by the Chairperson of the Commission and attended by the Members of the Commission, Addl. Chief Secretary to Government, Power Department, electricity Ombudsman, Managing Director of APDCL, Chairman of the Power Utilities, Chairperson of the 8 Consumers Redressal Forums and other officers of APDCL and representatives of major consumer organisations.

The Stakeholders have stressed on the need for improvement of consumer awareness on CGRFs and Ombudsman.

1. Introduction

Section 42 (5) of the Electricity Act, 2003 requires that every distribution licensee to establish a Forum for redressal of grievances of the Consumers in accordance with the guide lines as may be specified by the State Electricity Regulatory Commission.

Section 42(6) of the Act Provides for appointment or designation of an authority to be known as Ombudsman by the State Commission for redressal of the grievances. Any consumer whose grievance is non-redressed by the Forum established under Section 42 (5) of the Electricity Act, may make representation to the Ombudsman.

The Assam Electricity Regulatory Commission has entrusted the study of effectiveness of Consumer Grievances Redressal Mechanism and Compliance of Standards of Performance by the Assam Power Distribution Company Ltd to the Administrative Staff College of India (ASCI).

2. Objective of the Study

The objective of the study is to :

- Study functioning and effectiveness of existing consumer grievance redressal mechanism;
- Carry out consumer survey to understand the problems faced by the consumers relating to quality of power supply, power failure, giving new connections, metering and billing related problems etc., and time taken for redressal.
- Study the extent of compliance of the Standards of Performance (SoP) specified by the AERC by Distribution Licensee.
- Suggest improvements to strengthen the grievances redressal system and performance standards enforcement mechanism.

3. Scope of the Study

The scope of the study includes;

- Study of the functioning of the existing Consumer Grievances Redressal Mechanism of the DISCOM including the functioning of Electricity Ombudsman in redressal of grievances, its evolution over the years and its effectiveness.
- Carryout consumer survey to understand problems in relation to the quality of power supply, power failure, giving of new connections, payment mechanism, metering and bill related problem and time taken to solve such issues.
- To assess consumers perception, satisfaction level, awareness level and the efforts made by Consumer Grievances Redressal Forum in redressal of grievance of the consumers.
- To undertake survey of key Consumer Groups and Associations in selected Urban and Rural Areas to assess mode of the functioning of the Consumer Grievance Redressal Mechanism.
- Study shall also cover the extent of compliance of the Standards of Performance (SoP) specified by the AERC (Distribution Licensee's Standards of Performance) Regulation, 2005, in both rural and urban areas including maintenance of record of complaints received and the time taken as per the Regulation and reporting compliance to the Commission.

Extent of the Consumer Survey

As per the terms of reference the survey shall cover about 15,000 consumer of which at least 14,000 consumer should be selected from LT categories out of total 27.58 Lakh LT consumers, and 700 consumers from HT categories of the Distribution Company.

The domestic consumers are to be grouped in three categories in terms of their sanctioned load viz., (0.5 KW) (Jeevan Dhara), above 0.5 KW and upto 5.0 KW

(Domestic- A) and above 5.0 KW (Domestic –B). Random sample shall be taken on pro-rata basis with reference to number of consumers of each category.

4. Organisation of the study

ASCI has organised a team with Senior Engineers and others who have experience in the electricity distribution and consumer affairs to visit Forums and distribution circles/divisions, to discuss the functioning of the forum with Chairperson and Members of the Forum and to collect the data/information as required and also to meet the Ombudsman to discuss the mode of the functioning of Ombudsman and the Forums and also to have interaction with Distribution Engineers on implementation of SoP and also to meet the Members and Secretary of the Commission whenever necessary to appraise on the status of study etc.

The ASCI has also organised a team of surveyors / investigators who have experience in Electricity Distribution to carry out the consumer survey.

ASCI has developed a number of formats to obtain the detailed information from the Forums and Ombudsman on the number of grievances/ complaints filed and status of disposal of the grievances.

ASCI had also developed Questionnaire in four languages (English, Assamsee, Bengali, Bodo) and got it approved by the Commission to elicit information from the consumers on the functioning of the Forums and the Ombudsman and for conducting survey and obtain feedback/response on problems related to power supply and other related issues from each consumer surveyed.

5. Structure of Electricity Distribution Organisation in Assam

APDCL manages the distribution and supply of electricity in the entire state of Assam, covering an area of 78, 438 sqkm with 23 districts and serving about 33.93 Lakh consumers.

The organisation structure of the Distribution Company is as shown below:

Table: APDCL Organisation Structure

Sl. No	Region	Zone	Circles	Districts Covered
1	Lower Assam	1. Guwahati	1. GEC – I 2. GEC – II	Kamrup (Metro) Kamrup (Rural)
		2. Rangia w.e.f 03.04.2014	1. Rangia	1. Nalbari 2. Baska
			2. Mangaldoi	Darrang
		3. Bongaigaon w.e.f 24.08.2013	1. Bongangaon	1. Bongangaon 2. Golpara
			2. Barpeta	1. Barpeta 2. Chirang
			3. Kakrajhar	1. Kakrajhar 2. Dhubri
2	Central Assam	4. Silchar	1. Cachar	1. Cachar 2. North Cachar (Dima Hasao)
			2. Badarpur	1. Karimganj 2. Harilakandi
		5. Nagaon w.e.f. 29.05.2014	1. Nagaon 2. Kanch	Nagaon Karbi Anglong
			3. Morigaon	Morigaon
3	Uppar Assam	6. North Assam (Tejpur)	1. Tejpur	Sonitpur
			2. North Lakhimpur	1. North Lakhimpur 2. Dharmagi
		7. Jorhat	1. Jorhat	Jorhat
			2. Golaghat	Golaghat
			3. Sivsagar	Sivsagar
		8. Dibrugarh w.e.f 03.06.2014	1. Dibrugarh	Dibrugarh
			2. Tinsukia	Tinsukia

The number of consumers (circle-wise) served are as detailed below:

Table: Number of consumers Circles-wise

Sl. No	Region	Zone	Circle	No. of Consumers
1	Lower Assam	1. Guwahati	1. GEC I	208538
			2. GEC II	193369
		2. Rangia	1. Rangia	222406
			2. Mangaldei	193172
		3. Bongarigaon	1. Bongaigaon	223836
			2. Barapeta	203754
			3. Kakrajhar	190615
2	Central Assam	4. Silchar	1. Cachar	159547
			2. Badarpur	141012

Sl. No	Region	Zone	Circle	No. of Consumers
3	Upper Assam	5. Nagaon	1. Nagaon	281531
			2. Kanch	110459
			3. Morigaon	118569
		6. North Assam	1. Tejpur	211484
			2. North Lakhimpur	189756
		7. Jorhat	1. Jorhat	184852
			2. Golaghat	128359
			3. Sivsagar	142861
		8. Dibrugarh	1. Dibrugarh	121126
			2. Tinsukia	140488
			Total	3392734

6. Establishment of Consumers Grievances Forums and Ombudsman

In accordance with guidelines issued by Assam Electricity Regulatory Commission (AERC), the distribution licensee has established the Consumer Grievance Redressal Forums in each of the Eight Distribution Zones as below:

- 1 Chairman : Zonal Manager
- 2 Member : Assistant General Manager (F&A) (Member Convener)
- 3 Member : Representative of consumers

The Commission has appointed the Ombudsman with Headquarter at Guwahati under Section 42 (6) of the Act.

As such eight (8) Consumers Grievance Redressal Forums (one for each zone) and one Ombudsman are established to look after the redressal of grievances of consumers.

It is observed that Chairman and one Member of the Forum are APDCL executives in the zone and one Member represents the consumers.

Based on the study of functioning of Consumer Grievance Redressal Forums in number of States, the Consultant considers that it is appropriate that an outsider (not executive of the utility) who has knowledge of power sector or a Zonal Manager of the utility who retired about 3 to 5 years back to be appointed as Chairperson of Forum, either serving engineer or Finance Executive of the utility

to be appointed as one Member and another Member as a representative of consumer.

It is observed that serving executives are hesitant to take decisions in favour of consumers, particularly where refund of money collected from consumer would be involved. The consumers also desire that independent person as Chairman and Members of the Forum.

7. Procedure to Handle the Grievances/Complaints

The Commission has laid down the procedure (guide lines) to be followed by the Distribution Licensee and the Forums in handling the Consumer Grievances/Complaints. It is generally specified that a consumer who has a grievance shall first approach the concerned officer of the licensee in the distribution for redressal of his/her grievance.

- **Each Sub Divisional Engineer of the Distribution Licensee shall maintain a register showing the complaints received and disposed off. The concerned officer of the Distribution Licensee shall deal with the complaint in the manner set out in Schedule – I of the guidelines. The Distribution licensee shall follow the implementation of the steps specified in the Schedule.**
- **In the case of APDCL the consumer has to lodge a complaint at Level – I i.e., Fuse off Call Centre/ Fault Call Centre/ Complaint Booth/Central Compliant Centre/ Junior Manager.**

In case of non-resolution or unsatisfactory resolution of the complaint at Level – I, the consumer may take his/her complaint to the office at Level- II i.e., Assistant Manager/Deputy Manager/Manager/Assistant General Manager.

The Officer at Level – II shall not only take action to ensure resolution of complaint on the same day and also to investigate the reasons for delay in providing service at Level – I.

- In the event, the grievance of the consumer is not redressed to the satisfaction of the consumer within the time specified in Schedule – I of the guidelines and the consumer is not satisfied with the response of the licensee or there is no response from the licensee, the complainant may at any time after the expiry of the period specified in Schedule –I of the guide- lines approach the Forum for the redressal of his/her grievance.
- It is observed that most of the Grievances /Complaints on Electricity bills related, if the Level I & II Offices redress the grievance in the time limit set in the Regulations, there is little scope for the consumer to approach the Forum.

8. Study of the functioning of Consumer Grievances Redressal Mechanism and compliance of Standards of Performance

ASCI has deputed the following Consultants to study the functioning of various Consumer Grievances Redressal Forums and Ombudsman and Implementation of Standards of Performance (SoP) by Distribution Engineers.

1. Mr. Y. Satyanarayana, Consultant, ASCI (Former Financial Advisor, APSEB and Member of Consumer Forum in Andhra Pradesh).
2. Mr. Souvik Das, Research Associate, ASCI – Who is working on various consultancy assignments of ASCI with SERCs.

ASCI team has visited the Consumer Grievances Redressal Forums from 4th December, 2015 to 14th December, 2015. Shri. Utpal Kumar Sharma, Former Director, APDCL who is also assisting ASCI in the assignment as consultant has accompanied the ASCI team in the study of the various Consumer Grievances Redressal Forums and Compliance of Standards of Performance.

Mr. Y. Satyanarayana, Consultant, ASCI has again visited Assam Power Distribution Company Ltd (APDCL) from 19th to 26th April, 2016 to obtain feedback from various consumer organisations/groups/associations, selected Stakeholders, consumer

forums and Distribution units on the functioning of the forums and implementation of SoP in APDCL.

9. Functioning of Consumer Grievances Redressal Forums (CGRF)

Based on the findings the functioning of various CGRFs in APDCL are discussed below:

9.1 CGRF, Guwahati

CGRF, Guwahati with head quarter at Guwahati was formed in FY 2010 with the following Members. It covers Kamrup (Metro) GEC - I and Kamrup (Rural) (GEC – II) Districts.

The Members of Forum:

- | | | | |
|---|-------------------|---|----------------------------------|
| 1 | Chairman | : | Sri K. Talukdar, General Manager |
| 2 | Member (Convener) | : | Sri Nalin Bora |
| 3 | Member (Public) | : | Sri Probhat Borkotoky |

The Year-wise no. of Grievances received and disposed by this Forum over the last 6 years – FY 2010-11 to FY 2015-16 is furnished below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others*	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2010-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2011-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2012-13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2013-14	0	0	0	0	0	0	0	0	2	1	0	0	0	0
FY 2014-15	0	0	0	0	0	0	0	0	3	0	1	0	4	1
FY 2015-16	0	0	0	0	0	0	0	0	5	0	0	0	5	0
Total Upto December 2015	0	0	0	0	0	0	0	0	10	1	1	0	9	1

* Others include interest of deposits

Summing up

It could be seen that only 20 complaints are received since 2010-11 of which two (2) are pending disposal.

9.2 CGRF, Rangia

CGRF, Rangia with HeadQuarter at Guwahati has been constituted vide CGM (Com)/CGRF/Order No. 2010/43 dated 03.04.2014 with the following.

- | | | | |
|---|-------------------|---|----------------------------------|
| 1 | Chairman | : | Sri K. Talukdar, General Manager |
| 2 | Member (Convener) | : | Sri Biren Rajbonshi |
| 3 | Member (Public) | : | Sri Naren Sarma |

The jurisdiction of the CGRF is Rangia Electrical Circle covering Nalbari and Baksa Districts and also Mangaldoi Electrical Circle, Darrang District;

The General Manager, Guwahati Zone is also Incharge of the Rangia Zone at present.

Both the Forums are functioning with headquarters at Guwahati.

Year-wise number of cases received and disposed off since the formation of the Forum are as below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2014-15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Upto December 2015	0	0	0	0	0	0	0	0	0	0	0	0	0	0

It could be seen that no complaints have been received by the Forum since its formation in FY 2014-15. This indicates that the consumers in this zone do not have any grievances at all or not aware of the existence of the Forum.

9.3 CGRF, Bongaigaon

CGRF, Bongaigaon with headquarter at Bongaigaon has been constituted with effect from 24th August, 2013 to redress the grievances of consumers of Barapet circle covering Barapet and Chirong Districts. Bongaigaon Circle covering Bongaigaon and Golpara Districts and Kokrajar Circle covering Kokrajar and Dubri Districts. CGRF, Bongaigaon thus covers six Districts.

The CGRF, Bongaigaon is in position with;

- | | | | |
|---|-------------------------------------|---|-------------------------------|
| 1 | Chairman | : | Sri N. Barua, General Manager |
| 2 | Member (Convenor) | : | Sri Subhash Devnath |
| 3 | Member, representation of consumers | : | Sri Bhupen Choudhary |

The year-wise complaints received and disposed by this Forum from the inception are furnished below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2013-14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2014-15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Total Upto December 2015	0	0	0	0	0	0	0	0	0	0	0	0	1	0

It is observed from the above that from 2013-14 the Forum has received only 1 No. complaint under “others” category during FY 2015-16 which was disposed off. This indicates that either the consumers in Bongaigaon do not have any grievance or they are not aware of CGRF and its functions.

9.4 CGRF, Nagaon

CGRF, Nagaon with headquarters at Nagaon is constituted w.e.f., 29th May, 2014. It serves Kancch and Morigaon circles which cover Nagaon, Karbi Anglong and Marigaon Districts respectively.

The CGRF, Nagaon consists of;

- | | | | |
|---|--------------------------------------|---|------------------------------------|
| 1 | Chairman | : | Sri T.N Dev Sarma, General Manager |
| 2 | Member (Convener) | : | Sri Bhadra Kanta Das |
| 3 | Member (Representative of consumers) | : | Sri Rebati Bothakur |

The complaints received year-wise and disposed off from the year of formation are furnished below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2014-15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Total Upto December 2015	0	0	0	0	0	0	0	0	1	0	0	0	1	0

It is observed that only 2 No. complaints are received, 1 No. on billing and the other is on “others” and these 2 complaints were disposed off.

9.5 CGRF, Tejpur

CGRF, Tejpur, North Assam (Tejpur Zone) with headquarters at Tejpur covers Tejpur Circle comprises of Sontipur District and North Lakhimpur Circle comprises of North Lakhimpur and Dhamaji Districts.

CGRF (Tejpur) consists of the following as Members.

- 1 Chairman : Sri. K.K.Dev Goswami
- 2 Member (Convener) : Sri. Biraj Kr. Das, AGM
- 3 Member (Representative of consumers) : Sri. Paresh Goswami

The complaints received and disposed off from the year of formation of CGRF, Tejpur are as given below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2010-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2011-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2012-13	0	0	0	0	0	0	0	0	0	0	0	0	1	0
FY 2013-14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2014-15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Total Upto December 2015	0	0	0	0	0	0	0	0	0	0	0	0	2	0

The Forum has received only two complaints during last six years. which are disposed off.

9.6 CGRF, Jorhat

CGRF, Jorhat with headquarters at Jorhat, covers Jorhat, Sibsagar and Golaghat districts/circle.

The CGRF, Jorhat Zone is in position with the following Members.

- 1 Chairman : Sri. Pranab Bora, General Manager
- 2 Member (Convener) : Sri Prabis Datta
- 3 Member (Representative of consumers) : Sri Kamala Gogai

The complaints received year-wise since the formation of the Forum are given below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2010-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2011-12	0	0	0	0	0	0	0	0	5	0	0	0	0	0
FY 2012-13	0	0	0	0	0	0	0	0	8	0	0	0	0	0
FY 2013-14	0	0	0	0	0	0	0	0	3	0	0	0	0	0
FY 2014-15	0	0	0	0	0	0	0	0	1	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Total Upto December 2015	0	0	0	0	0	0	0	0	18	0	0	0	0	0

It is observed that CGRF has received 18 No. complaints and all are disposed.

9.7 CGRF, Dibrugarh

CGRF Dibrugarh with headquarters at Dibrugarh is constituted on 30th June, 2014 with the following Members. The Forum serves Dibrugar, Tinsukia Circles/Districts.

- | | | | |
|---|--------------------------------------|---|-------------------------|
| 1 | Chairman | : | Sri Mukut Chandra Gogoi |
| 2 | Member (Convener) | : | Sri. Gunabhi Ram Baruah |
| 3 | Member (Representative of consumers) | : | Dr Pradip K Gogoi |

The complaints received year-wise since the formation of the Forum are as below:

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2014-15	0	0	0	0	0	0	0	0	2	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Total Upto December 2015	0	0	0	0	0	0	0	0	3	0	0	0	0	0

A total of 3 No. complaints are received, all are under “billing” and all are disposed off.

9.8 CGRF, Silchar

CGRF, Silchar is functioning with headquarters at Silchar. The forum has the following Members in position as on December, 2015 and it serves Cachar and Badarpur Circles covering Cachar, North Cachar, Karimgani and Harilkandi Districts.

- 1 Chairman : Sri. Sanjib Kumar Baishaya(GM)
- 2 Member (Convener) : Sibayan Choudhary
- 3 Member (representative of consumers) : Sri.M.S. Gupta

The Forum has dealt with the following Grievances/Complaints since its formation in 2011-12.

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2010-11	1	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2011-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2012-13	0	0	0	0	0	0	0	0	2	0	0	0	1	0
FY 2013-14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2014-15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FY 2015-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Upto December 2015	1	0	0	0	0	0	0	0	2	0	0	0	1	0

The Forum has dealt with 4 No. grievances since its inception, 3 are “billing” related and 1 No. on “others”.

9.9 Summing up

The total grievances/complaints handled by the eight Forums in APDCL since their formation are given in the Table below:

Grievances/Complaints handled by the Forums in APDCL.

CGRF	2010-11		2011-12		2012-13		2013-14		2014-15		2015-16		Total	
	R	P	R	P	R	P	R	P	R	P	R	P	R	P
Guwahati	0	0	0	0	0	0	2	1	8	1	10	0	20	2
Rangia	-	-	-	-	-	-	-	-	0	0	0	0	0	0
Bongaigaon	-	-	-	-	-	-	0	0	0	0	1	0	1	0
Nagaon	-	-	-	-	-	-	-	-	0	0	2	0	2	0
North Assam (Tejpur)	0	0	0	0	1	0	0	0	0	0	1	0	2	0
Jorhat	0	0	5	0	8	0	3	0	1	0	1	0	18	0

CGRF	2010-11		2011-12		2012-13		2013-14		2014-15		2015-16		Total	
	R	P	R	P	R	P	R	P	R	P	R	P	R	P
Dibrugarh	-	-	-	-	-	-	-	-	2	0	1	0	3	0
Silchar	1	0	0	0	3	0	-	-	-	-		0	4	0
Total	1	0	5	0	12	0	5	1	11	1	16	0	50	2

* R - Grievances Received

P - Grievance Pending Disposal

It could be seen from the summary of the Table, 50 Nos. grievances/complaints have come to the Forums for redressal and 2 Nos. are pending for disposal. It is to understand whether the concerned Distribution Engineers are attending to the grievances/complaints of the consumers within Standards of Performance and thereby causing no need for the consumers to approach the forums or the consumers are not aware of the constitution of the Forum to approach for redressal of the grievance. This will be discussed later under the consumer survey undertaken to elicit the feedback from the consumers on the functioning of DISCOMs/CGRFs.

9.10 Nature of complaints filed and manner of disposal

The nature of complaints filed by the consumers and manner of disposal of the complaints by the eight forums is briefly given below:

Sl. No.	Name of CGRF	Bills Related	Security Deposit Related	New Connection	Others	Total received	Complaints disposed off			Remarks
							In favour of consumers	In favour of utility	Total	
1	Guwahati	11	-	-	9	20	10	8	18	One case pending One case compromised
2	Rangia					0	-	-	-	-
3	Bongaigaon				1	1	1	-	1	-
4	Nagaon	1	1	-	-	2	*	*	2	* Break up figures not received
5	Tejpur	-	-	-	2	2	*	*	2	* Break up figures not received
6	Jorhat	18	-	-	-	18	*	*	18	* Break up figures not received
7	Dibrugarh	1	1	-	1	3	2	-	2	One case Pending

Sl. No.	Name of CGRF	Bills Related	Security Deposit Related	New Connection	Others	Total received	Complaints disposed off			Remarks
							In favour of consumers	In favour of utility	Total	
8	Silchar	2	-	1	1	4	4	-	4	
9	Total	33	2	1	14	50	17	8	47	One case pending One case compromised

10. Functioning of Ombudsman

As required under Section 42 (6) of the Electricity Act, the Commission appointed an Ombudsman for redressal of the Grievances of the consumers which are not redressed by Consumer Grievance Redressal Forum (CGRF).

Smt. Neelima Dewri Dutta functioned as Ombudsman from 7th May, 2007 to 20th November, 2013 and Shri. Rajib Lochan Duarah is functioning as Ombudsman from 28th February, 2014.

The year-wise complaints received and disposed by the Ombudsman since its constitution is given below:

Table: Grievances filed before the Ombudsman and Disposed

Year	Nature of Grievance													
	Giving New connections		Category change and title transfer		Interruptions (supply failures, low voltages etc.)		Disc./ Recon		Billing related (billing errors, back billing)		Defective meters, replacements		Others	
	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year	Grievances received	Pending at the end of year
FY 2010-11	0	0	0	0	0	0	0	0	2	0	0	0	1	0
FY 2011-12	0	0	0	0	0	0	0	0	1	0	0	0	0	0
FY 2012-13	0	0	0	0	1	0	0	0	0	0	0	0	0	0
FY 2013-14	0	0	0	0	0	0	0	0	2	0	0	0	0	0
FY 2014-15	0	0	0	0	0	0	0	0	1	0	0	0	0	0

FY 2015-16	0	0	0	0	0	0	0	0	1	0	1	1	2	2
Total Upto December 2015	0	0	0	0	1	0	0	0	7	0	1	1	3	2

It could be seen that 12 Nos. grievances have been received by the Ombudsman since 2010-11 and upto December, 2015, of which 3 No. grievances filed 2015-16 are pending before the Ombudsman.

10.1 Summing up

The findings in the study on the functioning of the Consumer Grievance Redressal Forums and Ombudsman in APDCL are summarized below:

The eight Forums in APDCL have received about 50 complaints only over the last 6 years but 2 Nos. complaints are yet to be disposed off. The number of grievances received and their functioning shows the lack of awareness on the part of consumers on the existence of Consumer Grievance Redressal Forums and their role in Redressing Grievances of Consumers in the distribution. Hence wide publicity has to be given on the formation CGRF in each zone and its functions so that the consumers are well aware and approach the CGRF for redressal of their grievances, if any.

Similarly Ombudsman has received only 12 Nos. grievances from FY 2010-11 to December, 2015 and 3 Nos. grievances are yet to be disposed off. This also shows lack of awareness of existing of Ombudsman to redress the grievances by going on appeal over the decisions of CGRF. Consumers are also to be educated on the existence of Ombudsman.

10.2 CGRF

Owing to lack of awareness about the standards of performance and the Consumer Grievance Mechanism notified by the Commission among some of the officers of APDCL and consumers at large, the complaints received by CGRF are a few in number. There is need for APDCL to appraise the officers, staff and educate the consumers at large that there is a Consumer Grievance Redressal Forum established under the Electricity Act, 2003 by the licensee/DISCOM and the consumers could approach the Forum in writing duly indicating their grievances if any, not redressed by the Distribution Engineers . Hence, there is need to issue specific instructions to the officers and staff in this regard with emphasis to give priority to attend to the grievances of the consumers. The consumers are also to be notified for better awareness by giving wide publicity to approach the concerned CGRF and file a complaint with CGRF and get their grievances redressed.

10.3 Structure of CGRF in other States

The structure of CGRF in the States of Andhra Pradesh, Telangana, Gujarat, Tamil Nadu, Bihar, Madhya Pradesh and Assam is furnished in Annexure – VI.

10.4 The number of Grievances/Complaints dealt by the Forums in other States – Andhra Pradesh and Telangana are given in Annexure –VII.

10.5 ASCI conducted a study for Ministry of Power, Government of India to “Assess the Functioning of Consumer Grievances Redressal Mechanism under Electricity Act, 2003” in the country in the year 2008.

The study is conducted in 15 States including Assam for the period 2004 to 2008.

The details of Grievances filed in each State are given in Annexure – VIII.

Compliance of Standards of Performance

11. Compliance of Standards of Performance Standards by the Distribution Licensee

The ASCI team which studied the functioning of Consumer Grievance Redressal Forums (CGRFs) has also simultaneously studied the implementation of Standards of Performance (SoP) by the distribution sub divisions in the concerned zone as detailed below.

11.1 Guwahati Zone

Basista and Ulubari Sub Divisions

Power Supply Failure

The power supply failure complaints in the above two subdivisions are being registered in centralized call centre having eight counters but only six counters are functioning round the clock. Four groups with 6 No. staff per shift are attending. The complaints relating to the subdivisions are being sent to respective subdivisions for redressal. Date and time of the complaint and dates for redressal are being recorded and the time of redressal is found to be within the timeframe fixed in SoP.

Replacement of Defective Meters

The register does not contain information relating to replacement of defective meters. The licensee should be directed to ensure maintenance of registers in regard to replacement of defective meters as specified in SoP Regulations and submit quarterly reports to the AERC for review.

Replacement of failed distribution transformers

Register is not being maintained for replacement of failed distribution transformers. The licensee should be directed to ensure maintenance of register in regard to maintenance of failed distribution transformers and submit quarterly reports to AERC for review.

Current consumption Bills

Registers for complaints relating to CC bills are being maintained by SMR. But the dates of rectification of the bills is not recorded. The licensee shall be directed to arrange for periodical checking of these registers to ensure that prompt issuance of bills and their collection on time.

Release of New Service Connections

The registration for new service connections is being done at separate call centre in the subdivision. Data relating to date of registration, obtaining of feasibility reports, dates of payment of charges by the prospective consumers and dates of release of supply are being maintained in the subdivisions. Connections are being released within the stipulated dates.

Azara Sub Division GEC-II

This sub division handles 14000 consumers. The monthly demand is about Rs. 86 Lakhs with collection of the same range. The outstanding dues are about Rs. 100 Lakhs.

Power Supply failure

One call centre is located in sub division office to register no power supply complains. Time of registration and rectification are being recorded and they are attended well within the norms as per SoP.

Replacement of Defective Meters

About 2000 defective meters are existing in the sub division and every month 20 to 30 defective meters are being added and about 50 meters are being replaced. There is need to allot more meters to clear the backlog.

Replacement of Failed Distribution Transformer

Register is not being maintained.

Current consumption bills

Complaints relating to electricity bills are being maintained by SMR. Information relating to date of receipt is not being recorded. The dates when the bills are

attended is noted. Hence whether the bills are rectified within the time as per SoP could not be verified.

Release of New connections

The registration for new service connections in subdivisions is being done at a separate call centre. Data relating to date of registration, date when feasibility report was submitted by concerned, date of payment of charges by the prospective consumer and date of release of supply are being maintained by the subdivision. Normally supply is being released as per norm.

11.2 Rangia Zone

Baihata Sub Division

This subdivision is handling about 38041 consumers as on March, 2016. The monthly demand is Rs. 1.01 Crore and collection is about Rs. 1.41 Crore. The arrears are about Rs. 3.18 Crore.

Power Supply Failure

Complaints relating to no power supply are being received in call centre situated in sub division office, which operates on 24*7 day basis. Date and time of registration and rectification are being recorded and are well within the time schedule as per SoP.

Replacement of failed distribution transformer

No register is being maintained to check.

Current consumption bills

Date of receipt of defective bills and nature of defects are not being recorded. Date on which the bill is rectified with details of rectification are being recorded. Hence whether the bill has been rectified as per SoP could not be checked.

Release of new service connections

The registration for new service connections in subdivisions is being done at a separate call centre. Data relating to date of registration, date when feasibility

report was submitted by concerned, date of payment of charges by the prospective consumer and date of release of supply are being maintained by the subdivision. Normally supply is being released as per norm.

Replacement of defective meters

The register is not maintained. As per energy injection report for March'2016, 14889 defective meters are existing out of total 38041 connections. Monthly replacement of defective meters is about 50. Hence, there is need for special allotment of meters to clear the backlog.

Mangaldoi Sub Division

As per March '2016 monthly report of energy injection of Mangaldoi sub-division is handling 41170 consumers. The monthly demand is about Rs.1.54 Crore with collection at Rs. 1.61 Crore including arrears and subsidy. The arrears are about Rs.5.86 Crore.

Power supply failure

The complaints relating to power supply failure are being registered in a call centre in the sub division which runs at 24*7 days. Day and time of receipt and attending the complaints are being recorded. They are well within the time schedule of SoP.

Replacement of Defective meters

As per energy injection report for March'2016, 13559 meters are reported to be defective. The present level of replacement is about 100 meters per month. Hence need for special allotment of meters to clear the pendency.

Replacement of Transformers

No register is maintained for this purpose.

Release of new service connections

Registration for new service connections are being done in a separate call centre. Date of registration, date of feasibility and date of payment of charges by the prospective consumers and date of release of supply are being recorded. The register needs to be standardized to have a comprehensive data at a glance.

11.3 Bongaigaon Zone

Bongaigaon Sub –Division – I & II

The complaint redressal mechanism in Bongaigaon electrical sub divisions I&II is reviewed.

Power Supply Failure

Complaints relating to no power supply are being received in call centres situated in sub division offices, which operate on 24 X 7 day basis. Date and time of receipt of complaint as well as time of rectification of faults are being recorded. It is noticed that complaints are being attended as per SoP.

Replacement of failed Distribution Transformers

In respect of replacement of failed distribution transformers abnormal delay is noticed. For example one distribution transformer failed at LOC Pathipada on 04.12.2015 and it is not replaced till 07.12.2015. It was informed that non-replacement of failed distribution transformer is due to non availability of rolling stock / spare distribution transformers. The licensee shall be directed to maintain sufficient stock of distribution transformers, under rolling stock.

Issues relating to Current Consumption Bills

Register of complaints relating to CC bills is maintained and the dates of rectification of bills are being recorded as per SoP. The licensee shall be directed to arrange for periodical review of these registers to ensure issue of bills on time.

Release of New Service Connections

Register relating to release of new service connections is maintained in Assistant General Manager's office for subdivision-I but the date of feasibility report is not recorded. On receipt of necessary charges from the prospective consumers during the month, indent is being placed to concerned Assistant General Manager to provide meters to release supply. Soon on receipt of meters, supply is being released. The entire process is taking three to four months or even more from the date of payment of charges by the prospective consumers. This shows that prompt action for release of service connection is not taken. The licensee shall be directed

to arrange periodical inspection of the registers of release of service connection to ensure their prompt release as per SoP and to submit quarterly reports to AERC for review.

Further seniority of registration and payment of deposits is not being followed in release of supply for new connections. It is observed that there is abnormal delay in obtaining feasibility reports.

It is noticed that in respect of Sub Division II, Bongaigaon, registration of new service connections is being done in the sub division office itself. As such there is no delay in obtaining feasibility report in Sub Division II but release of supply is however delayed for want of meters. The licensee shall be directed to maintain sufficient stock of meters to enable release of new connection promptly.

Name change of consumer and load extension

Register of Complaints relating to name change of consumers and load extension is being maintained and action is being taken within the time frame as per SOP.

11.4 Nagaon Zone

Nagaon Sub-division - II

The complaint redressal mechanism in Nagaon Electrical subdivision II is reviewed.

Power Supply Failure

Complaints relating to no power supply are being received in call centre which operates round the clock (24 X 7 basis).

Date and time of complaints and their redressal are being recorded. It is noticed that complaints are being attended within the norm prescribed.

Replacement of failed Distribution Transformers and Meters

No register is maintained for replacement of failed distribution transformers and meters. The licensee shall be directed to arrange maintenance of the required registers for failed distribution transformers and meters and send quarterly reports to AERC for review.

New Service Connections

Registration of new service connections is being done in a separate call centre. Data relating to date of registration, when feasibility report is obtained is not recorded. Prospective consumer-wise details of payment of deposits is recorded in a separate register and release of new connections is recorded in another register as such it is cumbersome to verify adherence to time frame. However it is found that the compliance is not as per SoP. Generally it is observed that there is delay in release of new connections for want of availability of meters since only one test bench is available at circle level in MTI division.

As verified from new service connections released for the month of November 2015, the status of release of new connections is as follows:

Sl. No	Description	Numbers
1	No.of applications pending process at the beginning of the month	112
2	No. of applications received during the month	45
3	No. of applications processed during the month	138
4	No. of applications pending processing at the end of month (1+2-3)	19
5	No. of NSCs pending release at the beginning of the month	10
6	No. of NSCs cost deposited during the month	114
7	No. of NSCs to be released during the month	124
8	No. of NSCs released during the month	11
9	No. of NSCs pending release at the end of month (7-8)	113

Out of 124 new connections to be released, only 11 connections are released against which payment of deposit and meter costs are received. The above position indicates that there is pendency in releasing of supply. This is stated to be mainly due to non-availability of tested meters.

11.5 North Assam (Tejpur) Zone

Tejpur Sub-division

The Consumer Grievance Redressal Mechanism in Tejpur electrical subdivision is reviewed.

Power Supply Failure

In Tejpur electrical subdivision complaints relating to power failure are being received in call centre round the clock. Date and time of receipt and compliance are recorded and the same are well within the time frame fixed in SOP.

New Service Connections

Registration for new connections is done in another call centre. Date when feasibility report is furnished is recorded in another register. As verified, feasibility reports are furnished between 10 to 20 days and in some cases it is upto 30 to 40 days. But supply is being released within 10 to 15 days after the payment is received. Instructions are required to be issued for maintenance of registers as specified by the Commission.

Transfer of Services and load extension

In revenue wing, registers relating transfer of service, load extension and category changes are maintained with date of registration and date of compliance and delays are not noticed.

11.6 Jorhat Zone

The Consumer Grievance Redressal Mechanism in Jorhat subdivision - II and Bokakat Electrical subdivision are reviewed.

Jorhat Electrical Subdivision – II, Jorhat. About 23658 consumers are handled by the subdivision at the end of November 2015. This is completely an urban subdivision.

Power Failure

One call centre is provided round the clock to receive power complaints. Date and time of registration and redressal are being recorded which are well within the time frame fixed in SoP.

Failed Distribution Transformers

No record is available in respect of replacement of failed distribution transformers. The licensee shall be directed to ensure maintenance of registers of failed

distribution transformers and their periodical verification. The licensee shall also be directed to submit periodical reports to AERC for review.

New Service Connections

New service connections registration is being done in another call centre. Considerable delay is noticed in processing the applications for obtaining feasibility reports and release of supply. The release of new service connections in November 2015 is as follows:

Sl. No	Description	Numbers
1.	Opening balance of applications pending processing at the beginning of month	538
2.	No. of applications received during the month	54
3.	No. of connections released during the month	34
4.	Balance applications pending process	558
5	New connections released during the month	34

The delay in release of service connection is ranging from two to three months.

Bokakat Electrical Sub Division, Bokakat

The sub-division is handling 17000 consumers, out of which 9000 are Jeevan dhara consumers.

Power Supply Failure

Complaints relating to power supply are received in call centre, being operated round the clock (24 X 7). Date and time of complaint and time of redressal are recorded. The complaints are redressed well within the time frame fixed in SoP.

New Service Connection

New service connections registration is done in the call centre. Obtaining of feasibility report, date of release of supply etc., are well within the time frame fixed in SoP.

Revenue Wing Headed by Sub-divisional Manager, Revenue (SMR)

Meter readings and bills serving are outsourced at Rs. 3/- per connection. SMR maintains registers relating to name transfer, load sanction; bills related complaints are being attended well within the time frame fixed in SoP.

Defective Meters

There are about 3500 defective meters. The meters are being replaced for which cost is paid by the consumers.

11.7 Dibrugarh Zone

Dibrugarh Subdivision - I

Power Supply Failure

A call centre is functioning round the clock (24 X 7) to receive complaints relating to power supply. Date and time of complaint and redressal of complaint are recorded. Generally the complaints are attended within the time frame fixed in SOP.

Failed Distribution Transformers

No register is maintained for rectification / replacement of failed distribution transformers. The licensee shall be directed to maintain rolling stock of distribution transformers to replace the failed transformers promptly.

Wrong Bills

As verified from the bills rectification register, 22 consumers complained of wrong billing when there is no power due to transformer failure from 4/10 to 12/12 in Lizai distribution. This indicates that the failed transformer is not replaced for over 2 years.

Dibrugarh Sub Division-III

Power Supply Failure

A call centre is functioning round the clock (24x7) to receive complaints relating to “no power supply”. Date and time of registration and rectification are being recorded. Disconnection and reconnection of supply is also being tracked.

Failed Distribution Transformer

No register is maintained for rectification/replacement of failed distribution transformer

Wrong bills

Rectifications of wrong bills are being attended by SMR. They are attended within the time schedule as per SoP.

Load Shedding

Feeder wise load shedding for an hour per day is observed.

Tinsukia Sub Division-I (Tinsukia Circle)

Tinsukia sub division-I is handling 18116 consumers. The monthly demand is Rs. 2.15 Core. The monthly collection is Rs. 2.04 Crore including arrear collection and Govt. Subsidy. The arrears are around Rs. 2.50 Crore.

Power Supply failure

Complaints relating to power supply failure are being registered in a call center in the sub-division which runs at 24*7 day basis. Data and time of registration and time of redressal are being recorded. Compliants are attended within the time schedule as per SoP.

Replacement of defective meters

There are about 2400 defective meters. Average monthly replacement is below 100. Further, about 50 to 60 defective meters are being added every month. Hence, there is need to allot additional meters to clear the pendency.

Replacement of failed distribution transformer

No register is maintained.

Release of new connections

Registration for new connections is being done in a separate call centre. Date of registration, date when feasibility report submitted, date of payment of charges by the prospective consumers and date of release of supply are being recorded in different registers. The register needs to be standardized to have a comprehensive data at a glance.

Grievance Redressal Mechanism of APDCL

Further Mr. Utpal Kumar Sharma the ASCI consultant visited 3 Nos. Sub Divisions viz Zoo Road, Chandamari and Basistha Electrical Sub Divisions of Guwahati Electrical Circle – I to know the functioning of Level I & II of the Grievance Redressal Mechanism of APDCL and also discussed with the concerned DGMs and AGMs on the said subject and came to know that so far the prescribed forms for registering the Grievances at Level I & II are not available to the Consumer. In GEC-I Circle, the 24 x 7 central call centre registers the complaints on no power, line break down, low voltage, transformer failure etc. and forwards the same to the concerned line man on duty for redressal. If the lineman unable to redress the complaint the same is brought to the notice of the feeder manager / Sub divisional Officer. A daily report is generated and submitted to the concerned DGM for monitoring. Normally majority of the complaints/grievances are redressed within the time frame fixed in SoP, as required materials and men are available and records are also maintained.

In the sub divisions of other circles the Grievances are not being redressed as per the time frame fixed due to non-availability of sufficient quantity of materials and men.

The Grievances such as replacement of burnt/defective meters, checking for accuracy of meter, bill modification for wrong billing etc. are received over phone / personally / in writing to the respective Sub Divisional Engineer/ Sub Divisional Manager (Revenue) offices. The grievances are recorded in a separate register and generally most of the cases are resolved within the time frame fixed. However during the discussions with the DGMs and AGMs it was stated that any grievance brought to the notice of them will be resolved quickly by pursuing with the concerned Sub Divisional Engineer/ Sub Divisional Manager (Revenue) but the action taken in redressing grievance is not properly being recorded.

It is also observed that no effort was made to generate the prescribed monthly report on complaints received by any sub division and the concerned AGMs and DGMs are not showing keen interest to generate such reports. In the absence of

documentation of such report, the performance of the service rendered to the consumer is difficult to ascertain.

In the light of the above, the following is recommended.

1. The prescribed forms for registering grievances at Level I & II shall invariably made available at APDCL Offices.
2. The help-desk may be opened in every sub division office of APDCL to register the consumer grievances and issue acknowledgement as per the prescribed format of the AERC at Level-I.
3. For registering grievances at Level – II, the technical wing of every Division of APDCL shall be made responsible to facilitate timely redressal of the grievances.
4. The generation of monthly reports on grievances redressed/pending shall be made mandatory, so that if the Commission desires can review the performance of the sub division individually.
5. The new service connection item shall also be included in the Standards of Performance fixed by the Commission.

Suggestions to minimise delays in replacement of failed transformers and defective meters

Delays are occurring for want of adequate no. of spare transformers and meters with the field officers.

It is a practice in other utilities to maintain certain percentage of transformers and meters as rolling stock with field officers for replacing the failed and defective ones.

ASCI suggest to maintain the following percentage of transformers and meters as rolling stock.

Distribution Transformers - 5% of existing transformers in the sub-division.

Meters (electronic) – 3% of existing meters in the sub-division.

The rolling could be based on percentage of failures and in respect of cities/urban areas it is suggested to maintain trolley mounted transformers as stand by to ensure quick replacement.

11.8 Summing-up

Compliance of Standards of Performance (SoP)

It is observed from the study of some of the subdivisions in the zones, by and large the power failure complaints (Fuse of calls etc) are attended as per standards of performance and record is being maintained on the receipt of complaints and the compliance. In the case of other complaints/grievances such as replacement of defective meters, failed distribution transformers, complaints on billing of electricity consumption etc., proper records are not being maintained in the sub-divisions to assess whether the complaints/grievances are being attended as per standards of performance. It is not difficult to maintain such registers at each call centre/distribution Office for the concerned to record. Wherever record is being maintained there is abnormal delay in replacing defective meters. It is noticed that a large number of meters are found to be defective and the rate of replacement is very slow for want of meters. Efforts to be made to procure more number of meters to replace defective meters within time specified. There is also delay in replacement of failed distribution transformers and giving new service connections for want of meters apart from other reasons.

11.9 General Observations

Standards of Performance

As in the case of CGRF, in this also the consumers are not aware of standards of performance regulations issued by the Commission. The subdivisions are not maintaining the registers by recording the date and time of complaint /grievance and steps taken for redressal of grievance. The consultant of ASCI during the visit to subdivisions have observed that most of the Distribution Engineers are aware of SoP but they are not maintaining the required registers by recording the complaints/grievances and redressal.

In order to redress the consumer grievances on priority, keeping in mind the provisions contained in the SoP Regulations issued by the AERC, action has to be taken as suggested below:

- (i) APDCL shall designate one officer in each sub-division to look after the Consumer Grievances and to submit periodical reports on the consumer complaints received and redressed with specific reasons for cases not attended as per SoP to the Commission.
- (ii) The compensation payable in case of delays should be displayed at all offices of distribution and notified for information of consumers.
- (iii) Considerable delays are observed in release of new service connections at many sub-division offices and no proper record is being maintained. A separate master register duly making entries such as the date of receipt of application for new service, connection date of receipt of feasibility report and date of payment etc., with initials of designated officer shall be maintained.
- (iv) The Distribution Company shall conduct relevant training programmes to the Officers at different levels about the Consumer Grievance Redressal Forums and their functions and the role of distribution engineers and other Officers in the utility and also for compliance of SoP by the Officers at different levels.

- (v) A pamphlet may be got printed, explaining the constitution of Forums and Ombudsman, their functions and opportunity to consumer to file the grievance not attended by the officials of the DISCOM including compliance of supply of power by Distribution Engineers, and attached to electricity bill for a few months to educate the consumers and thereby causing to function the redressal systems effectively.
- (vi) The licensee shall be directed to issue instructions to all sub-divisions on the need to maintain the registers to record grievances/complaints of consumers as per SoP Regulations and ensure their maintenance and submission of quarterly reports to the AERC.

The suggested formats of the registers of consumer complaints which are required to be maintained at Level I & II of APDCL are given in Annexure- IX.

12 Consumer Survey

In accordance with terms of reference for the study in the bid document, consumer survey shall be conducted to cover consumers in each circle of the Distribution Company and each consumer category within the circle. The survey shall cover about 15,000 of the total consumer base of 27.72 Lakhs of which at least 14,000 shall be from LT category and 700 shall be from HT category. The domestic category consumers may be grouped under three categories in terms of sanctioned connected load.

- 0.5 KW – (Jeevan Dhara)
- 0.5 KW and up to 5.0 KW (Domestic – A) and
- Above 5 KW (Domestic - B)

12.1 Objective of consumer survey

The main objective of consumer survey should be to understand the major problems faced by them in relation to;

- Quality of power
- Power failure
- Getting new connection
- Bill Payment mechanism made available
- Meter and bill related problems etc.,
- Time taken to resolve such issues
- Satisfaction level, awareness level and support provided by the Consumer Grievance Redressal Mechanism.

12.2 Approach of the Consumer Survey

A questionnaire is developed in four languages (English, Assamite, Bengali and Bodo) and got approved by the Commission and given to the surveyors to elicit the required information from the consumers. The information covers;

1. Consumer Awareness of Existence of
 - (a) Consumer Grievance Redressal Forum (CGRF) in their area.
 - (b) Ombudsman
 - (c) Standards of Performance (SoP) fixed by the Commission for various grievances / complaints.
 - (d) The provision for compensation for inefficient service as per SoP.
2. Standards of Performance (SoP) fixed by the Commission for Redressal of various grievances.
3. Issues related to billing and payment.
4. Awareness' of energy Saving devices such as LED lamps etc., and stand by supply provisions.
5. Representation to CGRF in regard to Redressal of Grievance and the response from CGRF
6. Non-Redressal of Grievance by CGRF and appeal to Ombudsman
7. Electrical Accidents
8. Consumer perception and satisfaction level of consumer on 16 points listed in the questionnaire and
9. Suggestion for improving the services of APDCL

The questionnaire approved by the Commission is provided to each surveyor to elicit the information from the consumer is given in Annexure – III.

ASCI has organised eighteen surveyors who has knowledge of the working of Electricity distribution and to do survey and obtain feedback from the consumers in all the 19 circles of APDCL. Shri. Utpal Kumar Sharma, Former Director, APDCL, Consultant, ASCI has supervised the survey conducted.

The consumers in all categories both LT and HT are surveyed. The feedback forms from each consumer from nineteen circles (14977 LT consumers and 702 HT Consumers) are submitted to the Commission separately.

12.3 Compilation and Analysis of Survey Results

The software is developed by the consultant to enter the data in the required format for analysis and to list out the findings of the survey of all categories of consumers on the awareness of various items listed above and the perception of the consumer.

The survey leads entering of about 80 data points from the questionnaire of each consumer and the data so entered is analysed to get the feedback from each consumer on functioning of CGR Mechanism, compliance of SoP by the utility and the overall perception of consumer on the functioning of Consumer Grievance Redressal Mechanism and compliance of SoP.

12.4 Consumers covered by the survey

The number of consumers circle-wise surveyed and the feedback obtained is as below:

Circle wise number of LT consumers surveyed

S. No.	Name of the Circle	Number of consumers surveyed
1	Guwahati Electrical Circle - I	968
2	Guwahati Electrical Circle - II	862
3	Bongaigaon Electrical Circle	751
4	Kokrajhar	929
5	Rangia Electrical Circle	811

6	Barpeta	660
7	Mangaldoi electrical Circle	708
8	Tezpur Electrical Circle	807
9	North Lakshimpur	892
10	Nagaon	802
11	Kanch Electrical Circle	695
12	Golaghat Electrical Circle	336
13	Jorhat electrical Circle	900
14	Sibsagar Electrical Circle	801
15	Marigaon Electrical Circle	1000
16	Cachar Electrical Circle	935
17	Badarpur Electrical Circle	911
18	Dibrugarh Electrical Circle	398
19	Tinsukia Electrical Circle	811
	Total	14977
	Ht Consumers	702

The feedback of 14997 LT and 702 HT consumers is analysed and narrated in the report.

12.5 Analysis of Feedback from Survey – LT Consumers

As stated earlier a questionnaire is developed and given to the surveyor to elicit information required from the consumer as provided in Annexure– III. A format is developed to enter the data from the consumers in the survey and the data is utilised for the analysis of the feedback to arrive at the findings of the survey. The format developed for data analysis is given in Annexure– IV. The findings are summarised for each circle for comparative study. The report covers nineteen (19) circles and the summary of findings in each circle is taken out from the form given in Annexure – V (Summary of feedback from consumer survey) and is discussed below:

12.5.1 Nagaon Circle

S. No.	Particulars		
1	Circle	Nagaon	
2	Number of Consumers		
	Urban	265	
	Rural	537	
	Total	802	
3	Consumer Category		
a	Jeevandhara	118	
b	Domestic – A	565	
c	Domestic – B	59	
d	Commercial	3	
e	Industrial	57	
f	Others		
4	Type of Meters		
a	Electromechanical	14	
b	Electronic	787+1 (prepaid)	
5	Status of Meters		
a	Working	714	
b	Defective	88	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	164	226
b	Supply Failure due to Line Breakdown	40	56
c	Supply Failure due to Damaged Service Line	23	28
d	Supply Failure due to Failure of Distribution Transformer	424	36
e	Defective/Meter replacement	16	18
f	Billing related complaint	315	26
7	Awareness of consumers		
a	Existence of CGRF	None	
b	Standards of Performance fixed by Commission	None	
c	Existence of Ombudsman	None	
d	Compensation for inefficient service	None	
8	Number of Consumers approached CGRF	None	
9	Response of Forum	Does not arise	
10	Appeal to Ombudsman	Does not arise	
11	No of Consumers received compensation	Does not arise	
12	Accidents		
a	No of Accidents occurred	NIL	
b	Nature of Accidents	NIL	
c	No of cases claimed compensation	NIL	
d	No of cases where compensation paid	NIL	
13 (a)	Awareness of Energy efficient equipment	770	32
(b)	Stand by provision of DG Set/inverter	527	3
14	Consumer overall perception and satisfaction level		
a)	Excellent	2	
b)	Good	476	
c)	Average	321	
d)	Poor	3	

e)	Very Poor	0
15	Overall Image of APDCL	
a)	Excellent	1
b)	Good	582
c)	Average	218
d)	Poor	1
e)	Very Poor	0

Summary of Consumer Feedback in Nagaon Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 802 consumers in **Nagaon** Circle. About 67% of consumers surveyed are Rural, about 70% of consumers are Domestic – A and 15% are Jeevandhara. The meters installed are mostly electronic (98%) and 89% of which are working. It shows that energy supplied to the consumers is properly measured. But the number of defective meters are to be reduced to less than 5%.

The consumers grievances are mostly power supply related. A few number of complaints relating to power supply are not attended as per SoP and this requires to be improved. A number of consumers have provision for standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

None of the consumers are aware of existence of CGRF and Ombudsman constituted to redress the grievances of consumers and also the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents reported among the consumers surveyed.

The consumer overall perception and satisfactory level on availability of supply is as below:

Excellent	:	2	(0.04%)
Good	:	476	(59%)
Average	:	321	(40%)
Poor	:	3	(0.06%)
Very Poor	:	0	

The overall image of APDCL before the consumer is:

Excellent	:	1	(0.1)
Good	:	582	(72.6%)
Average	:	218	(27.2%)
Poor	:	1	(0.1)
Very Poor	:		

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions, in redressal of grievances of consumers and Standards of Performance set by the Commission.

The service to consumers in attending the complaints has to be improved in the circle.

****Consumer's Suggestions**

Nagaon Circle

a. Nagaon Sub Division-II

24 hours supply needed

b. Nagaon Sub Division-I

Reduction in per unit rate of electricity

Improvement in voltage fluctuation problem

c. Samaguri Sub Division

Privatisation may be needed to save APDCL

d. Shing Sub Division

Load shedding to be minimized

Reduction in per unit rate of electricity

Billing problem

12.5.2 Kokrajhar Circle

S. No.	Particulars		
1	Circle	Kokrajhar	
2	Number of Consumers		
	Urban	898	
	Rural	31	
	Total	929	
3	Consumer Category		
a	Jeevandhara	61	
b	Domestic – A	813	
c	Domestic – B	17	
d	Commercial	31	
e	Industrial	2	
f	Others	5	
4	Type of Meters		
a	Electromechanical	5	
b	Electronic	924	
5	Status of Meters		
a	Working	929	
b	Defective	0	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	94	30
b	Supply Failure due to Line Breakdown	165	30
c	Supply Failure due to Damaged Service Line	23	32
d	Supply Failure due to Failure of Distribution Transformer	81	158
e	Defective/Meter replacement	19	29
f	Billing related complaint	46	31
7	Awareness of consumers		
a	Existence of CGRF	107	
b	Standards of Performance fixed by Commission	0	
c	Existence of Ombudsman	0	
d	Compensation for inefficient service	0	
8	Number of Consumers approached CGRF	0	
9	Response of Forum	0	
10	Appeal to Ombudsman	0	
11	No of Consumers received compensation	0	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	0	
c	No of cases claimed compensation	0	
d	No of cases where compensation paid	0	
13 (a)	Awareness of Energy efficient equipment	896	
(b)	Have stand by Provision like DG Sets / Invertors	72	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	39	
b)	Good	247	
c)	Average	499	
d)	Poor	143	

e)	Very Poor	1
15	Overall Image of APDCL	
a)	Excellent	21
b)	Good	150
c)	Average	609
d)	Poor	148
e)	Very Poor	1

Summary of Consumer Feedback in Kokrajhar Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 929 consumers in **Kokrajhar** Circle. Over 90% of consumers surveyed are Urban about 88% of consumers are Domestic – A and 7% are Jeevandhara. The meters installed are mostly electronic meters (99%) and all are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances are mostly supply related and a number of consumers have stated that power supply failure is not attended as per SoP. This requires to be improved. A number of consumers have provision of stand by supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

107 consumers are aware of existence of CGRF and none on Ombudsman constituted to redress the grievances of consumers and also the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumers overall perception and satisfactory level on availability of supply is as below:

Excellent	:	39	(4%)
Good	:	247	(27%)
Average	:	499	(54%)
Poor	:	143	(15%)
Very Poor	:	1	

The overall image of APDCL before the consumer is:

Excellent	:	21	(2%)
Good	:	150	(16%)
Average	:	609	(66%)
Poor	:	148	(16%)
Very Poor	:	1	

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions, in redressal of grievances of consumers and Standards of Performance set by the Commission. Service to consumer in attending the complaints has to be improved in the circle.

****Consumer's Suggestions**

Kokrajhar Circle

a. Gauripur Sub Division

Need Better Service. In winter bill amount is excess

b. Kokrajhar Sub Division

No suggestions

c. Gossarigaon Sub Division

No suggestions

12.5.3 Cachar Circle

S. No.	Particulars	
1	Circle	Cachar
2	Number of Consumers	
	Urban	521
	Rural	414
	Total	935
3	Consumer Category	
a	Jeevandhara	78
b	Domestic – A	759
c	Domestic – B	5
d	Commercial	80
e	Industrial	5
f	Others	8
4	Type of Meters	
a	Electromechanical	509
b	Electronic	426
5	Status of Meters	
a	Working	898
b	Defective	37

6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	214	95
b	Supply Failure due to Line Breakdown	216	92
c	Supply Failure due to Damaged Service Line	728	5
d	Supply Failure due to Failure of Distribution Transformer	227	91
e	Defective/Meter replacement	631	48
f	Billing related complaint	769	6
7	Awareness of consumers		
a	Existence of CGRF	60	
b	Standards of Performance fixed by Commission	53	
c	Existence of Ombudsman	51	
d	Compensation for inefficient service	51	
8	Number of Consumers approached CGRF	0	
9	Response of Forum	0	
10	Appeal to Ombudsman	0	
11	No of Consumers received compensation	0	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	0	
c	No of cases claimed compensation	0	
d	No of cases where compensation paid	0	
13 (a)	Awareness of Energy efficient equipment	325	
(b)	Stand by D.G Sets inverter	378	
14	Consumer overall perception and satisfaction level (Power Supply Availability)		
a)	Excellent	111	
b)	Good	368	
c)	Average	360	
d)	Poor	80	
e)	Very Poor	16	
15	Overall Image of APDCL		
a)	Excellent	128	
b)	Good	512	
c)	Average	279	
d)	Poor	14	
e)	Very Poor	2	

Summary of Consumer Feedback in Cachar Circle

The survey conducted to study the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 935 consumers in **Cachar Circle**. About 44% of consumers surveyed are Rural, 56% are urban, about 81% of consumers are Domestic – A and 8% are Jeevandhara. The meters installed are 426 (46%) are electronic meters and 509 (54%) meters are electromechanical

and out of these 96% are working. The balance electromechanical meters are to be replaced with electronic meters at the earliest. This shows that energy supplied to the consumers is properly measured to a large extent. The consumer grievances are mostly supply related and attended fairly in time set in SoP but requires to be improved. 40% of consumers have standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

About 6% of the consumers are aware of existence of CGRF and Ombudsman constituted to redress the grievances of consumers and also the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfaction level on availability of supply is as below:

Excellent	:	111	(12%)
Good	:	368	(39%)
Average	:	360	(39%)
Poor	:	80	(8%)
Very Poor	:	16	(2%)

The overall image of APDCL before the consumer is:

Excellent	:	128	(14%)
Good	:	512	(55%)
Average	:	279	(30%)
Poor	:	14	(1%)
Very Poor	:	2	

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission.

The service to consumer in attending the complaints has to be improved in the circle.

**** Consumer's Suggestions**

Cachar Circle

a. Silchar Sub Division-III

Load shedding to be minimised.

Anti-theft drive has to be carried out for betterment of power supply

Provide bill 4 days before due date.

It is necessary to check for hooking/theft during evening time twice or thrice a week.

b. Udarband Sub-Division

Per unit rate of electricity is high

Increase in cash collection counters

Power problem in summer

Voltage problem/fluctuations

High per unit rate of electricity

Improvement required in supply of power

c. Silchar Sub-Division-I

Improvement required in accuracy of bill and its timely delivery

Replacement of electronic meters

Recruitment of honest staff

Improvement in infrastructure

Reduction in load shedding during summer

Accuracy in meter reading and distribution of bill

d. Silchar Sub Division-II

Load shedding and voltage problem in summer

Increase in hours of supply during summer

Customer care centre to be equipped with adequate manpower

Overall performance needs improvement

Matter of frequent load shedding should be taken care of

Voltage fluctuation problem

e. **Sonai Sub Division**

Restricted supply during summer

Excess load shedding during summer

Low voltage problem

12.5.4 Tinsukia Circle

S. No.	Particulars	Tinsukia	
1	Circle	Tinsukia	
2	Number of Consumers		
	Urban	547	
	Rural	264	
	Total	811	
3	Consumer Category		
a	Jeevandhara	114	
b	Domestic – A	489	
c	Domestic – B	11	
d	Commercial	179	
e	Industrial	9	
f	Others	9	
4	Type of Meters		
a	Electromechanical	149	
b	Electronic	655+7(prepaid)	
5	Status of Meters		
a	Working	763	
b	Defective	48	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	435	14
b	Supply Failure due to Line Breakdown	354	0
c	Supply Failure due to Damaged Service Line	223	0
d	Supply Failure due to Failure of Distribution Transformer	383	7
e	Defective/Meter replacement	96	6
f	Billing related complaint	244	30
7	Awareness of consumers		
a	Existence of CGRF	40	
b	Standards of Performance fixed by Commission	107	
c	Existence of Ombudsman	38	
d	Compensation for inefficient service	107	
8	Number of Consumers approached CGRF	1	
9	Response of Forum	1	
10	Appeal to Ombudsman	NIL	
11	No of Consumers received compensation	NIL	
12	Accidents		
a	No of Accidents occurred	1	
b	Nature of Accidents	Major	
c	No of cases claimed compensation	NIL	
d	No of cases where compensation paid	NIL	

13 (a)	Awareness of Energy efficient equipment	509
13 (b)	Provision of stand by supply like DG Sets / Invertors	350
14	Consumer overall perception and satisfaction level (Electricity Availability)	
a)	Excellent	71
b)	Good	511
c)	Average	223
d)	Poor	6
e)	Very Poor	0
15	Overall Image of APDCL	
a)	Excellent	126
b)	Good	574
c)	Average	89
d)	Poor	21
e)	Very Poor	1

Summary of Consumer Feedback in Tinsukia Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 811 consumers in **Tinsukia Circle**. About 67% of consumers are Urban, about 60% of consumers are Domestic – A and 14% are Jeevandhara. About 81% of consumers have electronic meters and out of this 94% are working. The energy consumed is accounted. The consumer grievances are mostly supply related and attended fairly in time set in SoP. Hardly 40 consumers are aware of existence of CGRF, 38 consumers about Ombudsman, about 107 consumers are aware of SoP fixed by the commission and provision for compensation in case of inefficient services. There was only one major accident which was not reported, as mentioned.

The consumers' overall perception and satisfaction level on availability of supply is as below:

Excellent	:	71	(9%)
Good	:	511	(63%)
Average	:	223	(27%)
Poor	:	6	(1%)
Very Poor	:	0	

The overall image of APDCL before the consumer is:

Excellent	:	126	(16%)
Good	:	574	(71%)
Average	:	89	(11%)
Poor	:	21	(3%)
Very Poor	:	1	(2%)

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission.

The service to consumers in attending the complaints has to be improved in the circle.

**** Consumer's Suggestions**

Tinsukia Circle

Frequent power cuts in summer may be reduced

Power unit rate to be reduced

Service should be better

Billing should be improved

On line bill payment to be more accessible

Department to be informed in advance if any departmental service is disconnected.

Seems like insufficient man power in tech section.

Improvement is required in billing section.

Improvement is required in Tech Section.

Improvement is required in consumer care centres.

a. Tinsukia Sub Division – I

Your supporting facilities and Technical facilities are satisfactory.

More improvement is desired in service.

Expecting further improvement.

It is now well developed.

We expect better service to public.

They do their work nicely. Hope they continue their work this way.

Dooma Division

To improve power production

Many consumers requested to stop power theft

Considerable number of consumers represented to improve power production

A few consumers represented:

Power shutdown/load shedding to be informed in Advance

Inform consumers of power shedding

To include more vehicles for complaint duty

b. Tinsukia Sub Division – III

Power supply should improve and good response is desired.

Please solve load shedding problem

Meter reading bill is required as soon as possible

Please solve low voltage problem

12.5.5 Rangia Circle

S. No.	Particulars		
1	Circle	Rangia	
2	Number of Consumers		
	Urban	101	
	Rural	710	
	Total	811	
3	Consumer Category		
a	Jeevandhara	247	
b	Domestic – A	494	
c	Domestic – B	14	
d	Commercial	43	
e	Industrial	7	
f	Others	6	
4	Type of Meters		
a	Electromechanical	30	
b	Electronic	781	
5	Status of Meters		
a	Working	736	
b	Defective	75	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	786	23

b	Supply Failure due to Line Breakdown	774	0
c	Supply Failure due to Damaged Service Line	765	1
d	Supply Failure due to Failure of Distribution Transformer	46	723
e	Defective/Meter replacement	764	4
f	Billing related complaint	760	39
7	Awareness of consumers		
a	Existence of CGRF	579	
b	Standards of Performance fixed by Commission	41	
c	Existence of Ombudsman	3	
d	Compensation for inefficient service	41	
8	Number of Consumers approached CGRF	None	
9	Response of Forum	Nil	
10	Appeal to Ombudsman	None	
11	No of Consumers received compensation	None	
12	Accidents		
a	No of Accidents occurred	Nil	
b	Nature of Accidents	Nil	
c	No of cases claimed compensation	Nil	
d	No of cases where compensation paid	Nil	
13 (a)	Awareness of Energy efficient equipment	742	
13 (b)	Provision of stand by supply like DG Sets / Invertors	60	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	0	
b)	Good	91	
c)	Average	534	
d)	Poor	182	
e)	Very Poor	4	
15	Overall Image of APDCL		
a)	Excellent	1	
b)	Good	55	
c)	Average	753	
d)	Poor	2	
e)	Very Poor	0	

Summary of Consumer Feedback in Rangia Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 811 consumers in **Rangia** Circle. About 88% consumers surveyed are Rural consumers, about 61% of consumers are Domestic – A and 30% are Jeevandhara. The meters installed over 96% are electronic meters and 91% are functioning. The defective meters to be brought down to less than 5%. The consumer grievances are mostly power supply related

and are attended in time set in SoP except in the case of replacement of failed distribution transformers for which 89% of the consumers have not satisfied.

Whereas about 579 (71%) consumers are aware of CGRF, only 3 of 811 consumers are aware of Ombudsman and 41 about SoP set by the Commission. There are no accidents to the knowledge of the consumers surveyed.

The consumers overall perception and satisfaction level on availability of supply is as below:

Excellent	:	0	0%
Good	:	91	11%
Average	:	534	66%
Poor	:	182	22.5%
Very Poor	:	4	(-)%

The overall image of APDCL before the consumer is:

Excellent	:	1	
Good	:	55	(7%)
Average	:	753	(93%)
Poor	:	2	
Very Poor	:	0	

The consumers are required to be educated on the existence of CGRF, Ombudsman and their function, in redressal of grievances of consumers and Standards of Performance set by the Commission.

The service to consumer in attending the complaints has to be improved in the circle.

**** Consumer's Suggestions**

Rangia Circle

a. Nalbari Sub Division

Basic civic facilities required at cash counters

Load shedding to be reduced

SS to be renovated

Line staff to be transferred

Meter reading, billing to be done correctly

Sub Division Engineer should stay at head quarters

Supply is needed at peak hours

Transformer to be checked in day time

Checking up lines is needed

Theft of electricity is there in rural areas

Supply should be regular

12.5.6 Marigaon Circle

S. No.	Particulars		
1	Circle	Marigaon	
2	Number of Consumers		
	Urban	102	
	Rural	898	
	Total	1000	
3	Consumer Category		
a	Jeevandhara	327	
b	Domestic – A	547	
c	Domestic – B	0	
d	Commercial	93	
e	Industrial	2	
f	Others	31	
4	Type of Meters		
a	Electromechanical	6	
b	Electronic	994	
5	Status of Meters		
a	Working	963	
b	Defective	37	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	130	23
b	Supply Failure due to Line Breakdown	125	10
c	Supply Failure due to Damaged Service Line	38	3
d	Supply Failure due to Failure of Distribution Transformer	53	7
e	Defective/Meter replacement	13	2
f	Billing related complaint	41	16
7	Awareness of consumers		
a	Existence of CGRF	None	
b	Standards of Performance fixed by Commission	None	
c	Existence of Ombudsman	None	
d	Compensation for inefficient service	None	
8	Number of Consumers approached CGRF	None	
9	Response of Forum	None	
10	Appeal to Ombudsman	None	
11	No of Consumers received compensation	None	
12	Accidents		

a	No of Accidents occurred	Nil
b	Nature of Accidents	Nil
c	No of cases claimed compensation	Nil
d	No of cases where compensation paid	Nil
13 (a)	Awareness of Energy efficient equipment	896
13 (b)	Provision like DG Sets / Invertors	72
14	Consumer overall perception and satisfaction level (Electricity Availability)	
a)	Excellent	0
b)	Good	1
c)	Average	541
d)	Poor	328
e)	Very Poor	130
15	Overall Image of APDCL	
a)	Excellent	0
b)	Good	3
c)	Average	641
d)	Poor	272
e)	Very Poor	84

Summary of Consumer Feedback in Marigaon Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 1000 consumers in **Marigaon** Circle. About 90% of consumers are Rural, about 55% of consumers are Domestic – A and 33% are Jeevandhara. About 99% of meters installed are electronic meters of which 96% are working. This shows that energy supplied to the consumers is properly measured. The consumer complaints/grievances are mostly power supply related. A number of complaints relating to power supply are not attended as per SoP and this requires to be improved.

None of the consumers are aware of existence of CGRF and Ombudsman constituted to redress the grievances of consumers and also the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumers overall perception and satisfaction level on the availability of supply is as below:

Excellent	:	0	0%
Good	:	1	0%
Average	:	541	54%
Poor	:	328	33%
Very Poor	:	130	13%

The overall image of APDCL before the consumer is:

Excellent	:	0	0%
Good	:	3	0%
Average	:	641	64%
Poor	:	272	27%
Very Poor	:	84	9%

The consumers are required to be educated on the existence of CGRF, Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending the complaints has to be improved in the circle. Power supply seems to be not satisfactory in the circle which is mostly rural, this has reflected in perception and satisfactory level is average as Poor and Very Poor. This requires improvement.

**** Consumer's Suggestions**

Marigaon Circle

a. Marigaon Sub Division

- Load shedding to be minimized
- Reduction in per unit rate of electricity

b. Laharighat Sub Division

- Load shedding to be minimized

c. Jhargaon Sub Division

- Load shedding to be minimized
- Reduction in per unit rate of electricity

d. Jagiroad Sub Division

- Load shedding to be minimized

12.5.7 Mangaldoi Circle

S. No.	Particulars	Mangaldoi	
1	Circle	Mangaldoi	
2	Number of Consumers		
	Urban	297	
	Rural	411	
	Total	708	
3	Consumer Category		
a	Jeevandhara	109	
b	Domestic – A	481	
c	Domestic – B	0	
d	Commercial	99	
e	Industrial	9	
f	Others	10	
4	Type of Meters		
a	Electromechanical	12	
b	Electronic	696	
5	Status of Meters		
a	Working	692	
b	Defective	16	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	363	137
b	Supply Failure due to Line Breakdown	555	41
c	Supply Failure due to Damaged Service Line	501	64
d	Supply Failure due to Failure of Distribution Transformer	308	289
e	Defective/Meter replacement	431	94
f	Billing related complaint	354	189
7	Awareness of consumers		
a	Existence of CGRF	53	
b	Standards of Performance fixed by Commission	102	
c	Existence of Ombudsman	19	
d	Compensation for inefficient service	21	
8	Number of Consumers approached CGRF	5	
9	Response of Forum	11	
10	Appeal to Ombudsman	1	
11	No of Consumers received compensation	2	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	0	
c	No of cases claimed compensation	0	
d	No of cases where compensation paid	0	
13	Provision for stand by supply – DG sets/invertors	676	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	0	
b)	Good	63	
c)	Average	285	
d)	Poor	268	

e)	Very Poor	92
15	Overall Image of APDCL	
a)	Excellent	0
b)	Good	47
c)	Average	571
d)	Poor	89
e)	Very Poor	1

Summary of Consumer Feedback in Mangaldoi Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 708 consumers in **Mangaldoi** Circle. About 58% of consumers are Rural, about 70% of consumers are Domestic – A and 15% are Jeevandhara. The meters installed are mostly electronic meters (98%) and all are working. It shows that energy supplied to the consumers is properly measured. A number of complaints relating to power supply are not attended as per SoP and this requires to be improved. A number of consumers have provision for standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Fifty Three (53) consumers are aware of existence of CGRF and Nineteen (19) consumers on the existence of Ombudsman constituted to redress the grievances of consumers and 102 consumers on the Standards of Performance fixed by the Commission. There are no accidents to the knowledge of consumers surveyed. Consumer overall perception and satisfactory level on the availability of supply is as below:

Excellent	:	0	0%
Good	:	63	9%
Average	:	285	40%
Poor	:	268	38%
Very Poor	:	92	13%

The overall image of APDCL before the consumer is:

Excellent	:	0	0%
Good	:	47	7%
Average	:	571	81%
Poor	:	89	12%
Very Poor	:	1	0%

The satisfactory level on power supply and the image of the APDCL are not that good with the consumers. The consumers' satisfactory level is average and below requires to be improved. Consumers are to be educated on the existence of CGRF, Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission.

The service to consumers in attending the complaints has to be improved in the circle.

**** Consumer's Suggestions**

Mongoldoi Circle

a. Shipajhar Sub Division

Accurate Meter Reading and correct billing with adequate time in delivering the bills

b. Mangaldoi Sub Division-I

No comments

c. Tangla Sub Division

Revenue collection centres may be increased

d. Majbat Sub Division

Improvement is needed

12.5.8 North Lakhimpur

S. No.	Particulars	
1	Circle	North Lakhimpur
2	Number of Consumers	
	Urban	295
	Rural	597
	Total	892
3	Consumer Category	
a	Jeevandhara	213
b	Domestic – A	605
c	Domestic – B	1
d	Commercial	64
e	Industrial	3
f	Others	6
4	Type of Meters	
a	Electromechanical	13
b	Electronic	879

5	Status of Meters		
a	Working	861	
b	Defective	31	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	442	3
b	Supply Failure due to Line Breakdown	425	2
c	Supply Failure due to Damaged Service Line	13	2
d	Supply Failure due to Failure of Distribution Transformer	36	3
e	Defective/Meter replacement	4	0
f	Billing related complaint	8	5
7	Awareness of consumers		
a	Existence of CGRF	2	
b	Standards of Performance fixed by Commission	1	
c	Existence of Ombudsman	1	
d	Compensation for inefficient service	1	
8	Number of Consumers approached CGRF	2	
9	Response of Forum	0	
10	Appeal to Ombudsman	0	
11	No of Consumers received compensation	0	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	
13 (a)	Awareness of Energy efficient equipment	676	
13 (b)	Provision of standby supply DG Sets / Invertors	396	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	1	
b)	Good	62	
c)	Average	569	
d)	Poor	222	
e)	Very Poor	38	
15	Overall Image of APDCL		
a)	Excellent	3	
b)	Good	514	
c)	Average	301	
d)	Poor	73	
e)	Very Poor	1	

Summary of Consumer Feedback in North Lakhimpur Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 892 consumers in **North**

Lakhimpur Circle. About 67% of consumers are Rural, about 68% of consumers are Domestic – A and 24% are Jeevandhara. The meters installed are mostly electronic meters (98.50%) and of which (96.50%) are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and attended fairly in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only two consumers are aware of existence of CGRF and one of Ombudsman constituted to redress the grievances of consumers and also about of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	1	0%
Good	:	62	7%
Average	:	569	64%
Poor	:	222	25%
Very Poor	:	38	4%

The overall image of APDCL before the consumer is:

Excellent	:	3	0%
Good	:	514	58%
Average	:	301	34%
Poor	:	73	8%
Very Poor	:	1	0%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

The consumer satisfaction level is not that good. This has to be improved by improving quality of supply to consumer.

**** Consumer's Suggestions**

North Lakhimpur Circle

a. North Lakhimpur Sub Division

24x7 power supply needed

Load shedding schedule should be fixed and informed to the consumers in advance

Reduction in load shedding

Increase in collection counters

Tariff is high. It should be reduced

b. Nowboichu Sub Division

24 hours supply should be provided

Bill should be given on time

Improvement in supply of electricity is needed

Service should be improved in rural areas

Man power is not sufficient

Per unit rate of electricity should be reduced

Awareness camp should be arranged in rural areas

c. Chilapathar Sub Division

Power supply should be regular and voltage should be increased

d. Jorai Sub Division

24 hours of supply should be provided

12.5.9 Badarpur

S. No.	Particulars	
1	Circle	Badarpur
2	Number of Consumers	
	Urban	150
	Rural	761
	Total	911
3	Consumer Category	
a	Jeevandhara	195
b	Domestic – A	576
c	Domestic – B	2
d	Commercial	115
e	Industrial	5
f	Others	18

4	Type of Meters		
a	Electromechanical	102	
b	Electronic	801+8 (prepaid)	
5	Status of Meters		
a	Working	857	
b	Defective	54	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	61	374
b	Supply Failure due to Line Breakdown	59	383
c	Supply Failure due to Damaged Service Line	66	350
d	Supply Failure due to Failure of Distribution Transformer	72	363
e	Defective/Meter replacement	32	250
f	Billing related complaint	30	247
7	Awareness of consumers		
a	Existence of CGRF	2	
b	Standards of Performance fixed by Commission	1	
c	Existence of Ombudsman	2	
d	Compensation for inefficient service	1	
8	Number of Consumers approached CGRF	3	
9	Response of Forum	0	
10	Appeal to Ombudsman	0	
11	No of Consumers received compensation	0	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	
13 (a)	Awareness of Energy efficient equipment	657	
13 (b)	Provision of standby supply DG Sets / Invertors	242	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	1	
b)	Good	4	
c)	Average	515	
d)	Poor	322	
e)	Very Poor	69	
15	Overall Image of APDCL		
a)	Excellent	3	
b)	Good	28	
c)	Average	505	
d)	Poor	353	
e)	Very Poor	22	

Summary of Consumer Feedback in Badarpur Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 911 consumers in **Badarpur** Circle. About 84% of consumers are Rural, about 63% of consumers are Domestic – A and 21% are Jeevandhara. The meters installed are mostly electronic meters (88%) and of which 94% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and seems to be not attended in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only two consumers are aware of existence of CGRF and of Ombudsman constituted to redress the grievances of consumers and one consumer of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed. Consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	1	0%
Good	:	4	0%
Average	:	515	57%
Poor	:	322	35%
Very Poor	:	69	8%

The overall image of APDCL before the consumer is:

Excellent	:	3	0%
Good	:	28	3%
Average	:	505	55%
Poor	:	353	39%
Very Poor	:	22	2%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

The satisfaction level of consumers and the image of APDCL is not that good in the eyes of consumer. Better service has to be provided to consumer who are predominantly rural.

Consumer's Suggestions

Badarpur Circle

a. Badarpur Sub Division

Overall improvement is needed

Reduction in load shedding especially in the summer

24 hours of supply is needed

b. Ramkrishna Nagar Sub Division

Reduction in power cut during summer

Overall improvement is needed

c. Karimganj Sub Division

Overall improvement is needed

d. Hailakandi Sub Division

Reduction in load shedding during summer

High per unit rate of electricity

Overall improvement is needed

12.5.10 Bongaigaon

S. No.	Particulars	
1	Circle	Bongaigaon
2	Number of Consumers	
	Urban	286
	Rural	465
	Total	751
3	Consumer Category	
a	Jeevandhara	189
b	Domestic – A	511
c	Domestic – B	1
d	Commercial	34
e	Industrial	10
f	Others	6
4	Type of Meters	
a	Electromechanical	23
b	Electronic	728
5	Status of Meters	
a	Working	653

b	Defective	98	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	174	215
b	Supply Failure due to Line Breakdown	171	140
c	Supply Failure due to Damaged Service Line	155	114
d	Supply Failure due to Failure of Distribution Transformer	159	149
e	Defective/Meter replacement	10	27
f	Billing related complaint	89	64
7	Awareness of consumers		
a	Existence of CGRF	12	
b	Standards of Performance fixed by Commission	3	
c	Existence of Ombudsman	9	
d	Compensation for inefficient service	4	
8	Number of Consumers approached CGRF	4	
9	Response of Forum		
10	Appeal to Ombudsman		
11	No of Consumers received compensation		
12	Accidents		
a	No of Accidents occurred		
b	Nature of Accidents		
c	No of cases claimed compensation		
d	No of cases where compensation paid		
13 (a)	Awareness of Energy efficient equipment	518	
13 (b)	Provision of standby supply DG Sets / Invertors	270	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	1	
b)	Good	178	
c)	Average	354	
d)	Poor	101	
e)	Very Poor	117	
15	Overall Image of APDCL		
a)	Excellent	0	
b)	Good	233	
c)	Average	260	
d)	Poor	196	
e)	Very Poor	62	

Summary of Consumer Feedback in Bongaigaon Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 751 consumers in **Bongaigaon** Circle. About 62% of consumers are Rural, about 68% of consumers are Domestic – A and 25% are Jeevandhara. The meters installed are mostly electronic meters

(97%) and of which 87% are working. This shows that energy supplied to the consumers is not properly measured. The consumer grievances mostly are power supply related and not attended fairly in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only twelve consumers are aware of existence of CGRF and nine of Ombudsman constituted to redress the grievances of consumers and three consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	1	0%
Good	:	178	24%
Average	:	354	47%
Poor	:	101	13%
Very Poor	:	117	16%

The overall image of APDCL before the consumer is:

Excellent	:	0	0%
Good	:	233	31%
Average	:	260	35%
Poor	:	196	26%
Very Poor	:	62	8%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission.

The service to consumers in attending to the complaints has also to be improved in the circle.

The satisfaction level of consumers who are mostly rural is not good.

Consumer's Suggestions

Bongaigaon Circle

a. Goalpara Sub Division

High per unit rate of electricity

Overall improvement is required

b. Lakhimpur Sub Division

No prior intimation is given to the consumers regarding load shedding

Needs overall improvement

c. Abhayapuri Sub Division

24 hours supply of electricity is required

Response of the SDO is very poor

Transformers should be upgraded according to the load or the number of consumers

Lack of adequate manpower

12.5.11 Golaghat

S. No.	Particulars	Golaghat	
1	Circle	Golaghat	
2	Number of Consumers		
	Urban	51	
	Rural	285	
	Total	336	
3	Consumer Category		
a	Jeevandhara	128	
b	Domestic – A	188	
c	Domestic – B	1	
d	Commercial	16	
e	Industrial	0	
f	Others	3	
4	Type of Meters		
a	Electromechanical	6	
b	Electronic	330	
5	Status of Meters		
a	Working	311	
b	Defective	25	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	42	1
b	Supply Failure due to Line Breakdown	1	0

c	Supply Failure due to Damaged Service Line	1	0
d	Supply Failure due to Failure of Distribution Transformer	1	0
e	Defective/Meter replacement	1	0
f	Billing related complaint	24	1
7	Awareness of consumers		
a	Existence of CGRF	1	
b	Standards of Performance fixed by Commission	1	
c	Existence of Ombudsman	0	
d	Compensation for inefficient service	0	
8	Number of Consumers approached CGRF	0	
9	Response of Forum	-	
10	Appeal to Ombudsman	-	
11	No of Consumers received compensation	-	
12	Accidents		
a	No of Accidents occurred	3	
b	Nature of Accidents	-	
c	No of cases claimed compensation	0	
d	No of cases where compensation paid	0	
13 (a)	Awareness of Energy efficient equipment	294	
13 (b)	Provision of standby supply DG Sets / Invertors	165	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	0	
b)	Good	46	
c)	Average	211	
d)	Poor	79	
e)	Very Poor	0	
15	Overall Image of APDCL		
a)	Excellent	0	
b)	Good	63	
c)	Average	213	
d)	Poor	59	
e)	Very Poor	1	

Summary of Consumer Feedback in Golaghat Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 336 consumers in **Golaghat** Circle. About 85% of consumers are Rural, about 56% of consumers are Domestic – A and 38% are Jeevandhara. The meters installed are mostly electronic meters (98%) and of which 93% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and attended fairly in time set in SoP. A number of consumers have

provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only one consumer is aware of existence of CGRF and none of Ombudsman constituted to redress the grievances of consumers and one consumer of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are three accidents to the knowledge of consumers surveyed. Consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	0	0%
Good	:	46	14%
Average	:	211	63%
Poor	:	79	24%
Very Poor	:	0	0%

The overall image of APDCL before the consumer is:

Excellent	:	0	0%
Good	:	63	19%
Average	:	213	63%
Poor	:	59	18%
Very Poor	:	1	0%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle as the consumer satisfaction level is not that good.

Consumer's Suggestions

Golaghat Circle

a. Golaghat Sub Division-I

Tariff rate should be reduced

Prior intimation of load shedding should be given

b. Golaghat Sub Division-II

Overall improvement in the services is required

Per unit rate of electricity should be reduced

12.5.12 Guwahati-II

S. No.	Particulars	Guwahati-II	
1	Circle	Guwahati-II	
2	Number of Consumers		
	Urban	205	
	Rural	657	
	Total	862	
3	Consumer Category		
a	Jeevandhara	96	
b	Domestic – A	705	
c	Domestic – B	8	
d	Commercial	48	
e	Industrial	3	
f	Others	2	
4	Type of Meters		
a	Electromechanical	25	
b	Electronic	836+7(prepaid)	
5	Status of Meters		
a	Working	847	
b	Defective	15	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	95	27
b	Supply Failure due to Line Breakdown	39	20
c	Supply Failure due to Damaged Service Line	29	5
d	Supply Failure due to Failure of Distribution Transformer	21	27
e	Defective/Meter replacement	40	5
f	Billing related complaint	14	11
7	Awareness of consumers		
a	Existence of CGRF	24	
b	Standards of Performance fixed by Commission	17	
c	Existence of Ombudsman	8	
d	Compensation for inefficient service	11	
8	Number of Consumers approached CGRF	0	
9	Response of Forum	-	
10	Appeal to Ombudsman	-	
11	No of Consumers received compensation	-	
12	Accidents		
a	No of Accidents occurred	5	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	
13 (a)	Awareness of Energy efficient equipment	404	

13 (b)	Provision of standby supply DG Sets / Invertors	207
14	Consumer overall perception and satisfaction level (Electricity Availability)	
a)	Excellent	5
b)	Good	225
c)	Average	517
d)	Poor	115
e)	Very Poor	0
15	Overall Image of APDCL	
a)	Excellent	5
b)	Good	175
c)	Average	662
d)	Poor	19
e)	Very Poor	1

Summary of Consumer Feedback in Guwahati-II Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 862 consumers in **Guwahati-II** Circle. About 74% of consumers are Rural, about 82% of consumers are Domestic – A and 11% are Jeevandhara. The meters installed are mostly electronic meters (97%) and of which 98% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and all are not attended in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only twenty four consumers are aware of existence of CGRF and eight of Ombudsman constituted to redress the grievances of consumers and seventeen consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are five accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	5	1%
Good	:	225	26%
Average	:	517	60%
Poor	:	115	13%
Very Poor	:	0	0%

The overall image of APDCL before the consumer is:

Excellent	:	5	1%
Good	:	175	20%
Average	:	662	77%
Poor	:	19	2%
Very Poor	:	1	0%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Guwahati-II Circle

a. Guwalkuchi Sub Division

Quality power supply with better service is desired

Interruptions in power supply to be reduced

Unit rate needs to be decreased

Transfer from Franchisee to APDCL

Load shedding / power cut should be minimized

b. Jalukbari Sub Division

Intimation of load shedding to be given in advance

Transparency in procedure involved in grievances redressal to be improved

c. Mirza Sub Division

Unit rate to be reduced

Voltage fluctuations and low voltages are to be reduced

Frequent power failures are to be avoided

Behaviour of staff to be improved

d. Hazo Sub Division

Power theft should be minimized

Appoint required man power for distribution company

Information about power cut to be given in advance

Rate per unit is to be reduced

12.5.13 Tejpur

S. No.	Particulars	Tejpur	
1	Circle	Tejpur	
2	Number of Consumers		
	Urban	528	
	Rural	279	
	Total	807	
3	Consumer Category		
a	Jeevandhara	122	
b	Domestic – A	545	
c	Domestic – B	1	
d	Commercial	110	
e	Industrial	11	
f	Others	18	
4	Type of Meters		
a	Electromechanical	194	
b	Electronic	612+1 (prepaid)	
5	Status of Meters		
a	Working	765	
b	Defective	42	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	645	10
b	Supply Failure due to Line Breakdown	631	4
c	Supply Failure due to Damaged Service Line	550	4
d	Supply Failure due to Failure of Distribution Transformer	605	11
e	Defective/Meter replacement	399	13
f	Billing related complaint	520	17
7	Awareness of consumers		
a	Existence of CGRF	207	
b	Standards of Performance fixed by Commission	163	
c	Existence of Ombudsman	163	
d	Compensation for inefficient service	159	
8	Number of Consumers approached CGRF	8	
9	Response of Forum	7	
10	Appeal to Ombudsman	4	
11	No of Consumers received compensation	1	
12	Accidents		
a	No of Accidents occurred	8	
b	Nature of Accidents	-	

c	No of cases claimed compensation	7
d	No of cases where compensation paid	5
13 (a)	Awareness of Energy efficient equipment	396
13 (b)	Provision of standby supply DG Sets / Invertors	445
14	Consumer overall perception and satisfaction level (Electricity Availability)	
a)	Excellent	17
b)	Good	554
c)	Average	233
d)	Poor	2
e)	Very Poor	1
15	Overall Image of APDCL	
a)	Excellent	7
b)	Good	617
c)	Average	173
d)	Poor	9
e)	Very Poor	1

Summary of Consumer Feedback in Tejpur Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 807 consumers in **Tejpur** Circle. About 35% of consumers are Rural, about 68% of consumers are Domestic – A and 15% are Jeevandhara. The meters installed are mostly electronic meters (76%) and of which 95% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and attended fairly in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Two hundred and seven consumers are aware of existence of CGRF and one hundred and sixty three of Ombudsman constituted to redress the grievances of consumers and one hundred and sixty three consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are seven accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	17	2%
Good	:	554	69%
Average	:	233	29%
Poor	:	2	0%
Very Poor	:	1	0%

The overall image of APDCL before the consumer is:

Excellent	:	7	1%
Good	:	617	76%
Average	:	173	22%
Poor	:	9	1%
Very Poor	:	1	0%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Tezpur Circle

a. Chariali Sub Division

Time to time load verification should be done

Frequent inspection of commercial and domestic lines

Penalty for consumers found without any meters in their premises

b. Sootea Sub Division

Theft should be controlled in rural areas

c. Rangapara Sub Division

There should be more staff/ officers for more accurate, better and timely work

Reduction in high per unit rate of electricity

d. Tezpur Sub Division-I

More number of cash counters

Improvement in hours of supply

Call center should be equipped with more manpower in every sub division

Reduction in load shedding during summer

e. Tezpur Sub Division-II

Improvement in hours of supply

Proper and timely distribution of bills of the consumers

12.5.14 Sibsagar

S. No.	Particulars		
1	Circle	Sivsagar	
2	Number of Consumers		
	Urban	426	
	Rural	375	
	Total	801	
3	Consumer Category		
a	Jeevandhara	34	
b	Domestic – A	633	
c	Domestic – B	3	
d	Commercial	123	
e	Industrial	8	
f	Others	0	
4	Type of Meters		
a	Electromechanical	6	
b	Electronic	795	
5	Status of Meters		
a	Working	784	
b	Defective	17	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	244	21
b	Supply Failure due to Line Breakdown	235	11
c	Supply Failure due to Damaged Service Line	74	3
d	Supply Failure due to Failure of Distribution Transformer	4	50
e	Defective/Meter replacement	2	13
f	Billing related complaint	12	24
7	Awareness of consumers		
a	Existence of CGRF	10	
b	Standards of Performance fixed by Commission	13	
c	Existence of Ombudsman	4	
d	Compensation for inefficient service	4	
8	Number of Consumers approached CGRF	0	
9	Response of Forum	-	
10	Appeal to Ombudsman	-	
11	No of Consumers received compensation	-	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	

13 (a)	Awareness of Energy efficient equipment	757
13 (b)	Provision of standby supply DG Sets / Invertors	436
14	Consumer overall perception and satisfaction level (Electricity Availability)	
a)	Excellent	0
b)	Good	4
c)	Average	652
d)	Poor	141
e)	Very Poor	4
15	Overall Image of APDCL	
a)	Excellent	0
b)	Good	5
c)	Average	584
d)	Poor	208
e)	Very Poor	4

Summary of Consumer Feedback in Sibsagar Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 801 consumers in **Sibsagar** Circle. About 47% of consumers are Rural, about 79% of consumers are Domestic – A and 4% are Jeevandhara. The meters installed are mostly electronic meters (99%) and of which 98% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and attended fairly in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply. The response to the complaints relating to defective meters and bills revision is found to be not good.

Only ten consumers are aware of existence of CGRF and four consumers of Ombudsman constituted to redress the grievances of consumers and thirteen consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	0	0%
Good	:	4	0%
Average	:	652	81%
Poor	:	141	18%
Very Poor	:	4	0%

The overall image of APDCL before the consumer is:

Excellent	:	0	0%
Good	:	5	1%
Average	:	584	73%
Poor	:	208	26%
Very Poor	:	4	0%

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Sibsagar Circle

a. Sibsagar Sub Division-I

- Improvement in services is needed
- 24 hours power supply is required
- Reduction in power cut during summer
- There should not be any error in the bill distributed to the consumers

b. Charaideo Sub Division

- Minimisation of load shedding during summer
- Improvement in services is needed
- 24 hours power supply is required

c. Gaurisagar Sub Division

- Minimisation of load shedding during summer
- Improvement in services is needed

d. Demow Sub Division

Reduction in load shedding

Improvement in services is needed

24 hours power supply is required

12.5.15 Barpeta

S. No.	Particulars		
1	Circle	Barpeta	
2	Number of Consumers		
	Urban	142	
	Rural	518	
	Total	660	
3	Consumer Category		
a	Jeevandhara	250	
b	Domestic – A	386	
c	Domestic – B	0	
d	Commercial	17	
e	Industrial	3	
f	Others	4	
4	Type of Meters		
a	Electromechanical	407+9 (prepaid)	
b	Electronic	244	
5	Status of Meters		
a	Working	621	
b	Defective	39	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	18	108
b	Supply Failure due to Line Breakdown	125	1
c	Supply Failure due to Damaged Service Line	125	0
d	Supply Failure due to Failure of Distribution Transformer	96	18
e	Defective/Meter replacement	125	0
f	Billing related complaint	125	0
7	Awareness of consumers		
a	Existence of CGRF	0	
b	Standards of Performance fixed by Commission	0	
c	Existence of Ombudsman	0	
d	Compensation for inefficient service	0	
8	Number of Consumers approached CGRF	0	
9	Response of Forum	-	
10	Appeal to Ombudsman	-	
11	No of Consumers received compensation	-	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	-	

c	No of cases claimed compensation	-
d	No of cases where compensation paid	-
13 (a)	Awareness of Energy efficient equipment	485
13 (b)	Provision of standby supply DG Sets / Invertors	5
14	Consumer overall perception and satisfaction level (Electricity Availability)	
a)	Excellent	0
b)	Good	1
c)	Average	620
d)	Poor	14
e)	Very Poor	25
15	Overall Image of APDCL	
a)	Excellent	0
b)	Good	137
c)	Average	483
d)	Poor	14
e)	Very Poor	26

Summary of Consumer Feedback in Barpeta Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 660 consumers in **Barpeta** Circle. About 78% of consumers are Rural, about 58% of consumers are Domestic – A and 38% are Jeevandhara. The meters installed are only 37% electronic and 94% of the meters are working. All the Electromechanical meters to be replaced with electronic meters. This shows that energy supplied to the consumers is not properly measured. The consumer grievances mostly are power supply related and are not attended in time set in SoP.

None of the consumers are aware of existence of CGRF and Ombudsman constituted to redress the grievances of consumers and of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	0	(0%)
Good	:	1	(0%)
Average	:	620	(94%)
Poor	:	14	(2%)
Very Poor	:	25	(4%)

The overall image of APDCL before the consumer is:

Excellent	:	0	(0%)
Good	:	137	(21%)
Average	:	483	(73%)
Poor	:	14	(2%)
Very Poor	:	26	(4%)

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle. The balance electro-mechanical meters to be replaced with electronic meters.

Consumer's Suggestions

Barpeta Circle

a. Pathshala Sub Division

Overall improvement in the services is required

b. Barpeta Sub Division

High per unit rate of electricity should be reduced

Overall improvement in the services is required

c. Barpeta Road Sub Division

Improvement is required in the overall services

More number of cash collection counters

d. Baroma Sub Division

Improvement is required in the overall services

12.5.16 Dibrugarh

S. No.	Particulars	Dibrugarh	
1	Circle	Dibrugarh	
2	Number of Consumers		
	Urban	224	
	Rural	174	
	Total	398	
3	Consumer Category		
a	Jeevandhara	31	
b	Domestic – A	232	
c	Domestic – B	2	
d	Commercial	20	
e	Industrial	4	
f	Others	9	
4	Type of Meters		
a	Electromechanical	8	
b	Electronic	390	
5	Status of Meters		
a	Working	389	
b	Defective	9	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	99	59
b	Supply Failure due to Line Breakdown	60	100
c	Supply Failure due to Damaged Service Line	46	37
d	Supply Failure due to Failure of Distribution Transformer	182	14
e	Defective/Meter replacement	43	38
f	Billing related complaint	51	34
7	Awareness of consumers		
a	Existence of CGRF	61	
b	Standards of Performance fixed by Commission	24	
c	Existence of Ombudsman	24	
d	Compensation for inefficient service	15	
8	Number of Consumers approached CGRF	2	
9	Response of Forum	-	
10	Appeal to Ombudsman	0	
11	No of Consumers received compensation	0	
12	Accidents		
a	No of Accidents occurred	5	
b	Nature of Accidents	-	
c	No of cases claimed compensation	0	
d	No of cases where compensation paid	0	
13 (a)	Awareness of Energy efficient equipment	237	
13 (b)	Provision of standby supply DG Sets / Invertors	111	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	2	
b)	Good	283	

c)	Average	92
d)	Poor	18
e)	Very Poor	3
15	Overall Image of APDCL	
a)	Excellent	3
b)	Good	215
c)	Average	157
d)	Poor	17
e)	Very Poor	6

Summary of Consumer Feedback in Dibrugarh Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 398 consumers in **Dibrugarh** Circle. About 44% of consumers are Rural, about 83% of consumers are Domestic – A and 8% are Jeevandhara. The meters installed are mostly electronic meters (98%) and of which 98% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and response to the complaints not that good. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only sixty one consumers are aware of existence of CGRF and twenty four consumers of Ombudsman constituted to redress the grievances of consumers and also twenty four consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are five accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	2	(1%)
Good	:	283	(71%)
Average	:	92	(23%)
Poor	:	18	(5%)
Very Poor	:	3	(1%)

The overall image of APDCL before the consumer is:

Excellent	:	3	(1%)
Good	:	215	(54%)
Average	:	157	(39%)
Poor	:	17	(4%)
Very Poor	:	6	(2%)

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Dibrugarh Circle

a. Dibrugarh Sub Division-I

24 hours of supply is required

High per unit rate of electricity

b. Dibrugarh Sub Division-II

Meter readers should take proper meter reading

High per unit rate of electricity

12.5.17 Jorhat

S. No.	Particulars	
1	Circle	Jorhat
2	Number of Consumers	
	Urban	283
	Rural	617
	Total	900
3	Consumer Category	
a	Jeevandhara	172
b	Domestic – A	610
c	Domestic – B	11
d	Commercial	91
e	Industrial	2
f	Others	14
4	Type of Meters	
a	Electromechanical	22
b	Electronic	878
5	Status of Meters	

a	Working	832	
b	Defective	68	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	115	17
b	Supply Failure due to Line Breakdown	29	11
c	Supply Failure due to Damaged Service Line	31	11
d	Supply Failure due to Failure of Distribution Transformer	44	12
e	Defective/Meter replacement	24	10
f	Billing related complaint	113	22
7	Awareness of consumers		
a	Existence of CGRF	65	
b	Standards of Performance fixed by Commission	54	
c	Existence of Ombudsman	42	
d	Compensation for inefficient service	47	
8	Number of Consumers approached CGRF	2	
9	Response of Forum	1	
10	Appeal to Ombudsman	0	
11	No of Consumers received compensation	0	
12	Accidents		
a	No of Accidents occurred	1	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	
13 (a)	Awareness of Energy efficient equipment	720	
13 (b)	Provision of standby supply DG Sets / Invertors	604	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	25	
b)	Good	238	
c)	Average	384	
d)	Poor	239	
e)	Very Poor	14	
15	Overall Image of APDCL		
a)	Excellent	1	
b)	Good	236	
c)	Average	567	
d)	Poor	92	
e)	Very Poor	4	

Summary of Consumer Feedback in Jorhat Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 900 consumers in **Jorhat** Circle. About 69% of consumers are Rural, about 68% of consumers are Domestic – A and

19% are Jeevandhara. The meters installed are mostly electronic meters (98%) and of which 92% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and attended fairly in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only sixty five consumers are aware of existence of CGRF and forty two consumers of Ombudsman constituted to redress the grievances of consumers and fifty four consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There is only one accident to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	25	(3%)
Good	:	238	(26%)
Average	:	384	(43%)
Poor	:	239	(27%)
Very Poor	:	14	(2%)

The overall image of APDCL before the consumer is:

Excellent	:	1	(0%)
Good	:	236	(26%)
Average	:	567	(63%)
Poor	:	92	(10%)
Very Poor	:	4	(0%)

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Jorhat Circle

a. Dergaon Sub Division

Per unit rate of electricity is high

Advance intimation of power cut should be given to the consumers

Lack of basic facilities for consumers in the APDCL offices

b. Titabar Sub Division

Advance intimation of power cut should be given to the consumers

Per unit rate of electricity should be reduced

Voltage fluctuation

c. Mariani Sub Division

Per unit rate of electricity should be reduced

Overall improvement is required

Poor complaint handling procedure

d. Jorhat Sub Division-I

Prior intimation of power cut is not given to the consumer

Bills should be delivered on time

e. Jorhat Sub Division-II

Number of counters for bill collection should be increased

Per unit rate of electricity is on higher side

Overall improvement is required

12.5.18 Kanch

S. No.	Particulars	
1	Circle	Kanch
2	Number of Consumers	
	Urban	307
	Rural	388
	Total	695
3	Consumer Category	
a	Jeevandhara	46
b	Domestic – A	505
c	Domestic – B	0

d	Commercial	134	
e	Industrial	10	
f	Others	0	
4	Type of Meters		
a	Electromechanical	32	
b	Electronic	662 + 1 (prepaid)	
5	Status of Meters		
a	Working	501	
b	Defective	194	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	482	96
b	Supply Failure due to Line Breakdown	439	130
c	Supply Failure due to Damaged Service Line	313	164
d	Supply Failure due to Failure of Distribution Transformer	165	388
e	Defective/Meter replacement	59	198
f	Billing related complaint	470	106
7	Awareness of consumers		
a	Existence of CGRF	92	
b	Standards of Performance fixed by Commission	3	
c	Existence of Ombudsman	9	
d	Compensation for inefficient service	1	
8	Number of Consumers approached CGRF	9	
9	Response of Forum	9	
10	Appeal to Ombudsman	-	
11	No of Consumers received compensation	-	
12	Accidents		
a	No of Accidents occurred	0	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	
13 (a)	Awareness of Energy efficient equipment	573	
13 (b)	Provision of standby supply DG Sets / Invertors	160	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	1	
b)	Good	159	
c)	Average	158	
d)	Poor	135	
e)	Very Poor	24	
15	Overall Image of APDCL		
a)	Excellent	1	
b)	Good	42	
c)	Average	455	
d)	Poor	29	
e)	Very Poor	168	

Summary of Consumer Feedback in Kanch Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 695 consumers in **Kanch** Circle. About 56% of consumers are Rural, about 73% of consumers are Domestic – A and 7% are Jeevandhara. The meters installed are mostly electronic meters (95%) and of which 72% are working. This shows that energy supplied to the consumers is not properly measured. The consumer grievances mostly are power supply related and response to the complaints is not that good. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only ninety two consumers are aware of existence of CGRF and nine consumers of Ombudsman constituted to redress the grievances of consumers and three consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There are no accidents to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	1	(0%)
Good	:	159	(23%)
Average	:	158	(23%)
Poor	:	135	(19%)
Very Poor	:	24	(35%)

The overall image of APDCL before the consumer is:

Excellent	:	1	(0%)
Good	:	42	(6%)
Average	:	455	(65%)
Poor	:	29	(4%)
Very Poor	:	168	(24%)

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Kanch Circle

a. Diphu Sub Division-I

Improvement needed in hours of supply

Meter reading is not being done properly

Load shedding is in excess during summer

Wrong billing and response from the staff's are not satisfactory

b. Bokajan Sub Division

No comments

c. Howraghat Sub Division

Improvement in power supply is required

High per unit rate of electricity

Response from customer care centre is not satisfactory

12.5.19 Guwahati-I

S. No.	Particulars	
1	Circle	Guwahati-I
2	Number of Consumers	
	Urban	912
	Rural	56
	Total	968
3	Consumer Category	
a	Jeevandhara	45
b	Domestic – A	595
c	Domestic – B	212
d	Commercial	104
e	Industrial	2
f	Others	10
4	Type of Meters	
a	Electromechanical	120
b	Electronic	826 + 22 (Prepaid)

5	Status of Meters		
a	Working	960	
b	Defective	8	
6	Number of complaints made and redressed in time or not	Yes	No
a	Fuse of Call	432	57
b	Supply Failure due to Line Breakdown	266	30
c	Supply Failure due to Damaged Service Line	185	16
d	Supply Failure due to Failure of Distribution Transformer	222	132
e	Defective/Meter replacement	127	21
f	Billing related complaint	251	62
7	Awareness of consumers		
a	Existence of CGRF	140	
b	Standards of Performance fixed by Commission	111	
c	Existence of Ombudsman	81	
d	Compensation for inefficient service	60	
8	Number of Consumers approached CGRF	6	
9	Response of Forum	-	
10	Appeal to Ombudsman	-	
11	No of Consumers received compensation	-	
12	Accidents		
a	No of Accidents occurred	1	
b	Nature of Accidents	-	
c	No of cases claimed compensation	-	
d	No of cases where compensation paid	-	
13 (a)	Awareness of Energy efficient equipment	743	
13 (b)	Provision of standby supply DG Sets / Invertors	569	
14	Consumer overall perception and satisfaction level (Electricity Availability)		
a)	Excellent	11	
b)	Good	531	
c)	Average	386	
d)	Poor	35	
e)	Very Poor	5	
15	Overall Image of APDCL		
a)	Excellent	5	
b)	Good	353	
c)	Average	534	
d)	Poor	68	
e)	Very Poor	8	

Summary of Consumer Feedback in Guwahati-I Circle

The survey conducted on the functioning and effectiveness of existing consumer grievance redressal mechanism and compliance by the licensee of the standards of performance set by the Commission covers about 968 consumers in **Guwahati-I**

Circle. About 6% of consumers are Rural, about 61% of consumers are Domestic – A and 5% are Jeevandhara. The meters installed are mostly electronic meters (85%) and of which 99% are working. This shows that energy supplied to the consumers is properly measured. The consumer grievances mostly are power supply related and attended fairly in time set in SoP. A number of consumers have provision of standby supply-diesel generator sets / invertors. This shows the consumers do not have continuous power supply.

Only one hundred and forty consumers are aware of existence of CGRF and eighty one consumers of Ombudsman constituted to redress the grievances of consumers and one hundred and eleven consumers of the Standards of Performance fixed by the Commission to attend the consumer grievances. There is only one accident to the knowledge of consumers surveyed.

The consumer overall perception and satisfactory level on the availability of power supply is as below:

Excellent	:	11	(1%)
Good	:	531	(55%)
Average	:	386	(40%)
Poor	:	35	(4%)
Very Poor	:	5	(1%)

The overall image of APDCL before the consumer is:

Excellent	:	5	(1%)
Good	:	353	(36%)
Average	:	534	(55%)
Poor	:	68	(7%)
Very Poor	:	8	(1%)

The consumers are required to be educated on the existence of CGRF and Ombudsman and their functions in redressal of grievances of consumers and Standards of Performance set by the Commission. The service to consumers in attending to the complaints of the consumers has also to be improved in the circle.

Consumer's Suggestions

Guwahati-I Circle

a. Chandmari Sub Division

Improvement in meter reading and bill distribution

Reduction in voltage fluctuation

More number of collection counters

Per unit rate of electricity is high

b. Kalapahar Sub Division

Timely delivery of bills

Speedy attention and restoration of faults

More number of collection counters

c. Basistha Sub Division

Reduction in per unit rate

Late payment charges should be reduced

Need overall improvement in the services

d. Ulubari Sub Division

Increase in bill collection counters

Advance intimation of the load shedding should be given

Uninterrupted supply of power is desired

e. Zoo Road Sub Division

Separate counters for senior citizen and ladies

High per unit rate of electricity should be reduced

Bill should be delivered on time

Proper meter reading should take place

f. Sonapur Sub Division

Reduction in per unit rate of electricity

Reduction in transmission and distribution losses in the network

Proper meter reading and bill distribution

g. Fatashil Sub Division

24 hours supply should be given to the consumers

Overall improvement is desired

Reduction in per unit rate of electricity

More number of cash collection counters

h. Fancy Bazar Sub Division

Behaviour of the staffs is very poor

More number of cash collection counters should be opened

12.6 Consumer Survey Feedback data on Electricity – HT Consumers

Sl. No.	Particulars	(Nos.)	(%)
	Total No. of Consumers surveyed	702	
3 b)	Category		
3 c)	Location		
	Urban Area	476	68%
	Rural Area	226	32%
3 d)	Since how long you have been availing supply		
	> 10 years	240	34%
	< 10 Years	462	66%
3 e)	If supply is being availed for more than 10 years did you get your wiring and earthing checked up for safety		
	Yes	437	62%
	No	91	13%
	Not Applicable	174	25%
3 f)	Meter type		
	Mechanical	6	1%
	Electronic	696	99%
	Pre-paid	0	0%
3 g)	Meter Status		
	Working	698	99%
	Defective	4	1%
3 h)	Whether power supply is made through franchisee		
	Yes	53	8%
	No	649	92%
4	Connected load		
	0 to 0.5 kW	0	0%
	0.5 to below 5kW	0	0%
	5kW & above	702	100%

Sl. No.	Particulars	(Nos.)	(%)
	Rural Area : 7 days		
	Yes	145	21%
	No	60	9%
	Not Applicable/Not indicated	497	71%
7	Do you visit the website of APDCL		
	Yes	227	32%
	No	475	68%
8	Whether e-payment facility availed		
	Yes	83	12%
	No	619	88%
9	Are you aware of energy saving equipments like LED lamps, solar lamps/solar heater etc		
	Yes	682	97%
	No	20	3%
10	Do you have stand by provision like DG set or inverter		
	Yes	616	88%
	No	86	12%
11	Did you make any representation to the CGRF for non-response or not being satisfied with the response of DISCOM on any of the above grievances		
	Yes	9	1%
	No	693	99%
12	What was the type and response for your complaint		
12 i)	Whether your complaint was admitted for enquiry ?		
	Yes	9	1%
	No	0	0%
	Not Applicable	693	99%
12 ii)	Whether your complaint was rejected after enquiry ?		
	Yes	1	0%
	No	8	1%
	Not Applicable	693	99%
12 iii)	Did the CGRF issue order in response to your complaint, ordering payment of compensation for the inefficient service or non-response of DISCOM?		
	Yes	6	1%
	No	2	0%
	Not Applicable	694	99%
12 iv)	Did you receive any compensation from the DISCOM based on CGRF decision?		
	Yes	2	0%
	No	4	1%
	Not Applicable	696	99%
13	If you were not satisfied with decision of CGRF then		
13 i)	Did you make any appeal to the Ombudsman ?		
	Yes	2	0%

Sl. No.	Particulars	(Nos.)	(%)
	No	2	0%
	Not Applicable	698	99%
13 ii)	was the case disposed of by the Ombudsman?		
	Yes	0	0%
	No	4	1%
	Not Applicable	698	99%
13 iii)	Did you receive any order of the Ombudsman ?		
	Yes	0	0%
	No	0	0%
	Not Applicable	702	100%
13 iv)	Were you satisfied with the Order ?		
	Yes	0	0%
	No	0	0%
	Not Applicable	702	100%
14	Whether any electrical accident took place at your premises.		
	Yes	5	1%
	No	697	99%
	If Yes,		
14 a)	Whether the accident was major		
	Yes	3	0%
	No	2	0%
	Not Applicable	697	99%
14 b)	Whether the accident involved loss of life		
	Yes	0	0%
	No	5	1%
	Not Applicable	697	99%
14 c)	Whether there was loss of property		
	Yes	3	0%
	No	2	0%
	Not Applicable	697	99%
14 d)	Whether any enquiry made by competent authority		
	Yes	4	1%
	No	1	0%
	Not Applicable	697	99%
14 e)	Are you aware of any action taken?		
	Yes	4	1%
	No	1	0%
	Not Applicable	697	99%
14 f)	Whether any compensation was claimed?		

Sl. No.	Particulars	(Nos.)	(%)
	Yes	3	0%
	No	2	0%
	Not Applicable	697	99%
14 g)	Whether compensation was admitted /rejected citing appropriate grounds		
	Yes	3	0%
	No	2	0%
	Not Applicable	697	99%
14 h)	Whether any compensation received		
	Yes	3	0%
	No	2	0%
	Not Applicable	697	99%
15	Consumer Perception and Satisfaction level		
15 a)	Electricity availability situation in your area		
	Excellent	21	3%
	Good	384	55%
	Average	242	34%
	Poor	49	7%
	Very Poor	6	1%
15 b)	Quality of Electricity received (Voltage Fluctuation, No. of interruptions etc)		
	Excellent	17	2%
	Good	414	59%
	Average	208	30%
	Poor	58	8%
	Very Poor	5	1%
15 c)	Behavior of staff involved in fault restoration		
	Excellent	24	3%
	Good	491	70%
	Average	134	19%
	Poor	50	7%
	Very Poor	3	0%
15 d)	Behavior of officers/staff involved in new connection and time taken		
	Excellent	20	3%
	Good	506	72%
	Average	135	19%
	Poor	39	6%
	Very Poor	2	0%
15 e)	Behavior of officers/staff involved in change of category/ownership and time taken		
	Excellent	15	2%
	Good	526	75%
	Average	122	17%
	Poor	39	6%

Sl. No.	Particulars	(Nos.)	(%)
	Very Poor	0	0%
15 f)	Accuracy of meter reading on bill		
	Excellent	23	3%
	Good	553	79%
	Average	83	12%
	Poor	40	6%
	Very Poor	3	0%
15 g)	Bill delivery on time (No delay and adequate time before due date)		
	Excellent	27	4%
	Good	529	75%
	Average	118	17%
	Poor	25	4%
	Very Poor	3	0%
15 h)	Accuracy of APDCL Bills (reduction in billing errors)		
	Excellent	15	2%
	Good	555	79%
	Average	93	13%
	Poor	38	5%
	Very Poor	1	0%
15 i)	No. of bill payment counters and options(Cash, Cheques, drop-boxes, e-payment of bill)		
	Excellent	12	2%
	Good	510	73%
	Average	165	24%
	Poor	14	2%
	Very Poor	1	0%
15 j)	Per Unit rate being charged by APDCL		
	Excellent	3	0%
	Good	208	30%
	Average	431	61%
	Poor	55	8%
	Very Poor	5	1%
15 k)	Response of Customer Care Centre		
	Excellent	11	2%
	Good	460	66%
	Average	178	25%
	Poor	47	7%
	Very Poor	6	1%
15 l)	Complaint handling Procedure and time taken to resolve complaint		
	Excellent	12	2%
	Good	410	58%
	Average	241	34%

Sl. No.	Particulars	(Nos.)	(%)
	Poor	32	5%
	Very Poor	7	1%
15 m)	Waiting time to be attended at bill payment Counter and Customer Care Centre		
	Excellent	8	1%
	Good	441	63%
	Average	236	34%
	Poor	15	2%
	Very Poor	2	0%
15 n)	Basic Civic and waiting facilities for customers at APDCL Offices		
	Excellent	6	1%
	Good	428	61%
	Average	230	33%
	Poor	37	5%
	Very Poor	1	0%
15 o)	Advance intimation regarding power shut down load shedding		
	Excellent	0	0%
	Good	77	11%
	Average	154	22%
	Poor	352	50%
	Very Poor	119	17%
15 p)	Overall image of APDCL		
	Excellent	4	1%
	Good	360	51%
	Average	282	40%
	Poor	54	8%
	Very Poor	2	0%

Summary of HT consumers Feedback

The survey conducted on the functioning and effectiveness of existing Consumer Grievances Redressal Mechanism and compliance by the license of Standards of Performance set by the Commission covers about 702 HT consumers in APDCL. About 68% of consumers are in Urban area and 32% are in Rural Area.

The meters installed are almost electronic (99%) and all are working. It is advisable to replace the balance meters also with electronic meters. This shows that the electricity supplied to HT consumer is properly measured. The grievances are mostly supply related and the compliance fairly reasonable with 61% responding that the complainant is attended as per SoP. This requires to be improved. The service to

consumers in attending to various complaints is fairly satisfactory. Nearly 88% of consumers are said to have stand by supply – Dg Sets/invertors. This shows that the quality of power supply to be improved.

Only 26% of HT consumers are aware of existing of CGRF and 16% of Ombudsman. This shows that even HT consumers are not fully aware of existence of consumer grievance redressal mechanism available in the distribution company. The consumers are required to be educated on the consumer redressal grievance mechanism available to them and also Standards of Performance approved by the Commission.

There had been hardly very few accidents (5 Nos.) and of which (3 Nos.) are major and no loss of life.

The consumer overall perception and satisfaction level on availability of power supply is as below:

Excellent	21	(3%)
Good	384	(55%)
Average	242	(34%)
Poor	49	(7%)
Very Poor	6	(1%)

This shows that satisfaction level is fairly good and this is required to be improved particularly for HT consumers in rural areas. The consumers are required to be educated on the availability of Consumer Grievance Redressal Mechanism and standards of performance set by the Commission.

The overall image of APDCL before the consumer is as below:

Excellent	4	(1%)
Good	360	(51%)
Average	282	(40%)
Poor	54	(8%)
Very Poor	2	(0%)

The satisfactory level on the availability of power supply given earlier has the impact on the image of APDCL. Quality of power supply (frequent interruptions) to be improved.

Suggestions from HT Consumers

Nagaon Circle:

Nagaon Sub Division

Mr. Ritu Raj Mahanta - SBI

Improving in Load Capacity is required

Bongaigaon Circle:

Bongaigaon –I Subdivision

M/s Jaya Plastic Industries

and

M/s Viswakarma Plastic Industries

Power Cut Period Should be decreased

Advance intimation to be given about load shedding

M/s Aurum Chemicals Pvt. Ltd.

Separate power line is required for domestic and industries

Bongaigaon-II Sub division

M/s North East Gases Pvt. Ltd.

Power Supply is to be restored immediately after heavy rains/storms, especially at night times

Kokrajhar Circle:

Kokrajhar Sub Division

Axis Bank Limited

Power Cut Period Should be decreased

Advance intimation to be given about load shedding

Guwahati – I Circle:

(i) Guwahati (East) Division

Zoo Road Sub division,

Dr. Kuntal Goswami (KGMT Hospital)

Power Cut Period Should be decreased

Advance intimation to be given about load shedding

Mr Abhijith Gohaine

APDCL should issue receipt against barrel fuse replacement paid by consumers

Kalapahar Sub Division

M/s Monsoon Polymers Pvt Ltd.

Unscheduled tripping/shedding to be minimized improvement in voltage required

(ii) Guwahati (South) Division

Sonapur Sub Division

M/s RSH Agro Projects Pvt. Ltd.

and

M/s RP Associates

Tariff of Electricity should be decreased

Low Voltage problem should be minimized

Advance intimation to be given about load shedding

24x7 Power Supply is required

Basista Sub Division

M/s Pallavi Motor works

Bill reading to be taken at the presence of consumers

(iii) Guwahati (North) Division

Narengi Sub Division

M/s Dharmapal Satyapal Industrial Estate

Advance information to be given about power cut

Single window system is required for obtaining new service connection

M/s Assam Roofing Limited

Fixed charges should be charged on % of Contract Demand or on actual Maximum Demand

Sanction of estimate and agreement should be on Contracted Demand instead of connected load

Open Access should be permitted to all consumers connected in one dedicated line

(iv) Guwahati (Central) Division

Palton Bazar Sub Division

M/s Rahaman Engineering and automation

The Behavior of APDCL staff and officers needs to be consumer friendly

Jorhat Circle:

Jorhat-I, Sub division

Assam Tea Industries

Interruptions in power System should be minimized

Install a New 33/11kV Substation

Cachar Circle:

Silchar Division

Sichar-I

M/s Valley Hospital and Research Centre, Meherpur

Uninterrupted power supply is required

Mr. Himanshu Paul, Hotel Sudarshan

Monthly bill to be issued regularly

Golaghat Circle:

Golaghat Division

Golaghat – I Sub division

M/s Marangi Tea Estate

Reduce tripping, prior intimation of load shedding, prompt reaction from APDCL in restoration of damaged Electrical lines in the event of damage due to storms etc.

Guwahati – II Circle:

(i) Guwahati (West) Division

Amingaon Sub Division

M/s Shree Balaji Polytech

and

M/s Eris Life science Pvt. Ltd.

Prior initiation is to be given regarding power shut down

Voltage fluctuations, power interruptions to be minimized

Low voltage problem to be reduced

(ii) Mirza Division

Chaygaon Sub Division

M/s Soaa Vets Pvt Ltd

Prior information is to be given regarding power shut down

Voltage fluctuations, power interruptions to be minimized

Low voltage problem to be reduced

Tinsukia Circle:

Tinsukia Division

Tinsukia Sub division

M/s Ananda Bag Tea Estate

Advance information to be given about power shutdowns

Single window system is required for obtaining new service connection

Dibrugarh Circle:

Dibrugarh Division

Dibrugarh - IISub Division

M/s M/s Dikom Tea Estate

Online Payment/printing of latest bill should be streamlined

12.7 Discussions with Key Consumer Groups and Associations

Mr. Y. Satyanarayana, Project consultant, ACSI has contacted the executives of various industrial associations and other consumer associations from 20.04.2016 to 26.04.2016. The views expressed by them on CGRF and implementation of SoP are furnished below:

1. North Eastern Small Scale Industries Association (NESSIA)

Sri. Sailen Baruah, State President, expressed as under:

- (i) There is low voltage problem in the state especially in industrial areas and no action is taken to rectify it.
- (ii) There are frequent interruptions in power supply ranging from 13 to 15 hours in a month.
- (iii) Advance intimation of load shedding is not being given to plan for alternative supply for the continuous process industries resulting in production of poor quality of tea which is not acceptable in the international market.
- (iv) In barak valley one failed transformer was replaced after three months.
- (v) In some cases, “no power supply” complaints are not attended even for two days
- (vi) Call center staff are not responding properly and not giving registration number/ acknowledgment for complaints lodged over phone.

2. Grahak Suraksha Sanstha

Sri. B. K. Das, President and Sri. Bharat Saikia, Secretary, expressed as under:

- (i) There is abnormal delay in serving electricity bills’

- (ii) There is no toilet facility at call centers.
- (iii) There are no separate counters for senior citizens and ladies.
- (iv) There is delay in rectification of defective bills.

3. All India Manufacturer's Association, Tinsukia

Sri. B. P. Bakshi, Chairman, expressed as follows:

- (i) There are frequent unscheduled load sheddings even to HT consumers.
- (ii) Consumers are unaware of Standards of Performance (SoP).
- (iii) SoP to be publicized and frequent meetings to be conducted to enlighten the consumers about SoP and existence of CGRFs and the procedure on how to complain to CGRFs. Consumers may be educated through Radio/Television.
- (iv) In some rural areas, the power supply is only for 2 hours in a day, even to industries.
- (v) Quality of power in several areas is not good.
- (vi) There is 12 to 16 hours load shedding in rural areas.
- (vii) There are frequent interruptions in power supply.

4. CII, NE Chapter, Guwahati

Sri. Abhijit Barooah, when contacted over phone, has informed that he is away in Delhi and asked to meet Sri. Kartik Guha, Senior Manager, Premier Cri-organics (P) Ltd. Guwahati, Shri. Guha has expressed as follows:

- (i) They are availing 33 kV power supply with dedicated feeder for manufacturing various gases.
- (ii) As per agreement, maintenance of 33 kV line is being done by the consumer.
- (iii) 11 kV/440 V lines of the utility are laid underneath 33 kV dedicated feeder on the same poles, resulting in problem in maintenance of 33 kV line due to delay in giving line clear by the utility etc.
- (iv) In March'2016, there were 26 interruptions and there was no power for 32 hours.
- (v) Efforts in attending rectification of breakdown are not satisfactory.
- (vi) There is low voltage of 30 to 32 kV in April' 2016.

(vii) During April'2016 upto 23.04.2016, there are 26 interruptions in power supply ranging from 5 minutes to 5 hours per interruption.

(viii) He expressed general problems and suggestions to improve as follows:

- a. Sanction of load above 2 MVA is being referred to Government leading to delay in sanction, which is not required as per delegation of powers.
- b. Bill collection centres to be opened area wise instead of at sub division office only.
- c. In certain areas the staff of the utility is collecting money for replacement of failed distribution transformer.
- d. Transformer wise load balancing to be done for good quality of power and to reduce interruptions.
- e. At distribution transformers section fuse boxes to be installed as a safety measure.
- f. All Electromechanical HT meters are to be replaced with electronic meters to avoid malpractice in recording PF and MD.
- g. There should be transparency in seniority list of pending prospective consumers with status of each application.
- h. Line guarding has to be provided, wherever road cross of lines is there.

5. Federation of Industry and Commerce of NE Region (FINER)

Sri. Sunil Kumar Agarwal, Member, expressed as follows:

- (i) SoP is not being implemented as per time frame fixed.
- (ii) They are having cement factory at Byrnihat with 33 kV supply.
- (iii) Tripping are ranging from 15 to 30 times in a month.
- (iv) They are having security deposit of Rs. 1.50 Crore and interest is not being paid for the last three years.

6. Assam Branch, Indian Tea Association, Guwahati

Sri. S. Ghosh, Secretary, orally expressed that:

- (i) There are 277 Tea gardens in Assam
- (ii) There are frequent load sheddings and breakdowns
- (iii) Load shedding to be informed in advance by SMS

- (iv) There is delay in attending power breakdowns
- (v) Power supply is only for about 10 hours a day
- (vi) Delay in completion of 33/11 kV substation resulting in poor quality of supply in the area.
- (vii) Substation is feeding upto 23 KM length of line resulting in drop in voltage
- (viii) Continuous supply to be given from midnight to 2 PM next day as manufacturing of tea is in full swing during that time
- (ix) Verification of tailend voltages and transformer voltages shall be done regularly besides survey of load growth
- (x) Ongoing improvement works shall be closely monitored to speed up their completion

7. All Assam Small Scale Industries Association, Guwahati

Sri Anuj Kumar Baruah, President, expressed that

- (i) He is unaware of SoP and existence of CGRF
- (ii) He opined that wide publicity to be given about them through newspapers and TV media
- (iii) Load shedding to be informed in advance through SMS
- (iv) Abnormal delay in attending to “no power” complaints
- (v) Quality of power is not satisfactory
- (vi) There is delay in attending breakdowns
- (vii) Power breakdowns shall be minimized by advance patrolling of lines.

13. Comparative Study of Nineteen Circles

The consumer survey is conducted in Nineteen Circles of APDCL, and the report is prepared for nineteen circles bringing out the consumer views on various problems faced by them, quality of power, power failure, getting new connection, payment mechanism made available to them, meter and bill related problems etc., and time taken to resolve such issues. A comparative statement of the survey is drawn based on the consumer feedback on various issues in each of the circles and is given below along with the conclusions drawn.

Comparative Statement of Consumer Feedback

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Total No. of Consumers surveyed	1000	802	935	929	811	811	892	708	911	751	336	862	807	801	660	398	900	695	968	14977
3 b)	Category																				
	Jeevan Dhara	327	118	78	61	247	114	213	109	195	189	128	96	122	34	250	31	172	46	45	
	Domestic A	547	565	759	813	494	489	605	481	576	511	188	705	545	633	386	332	610	505	595	
	Domestic B	0	0	5	17	14	11	1	0	2	1	1	8	1	3	0	2	11	0	212	
	Commercial	93	59	80	31	43	179	64	99	115	34	16	48	110	123	17	20	91	134	104	
	Industrial	2	3	5	2	7	9	3	9	5	10	0	3	11	8	3	4	2	10	2	
	Others	31	57	8	5	6	9	6	10	18	6	3	2	18	0	4	9	14	0	10	
	HT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
3 c)	Location																				
	Urban Area	102	265	521	898	101	547	295	297	150	286	51	205	528	426	142	224	283	307	912	6540
	Rural Area	898	537	414	31	710	264	597	411	761	465	285	657	279	375	518	174	617	388	56	8437
3 d)	Since how long you have been availing supply																				
	> 10 years	695	447	395	3	360	190	423	145	461	450	285	504	317	603	97	242	639	323	297	
	< 10 Years	305	355	540	926	451	621	469	563	450	301	51	358	490	198	563	156	261	372	671	
3 e)	If supply is being availed for more than 10 years did you get your wiring and earthing checked up for safety																				
	Yes	4	403	70	919	262	314	190	179	280	200	26	262	518	748	481	143	390	161	523	
	No	165	277	463	9	467	341	239	457	249	348	23	456	69	19	116	182	244	144	238	
	Not Applicable	831	122	402	1	82	156	463	72	382	203	287	144	219	34	63	73	266	390	207	
3 f)	Meter type																				

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	Mechanical	6	14	509	5	30	149	13	12	102	23	6	25	194	6	407	8	22	32	120	
	Electronic	994	787	426	924	781	655	879	696	801	728	329	836	612	795	244	390	878	662	826	
	Pre-paid	0	1	0	0	0	7	0	0	8	0	1	1	1	0	9	0	0	1	22	
3 g)	Meter Status																				
	Working	963	714	898	929	736	763	861	692	857	653	311	847	765	784	621	389	832	501	960	
	Defective	37	88	37	0	75	48	31	16	54	98	25	15	42	17	39	9	68	194	8	
3 h)	Whether power supply is made through franchisee																				
	Yes	913	418	36	136	11	40	273	135	149	62	0	94	92	0	246	113	93	87	10	
	No	87	384	899	793	800	771	619	573	762	689	336	768	715	801	414	285	807	608	958	
4	Connected load																				
	0 to 0.5 kW	327	122	91	50	248	156	235	114	179	191	124	65	142	34	269	30	179	79	52	
	0.5 to below 5kW	673	674	830	837	552	619	652	588	712	545	210	780	631	757	383	358	711	606	690	
	5kW & above	0	6	14	42	11	36	5	6	20	15	2	17	34	10	8	10	10	10	226	
5	Are you Aware of existence of																				
5 a)	Consumer Grievance Redressal Forum (CGRF) in your area																				
	Yes	0	0	60	107	579	40	2	53	2	12	1	24	207	10	0	61	65	92	140	
	No	1000	802	875	822	232	771	890	655	909	739	335	838	600	791	660	337	835	603	828	
5 b)	Ombudsman																				
	Yes	0	0	51	0	3	38	1	19	2	3	1	17	163	13	0	24	54	3	111	
	No	1000	802	884	929	808	773	891	689	909	748	335	845	644	788	660	374	846	692	857	
5 c)	Standards of Performance (SoP) fixed by AERC against the complaint of Fuse call, low voltage, replacement																				

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	of defective meter, new service connection, wrong bill																				
	Yes	0	0	53	0	41	107	1	102	1	9	0	8	163	4	0	24	42	9	81	
	No	1000	802	882	929	770	704	891	606	910	742	336	854	644	797	660	374	858	686	887	
5 d)	The provision of compensation for inefficient service as per SoP against the fuse call, low voltage, replacement of defective meter, new service connection, wrong bill																				
	Yes	0	0	51	0	41	108	1	21	1	4	0	11	159	4	0	15	47	1	60	
	No	1000	802	884	929	770	703	891	687	910	747	336	851	648	797	660	383	853	694	908	
6	Standards of Performance (SoP) fixed by AERC for redressal of complaints (Kindly provide your Valuable feedback whether your grievance was redressed within the time frame specified in SoP)																				
6 a)	Fuse-Off/Fault calls: Cities/Town : 4 hours Rural Area : 24 hours																				
	Yes	130	164	214	94	786	435	442	363	61	174	42	95	645	244	18	99	115	482	432	

[illegible]

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	installation : 3 days after payment Normal wear & tear : 3 days after receipt of complaint																				
	Yes	38	23	728	23	765	223	13	501	66	155	1	29	550	74	125	46	31	313	185	
	No	3	28	5	32	1	0	2	64	350	114	0	5	4	3	0	37	11	164	16	
	Not Applicable/Not indicated	959	751	202	874	45	588	877	143	495	482	335	828	253	724	535	315	858	218	767	
6 e)	Complaints about Meters (LT Consumers) :																				
6 e) i	Testing checking & calibration of Meter for accuracy Urban Area : 7 days from lodging complaint Rural Area : 15 days from loding complaint																				
	Yes	21	36	714	33	58	103	12	153	60	149	1	27	440	2	125	89	36	296	185	
	No	3	12	3	30	733	5	0	367	326	95	0	7	11	5	0	7	9	211	17	
	Not Applicable/Not indicated	976	754	218	866	20	703	880	188	525	507	335	828	356	794	535	302	855	188	766	
6 e) ii	Defective/stopped/Burnt Meter replacement Urban Area: If replacement not attributable to consumer: 7 days If meter cost is payable by																				

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	consumer : 15 days after payment If metering equipment is required to be supplied by consumer : 15 days after supply Rural Area: If replacement not attributable to consumer : 15 days If meter cost is payable by consumer: 30 days after payment																				
	Yes	13	16	631	19	764	96	4	431	32	10	1	40	399	2	125	43	24	59	127	
	No	2	18	48	29	4	6	0	94	250	27	0	5	13	13	0	38	10	198	21	
	Not Applicable/Not indicated	985	768	256	881	43	709	888	183	629	714	335	817	395	786	535	317	866	438	820	
6 e) iii	Complaint about Meters (HT Consumers) Replacement of stopped/defective meters or related equipments: 7 days after receipt of complaint if meter is in stock, otherwise within 3 months Replacement cost payable by consumer: 15 days after receipt of payment if																				

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	meter is in stock, otherwise within 3 months Metering equipment required to be supplied by consumer: 30 days after delivery of metering equipment																				
	Yes	0	1	70	0	4	5	0	52	32	13	0	6	56	0	125	7	6	23	42	
	No	0	1	0	27	0	1	0	92	241	4	0	1	13	0	0	18	1	130	19	
	Not Applicable/Not indicated	1000	800	865	902	807	805	892	564	638	734	336	855	738	801	535	373	893	542	907	
6 f)	Complaints about Consumer's bill: Urban Area : 3 days Rural Area : 7 days																				
	Yes	41	315	769	46	760	244	8	354	30	89	24	14	520	12	125	51	113	470	251	
	No	16	26	6	31	39	30	5	189	247	64	1	11	17	24	0	34	22	106	62	
	Not Applicable/Not indicated	943	461	160	852	12	537	879	165	634	598	311	837	270	765	535	313	765	119	655	
7	Do you visit the website of APDCL																				
	Yes	31	660	14	0	4	12	0	56	6	6	0	31	126	3	31	37	62	65	262	
	No	969	142	921	929	807	799	892	652	905	745	336	831	681	798	629	361	838	630	706	
8	Whether e-payment facility availed																				
	Yes	53	1	9	0	5	9	10	145	4	13	2	17	63	1	44	32	72	52	276	
	No	947	801	926	929	806	802	882	563	907	738	334	845	744	800	616	366	828	643	692	
9	Are you aware of energy																				

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	saving equipments like LED lamps, solar lamps/solar heater etc																				
	Yes	896	770	325	52	742	509	504	676	657	518	294	404	396	757	485	237	720	573	742	
	No	104	32	610	877	69	302	388	32	254	233	42	458	411	44	175	161	180	122	226	
10	Do you have stand by provision like DG set or inverter																				
	Yes	72	527	378	45	60	350	325	396	242	270	165	207	445	436	5	111	604	160	569	
	No	928	275	557	884	751	461	567	312	669	481	171	655	362	365	655	287	296	535	399	
11	Did you make any representation to the CGRF for non-response or not being satisfied with the response of DISCOM on any of the above grievanceances																				
	Yes	25	2	0	0	0	1	2	5	3	4	0	0	8	0	0	2	2	9	6	
	No	975	800	935	929	811	810	890	703	908	747	336	862	799	801	660	396	898	686	962	
12	What was the type and response for your complaint																				
12 i)	Whether your complaint was admitted for enquiry ?																				
	Yes	0	2	0	0	0	1	0	5	2	3	0	0	8	0	0	1	1	9	4	
	No	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	1	0	2	
	Not Applicable	1000	800	935	929	811	810	892	703	908	747	336	862	799	801	660	396	898	686	962	
12 ii)	Whether your complaint																				

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	was rejected after enquiry ?																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4	0	
	No	0	2	0	0	0	1	0	5	2	3	0	0	7	0	0	1	1	5	4	
	Not Applicable	1000	800	935	929	811	810	892	703	909	748	336	862	799	801	660	397	899	686	964	
12 iii)	Did the CGRF issue order in response to your complaint, ordering payment of compensation for the inefficient service or non-response of DISCOM?																				
	Yes	0	0	0	0	0	0	0	4	0	0	0	0	1	0	0	1	0	1	0	
	No	0	2	0	0	0	1	0	1	2	3	0	0	6	0	0	0	1	4	4	
	Not Applicable	1000	800	935	929	811	810	892	703	909	748	336	862	800	801	660	397	899	690	964	
12 iv)	Did you receive any compensation from the DISCOM based on CGRF decision?																				
	Yes	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	1	0	
	No	0	2	0	0	0	1	0	3	2	3	0	0	6	0	0	1	1	4	4	
	Not Applicable	1000	800	935	929	811	810	892	703	909	748	336	862	800	800	660	397	899	690	964	
13	If you were not satisfied with decision of CGRF then																				
13 i)	Did you make any appeal to the Ombudsman ?																				
	Yes	0	0	0	0	0	0	0	1	0	1	0	0	4	0	0	2	0	0	0	
	No	0	1	0	0	0	0	0	2	3	2	0	0	3	0	0	0	0	4	4	

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	Not Applicable	1000	801	935	929	811	811	892	705	908	748	336	862	800	801	660	396	900	691	964	
13 ii)	was the case disposed of by the Ombudsman?																				
	Yes	0	0	0	0	0	0	0	1	0	1	0	0	4	0	0	0	0	0	0	
	No	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	
	Not Applicable	1000	801	935	929	811	811	892	705	911	747	336	862	803	801	660	396	900	695	968	
13 iii)	Did you receive any order of the Ombudsman ?																				
	Yes	0	0	0	0	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	
	No	0	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	
	Not Applicable	1000	801	935	929	811	811	892	705	911	747	336	862	803	801	660	398	900	695	968	
13 iv)	Were you satisfied with the Order ?																				
	Yes	0	0	0	0	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	
	No	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
	Not Applicable	1000	801	935	929	811	811	892	707	911	747	336	862	803	801	660	398	900	695	968	
14	Whether any electrical accident took place at your premises.																				
	Yes	0	0	0	0	0	1	0	0	0	5	3	5	8	0	0	5	1	0	1	
	No	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
	If Yes,																				
14 a)	Whether the accident was major																				
	Yes	0	0	0	0	0	1	0	0	0	0	1	0	5	0	0	1	0	0	1	
	No	0	0	0	0	0	0	0	0	0	5	2	5	3	0	0	4	1	0	0	
	Not Applicable	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 b)	Whether the accident involved loss of life																				

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	Yes	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	
	No	0	0	0	0	0	1	0	0	0	5	3	5	3	0	0	5	1	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 c)	Whether there was loss of property																				
	Yes	0	0	0	0	0	1	0	0	0	0	2	0	5	0	0	0	0	0	1	
	No	0	0	0	0	0	0	0	0	0	5	1	5	3	0	0	5	1	0	0	
	Not Applicable	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 d)	Whether any enquiry made by competent authority																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	1	5	0	0	1	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	4	3	0	0	4	1	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	899	695	967	
14 e)	Are you aware of any action taken?																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	2	0	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
14 f)	Whether any compensation was claimed?																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	1	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	5	0	0	0	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
14 g)	Whether compensation was admitted /rejected citing appropriate grounds																				

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	5	0	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
14 h)	Whether any compensation received																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	5	0	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
15	Consumer Perception and Satisfaction level																				
15 a)	Electricity availability situation in your area																				
	Excellent	0	2	111	39	0	71	1	0	1	1	0	5	17	0	0	2	25	1	11	
	Good	1	476	368	247	91	511	62	63	4	178	46	225	554	4	1	283	238	159	531	
	Average	541	321	360	499	534	223	569	285	515	354	211	517	233	652	620	92	384	158	386	
	Poor	328	3	80	143	182	6	222	268	322	101	79	115	2	141	14	18	239	135	35	
	Very Poor	130	0	16	1	4	0	38	92	69	117	0	0	1	4	25	3	14	242	5	
15 b)	Quality of Electricity received (Voltage Fluctuation, No. of interruptions etc)																				
	Excellent	0	1	244	39	1	70	2	4	4	2	0	4	12	0	0	1	23	0	7	
	Good	25	338	283	252	81	438	332	159	14	117	248	182	598	314	1	262	528	108	450	
	Average	262	458	304	496	461	279	490	323	467	354	76	629	194	246	241	111	298	268	373	
	Poor	551	5	92	141	262	19	62	129	367	195	11	41	2	235	393	16	50	124	128	
	Very Poor	162	0	12	1	6	5	6	93	59	83	1	6	1	6	25	8	1	195	10	
15 c)	Behavior of staff involved in fault restoration																				
	Excellent	0	11	255	29	1	68	2	3	14	3	0	21	15	0	0	4	11	2	6	

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	Good	758	712	556	263	488	596	586	168	49	220	239	572	662	14	3	268	491	178	486	
	Average	236	79	115	589	306	146	283	328	337	278	88	250	130	755	487	106	365	469	409	
	Poor	6	0	6	48	14	1	20	152	487	170	9	17	0	32	145	19	32	44	55	
	Very Poor	0	0	3	0	2	0	1	57	24	80	0	2	0	0	25	1	1	2	12	
15 d)	Behavior of officers/staff involved in new connection and time taken																				
	Excellent	0	7	276	23	1	68	2	3	7	1	0	30	18	0	1	4	21	1	5	
	Good	843	731	484	263	547	648	610	358	81	214	247	643	696	11	5	290	437	111	498	
	Average	155	64	130	591	256	93	269	233	308	326	82	176	92	730	395	92	385	541	397	
	Poor	2	0	45	52	6	2	11	64	489	142	6	12	0	60	233	11	52	42	58	
	Very Poor	0	0	0	0	1	0	0	50	26	68	1	1	1	0	26	1	5	0	10	
15 e)	Behavior of officers/staff involved in change of category/ownership and time taken																				
	Excellent	0	3	275	20	0	95	1	5	11	2	0	33	20	0	0	9	22	1	4	
	Good	852	601	455	229	266	603	612	290	62	204	241	620	693	12	7	261	417	103	481	
	Average	146	198	146	617	482	111	273	317	370	339	83	181	93	735	519	111	380	546	411	
	Poor	2	0	55	63	62	2	6	53	448	132	12	28	1	54	109	17	77	44	64	
	Very Poor	0	0	4	0	1	0	0	43	20	74	0	0	0	0	25	0	4	1	8	
15 f)	Accuracy of meter reading on bill																				
	Excellent	0	8	231	13	2	135	2	3	98	17	0	8	23	0	0	17	18	2	4	
	Good	713	357	373	141	70	543	735	301	71	307	85	166	689	12	60	221	178	355	467	
	Average	270	437	308	569	652	125	111	206	505	296	141	573	93	747	142	132	317	205	321	
	Poor	17	0	20	205	86	7	39	70	211	100	#REF!	110	1	38	433	24	339	110	161	
	Very Poor	0	0	3	1	1	1	5	128	26	31	37	5	1	4	25	4	48	23	15	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
15 g)	Bill delivery on time (No delay and adequate time before due date)																				
	Excellent	0	24	224	11	2	152	3	3	133	15	0	8	23	3	1	14	19	0	12	
	Good	376	520	350	100	408	554	759	393	75	386	110	266	533	514	474	226	237	265	491	
	Average	587	258	339	610	375	74	108	217	550	212	146	558	249	246	147	132	431	269	338	
	Poor	36	0	15	206	25	29	20	66	133	106	62	27	2	37	13	25	173	132	96	
	Very Poor	1	0	7	2	1	2	2	29	20	32	18	3	0	1	25	1	40	29	31	
15 h)	Accuracy of APDCL Bills (reduction in billing errors)																				
	Excellent	0	2	214	12	1	121	2	2	119	2	0	7	18	0	1	4	11	0	6	
	Good	120	366	352	80	47	569	648	343	79	238	81	155	503	12	471	188	197	230	504	
	Average	690	432	343	628	678	118	218	224	461	360	156	596	285	745	145	172	331	326	348	
	Poor	190	2	22	206	84	3	23	130	231	122	61	100	0	42	18	34	315	134	90	
	Very Poor	0	0	4	3	1	0	1	9	21	29	38	4	1	2	25	0	46	5	20	
15 i)	No. of bill payment counters and options(Cash, Cheques, drop-boxes, e-payment of bill)																				
	Excellent	0	15	247	13	1	81	3	2	100	2	0	3	12	0	0	9	14	1	3	
	Good	31	319	327	58	576	572	100	98	112	197	104	422	289	3	474	228	272	231	449	
	Average	336	463	333	636	199	153	602	452	388	393	187	371	503	115	150	146	405	412	397	
	Poor	633	5	22	219	32	5	181	155	298	112	41	62	2	680	10	14	204	50	99	
	Very Poor	0	0	6	3	3	0	6	1	13	47	4	4	1	3	26	1	5	1	20	
15 j)	Per Unit rate being charged by APDCL																				
	Excellent	0	3	30	8	0	64	2	3	25	0	0	1	4	0	0	3	18	0	3	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Good	37	173	321	96	48	250	101	54	68	30	19	77	3	1	426	109	118	79	231	
	Average	769	625	330	725	512	467	624	419	495	637	140	686	579	45	147	128	352	565	493	
	Poor	194	1	208	99	249	28	125	230	308	68	116	93	45	748	62	146	318	51	192	
	Very Poor	0	0	46	1	2	2	40	2	15	16	61	5	2	7	25	12	94	0	49	
15 k)	Response of Customer Care Centre																				
	Excellent	0	18	216	8	1	65	3	1	19	1	0	6	5	0	0	7	13	0	1	
	Good	75	438	456	133	245	562	319	168	66	285	56	245	286	6	9	163	142	234	411	
	Average	752	345	231	529	541	175	482	483	463	224	113	555	510	247	146	189	282	402	365	
	Poor	173	1	25	258	24	8	81	52	345	140	109	28	2	542	480	28	348	57	162	
	Very Poor	0	0	7	1	0	1	7	4	18	101	58	28	4	6	25	11	115	2	29	
15 l)	Complaint handling Procedure and time taken to resolve complaint																				
	Excellent	0	6	124	10	2	67	2	0	18	1	0	6	4	0	0	4	19	2	2	
	Good	111	573	446	147	46	548	376	174	47	146	136	172	367	6	5	175	269	29	343	
	Average	566	223	323	514	731	179	352	376	410	323	152	600	431	347	145	172	464	606	451	
	Poor	323	0	36	258	32	16	159	156	416	193	41	53	5	445	484	43	129	55	150	
	Very Poor	0	0	6	0	0	1	3	2	20	88	7	31	0	3	26	4	19	3	22	
15 m)	Waiting time to be attended at bill payment Counter and Customer Care Centre																				
	Excellent	0	4	111	18	1	66	3	0	12	1	0	3	12	0	0	3	10	2	2	
	Good	39	544	441	151	31	549	398	206	49	187	58	350	300	1	3	157	250	30	323	
	Average	330	252	357	499	720	186	393	373	433	235	184	457	471	58	157	144	519	583	462	
	Poor	631	2	20	261	56	10	95	126	402	205	91	48	24	735	475	86	115	78	160	
	Very Poor	0	0	6	0	3	0	3	3	15	123	3	4	0	7	25	8	6	2	21	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
15 n)	Basic Civic and waiting facilities for customers at APDCL Offices																				
	Excellent	0	1	108	21	0	64	2	0	8	0	0	2	8	0	0	7	12	1	4	
	Good	14	550	401	146	11	597	394	125	42	171	56	233	316	3	137	248	241	212	352	
	Average	253	248	375	503	754	131	426	380	430	161	176	548	456	125	479	96	426	392	460	
	Poor	713	3	46	258	44	19	57	198	408	259	95	74	25	639	19	40	209	87	133	
	Very Poor	20	0	5	1	2	0	13	5	23	160	9	5	2	34	25	7	12	3	19	
15 o)	Advance intimation regarding power shut download shedding																				
	Excellent	0	0	100	21	1	47	3	0	4	0	0	1	4	0	0	2	5	0	2	
	Good	2	201	413	147	9	229	83	18	30	16	11	35	251	0	138	103	127	25	139	
	Average	68	593	298	290	540	244	94	270	348	137	121	455	384	2	483	165	416	396	481	
	Poor	90	8	70	246	233	286	702	209	460	251	133	359	166	35	12	102	236	84	300	
	Very Poor	840	0	54	225	28	5	10	211	69	347	71	12	2	764	27	26	116	190	46	
15 p)	Overall image of APDCL																				
	Excellent	0	1	128	21	1	126	3	0	3	0	0	5	7	0	0	3	1	1	5	
	Good	3	582	512	150	55	574	514	47	28	233	63	175	617	5	137	215	236	42	353	
	Average	641	218	279	609	753	89	301	571	505	260	213	662	173	584	483	157	567	455	534	
	Poor	272	1	14	148	2	21	73	89	353	196	59	19	9	208	14	17	92	29	68	
	Very Poor	84	0	2	1	0	1	1	1	22	62	1	1	1	4	26	6	4	168	8	

Comparative study of Nineteen (19) Circles

(Consumer Feedback in terms of %)

Sl. No	Particulars	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total/ Ave.
1	Total consumers surveyed	1000	802	935	929	811	811	892	708	911	751	336	862	807	801	660	398	900	695	968	14977
a	Urban	10%	33%	56%	97%	12%	67%	33%	42%	16%	38%	15%	24%	65%	53%	22%	56%	31%	44%	94%	43%
b	Rural	90%	67%	44%	3%	88%	33%	67%	58%	84%	62%	85%	76%	35%	47%	78%	44%	69%	56%	6%	57%
2	Consumer Category																				
a	Jeevan Dhara	33%	15%	8%	7%	30%	14%	24%	15%	21%	25%	38%	11%	15%	4%	38%	8%	19%	7%	5%	18%
b	Domestic A	55%	70%	81%	88%	61%	60%	68%	68%	63%	68%	56%	82%	68%	79%	58%	83%	68%	73%	61%	69%
c	Domestic B	0%	0%	1%	2%	2%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	22%	2%
d	Commercial	9%	7%	9%	3%	5%	22%	7%	14%	13%	5%	5%	6%	14%	15%	3%	5%	10%	19%	11%	10%
e	Industrial	0%	0%	1%	0%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%
f	Others	3%	7%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	2%	0%	1%	2%	2%	0%	1%	1%
3a	Meters installed																				
	Mechanical	1%	2%	54%	1%	4%	18%	1%	2%	11%	3%	2%	3%	24%	1%	62%	2%	2%	5%	12%	11%
	Electronic	99%	98%	46%	99%	96%	81%	99%	98%	88%	97%	98%	97%	76%	99%	37%	98%	98%	95%	85%	89%
3b	Working meters	96%	89%	96%	100%	91%	94%	97%	98%	94%	87%	93%	98%	95%	98%	94%	98%	92%	72%	99%	94%
4	Complaint received compiled as per SoP (%)																				

Sl. No	Particulars	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total/ Ave.
a	Fuse-Off/Fault calls:																				
	Yes	13%	20%	23%	10%	97%	54%	50%	51%	7%	23%	13%	11%	80%	30%	3%	25%	13%	69%	45%	33%
	No	2%	28%	10%	3%	3%	2%	0%	19%	41%	29%	0%	3%	1%	3%	16%	15%	2%	14%	6%	10%
	Not commented	85%	51%	67%	87%	0%	45%	50%	29%	52%	48%	87%	86%	19%	67%	81%	60%	85%	17%	49%	56%
b	Line breakdown:																				
	Yes	13%	5%	23%	18%	95%	44%	48%	78%	6%	23%	0%	5%	78%	29%	19%	15%	3%	63%	27%	31%
	No	1%	7%	10%	3%	0%	0%	0%	6%	42%	19%	0%	2%	0%	1%	0%	25%	1%	19%	3%	7%
	Not commented	87%	88%	67%	79%	5%	56%	52%	16%	51%	59%	100%	93%	21%	69%	81%	60%	96%	18%	69%	61%
c	Replacement of failed Distribution Transformer:																				
	Yes	5%	53%	24%	9%	6%	47%	4%	44%	8%	21%	0%	2%	75%	0%	15%	46%	5%	24%	23%	22%
	No	1%	4%	10%	17%	89%	1%	0%	41%	40%	20%	0%	3%	1%	6%	3%	4%	1%	56%	14%	16%
	Not commented	94%	43%	66%	74%	5%	52%	96%	16%	52%	59%	100%	94%	24%	93%	83%	51%	94%	20%	63%	62%
5	Connected load																				
	0 to 0.5 kW	33%	15%	10%	5%	31%	19%	26%	16%	20%	25%	37%	8%	18%	4%	41%	8%	20%	11%	5%	19%
	0.5 to below 5kW	67%	84%	89%	90%	68%	76%	73%	83%	78%	73%	63%	90%	78%	95%	58%	90%	79%	87%	71%	79%
	5kW & above	0%	1%	1%	5%	1%	4%	1%	1%	2%	2%	1%	2%	4%	1%	1%	3%	1%	1%	23%	3%
6	Awareness of consumers																				

Sl. No	Particulars	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total/ Ave.
	(Yes)																				
a	Existence of CGRF	0%	0%	6%	12%	71%	5%	0%	7%	0%	2%	0%	3%	26%	1%	0%	15%	7%	13%	14%	10%
b	Standards of Performance	0%	0%	6%	0%	5%	13%	0%	14%	0%	1%	0%	1%	20%	0%	0%	6%	5%	1%	8%	4%
c	Ombudsman	0%	0%	5%	0%	0%	5%	0%	3%	0%	0%	0%	2%	20%	2%	0%	6%	6%	0%	11%	3%
7a	Consumers overall perception and satisfaction level (Power supply availability)																				
a	Excellent	0%	0%	12%	4%	0%	9%	0%	0%	0%	0%	0%	1%	2%	0%	0%	1%	3%	0%	1%	2%
b	Good	0%	59%	39%	27%	11%	63%	7%	9%	0%	24%	14%	26%	69%	0%	0%	71%	26%	23%	55%	28%
c	Average	54%	40%	39%	54%	66%	27%	64%	40%	57%	47%	63%	60%	29%	81%	94%	23%	43%	23%	40%	50%
d	Poor	33%	0%	9%	15%	22%	1%	25%	38%	35%	13%	24%	13%	0%	18%	2%	5%	27%	19%	4%	16%
e	Very Poor	13%	0%	2%	0%	0%	0%	4%	13%	8%	16%	0%	0%	0%	0%	4%	1%	2%	35%	1%	5%
b	Quality of Electricity received (Voltage Fluctuation, No. of interruptions etc)																				
a	Excellent	0%	0%	26%	4%	0%	9%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	3%	0%	1%	2%
b	Good	3%	42%	30%	27%	10%	54%	37%	22%	2%	16%	74%	21%	74%	39%	0%	66%	59%	16%	46%	34%

Sl. No	Particulars	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total/ Ave.
c	Average	26%	57%	33%	53%	57%	34%	55%	46%	51%	47%	23%	73%	24%	31%	37%	28%	33%	39%	39%	41%
d	Poor	55%	1%	10%	15%	32%	2%	7%	18%	40%	26%	3%	5%	0%	29%	60%	4%	6%	18%	13%	18%
e	Very Poor	16%	0%	1%	0%	1%	1%	1%	13%	6%	11%	0%	1%	0%	1%	4%	2%	0%	28%	1%	5%
c	Behavior of staff involved in fault restoration																				
a	Excellent	0%	1%	27%	3%	0%	8%	0%	0%	2%	0%	0%	2%	2%	0%	0%	1%	1%	0%	1%	3%
b	Good	76%	89%	59%	28%	60%	73%	66%	24%	5%	29%	71%	66%	82%	2%	0%	67%	55%	26%	50%	49%
c	Average	24%	10%	12%	63%	38%	18%	32%	46%	37%	37%	26%	29%	16%	94%	74%	27%	41%	67%	42%	39%
d	Poor	1%	0%	1%	5%	2%	0%	2%	21%	53%	23%	3%	2%	0%	4%	22%	5%	4%	6%	6%	8%
e	Very Poor	0%	0%	0%	0%	0%	0%	0%	8%	3%	11%	0%	0%	0%	0%	4%	0%	0%	0%	1%	1%
d	Overall Image of APDCL																				
a	Excellent	0%	0%	14%	2%	0%	16%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	2%
b	Good	0%	73%	55%	16%	7%	71%	58%	7%	3%	31%	19%	20%	76%	1%	21%	54%	26%	6%	36%	30%
c	Average	64%	27%	30%	66%	93%	11%	34%	81%	55%	35%	63%	77%	21%	73%	73%	39%	63%	65%	55%	54%
d	Poor	27%	0%	1%	16%	0%	3%	8%	13%	39%	26%	18%	2%	1%	26%	2%	4%	10%	4%	7%	11%
e	Very Poor	8%	0%	0%	0%	0%	0%	0%	0%	2%	8%	0%	0%	0%	0%	4%	2%	0%	24%	1%	3%

Type of Meters installed and Working status (LT)

- **LT meters – 14977 no's ,**
- Mechanical meters -1683 no's, 11.24%
- Electronic meters - 13243 no's, 88.42%
- Pre-paid meters - 51 no's , 0.34%

- Meters working -14076 no's , 93.98%
- Defective meters - 901 no's , 6.02%

- In Marigaon circle, the number of electronic meters are 994 no's(99%), which is having highest electronic meters among all the circles.
- In Cachar circle, the number of mechanical meters are 509 no's (54%), which is having highest mechanical meters among all the circles.

- **HT meters – 702 no's**
- Mechanical meters – 6 no's , 0.85%
- Electronic meters – 696 no's , 99.15%

- Meters working – 698 no's, 99.43%
- Defective meters – 4 no's , 0.57%

LT consumers awareness on CGRF, SoP and Ombudsman

CGRF

- 0% of consumers surveyed is aware of existence of CGRF in 6 circles viz. Marigaon, Nagaon, North Lakhimpur, Badarpur, Golaghat and Barpeta circles.
- Whereas, in Rangia circle, 579 no's (71%) consumers surveyed are well aware of the existence of the CGRF.

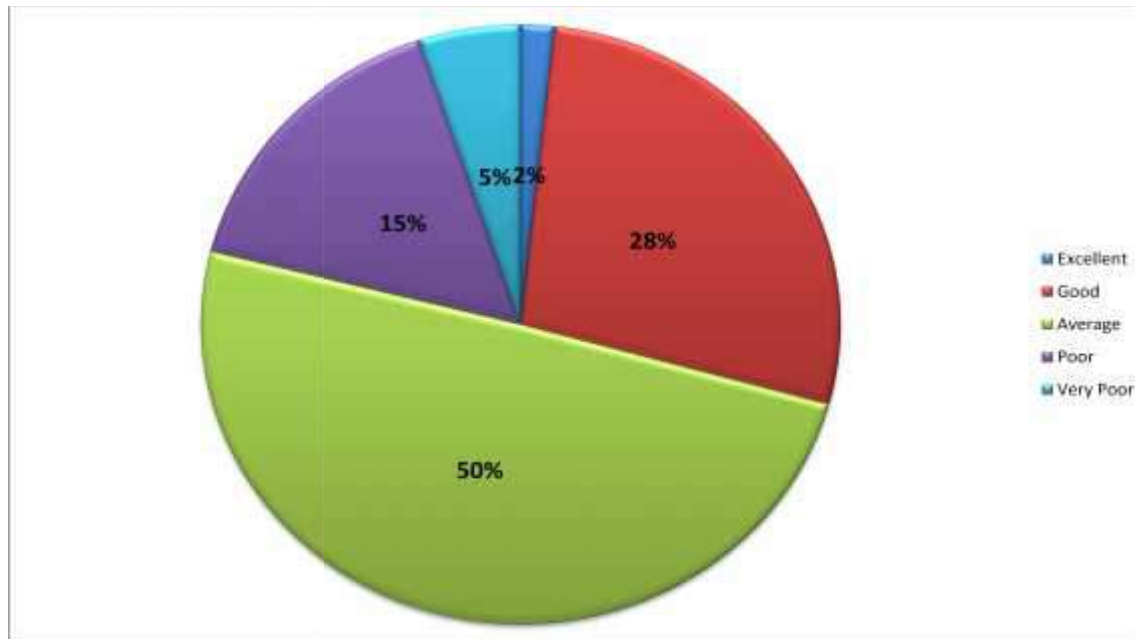
SoP

- 0% of consumers surveyed is aware of SoP in 8 circles viz. Marigaon, Nagaon, Kokrajhar, North Lakhimpur, Badarpur, Golghat, Sibsagar and Barpeta circles.
- Whereas, in Tezpur circle, 163 no's (20%) consumers surveyed are aware of the SoP.

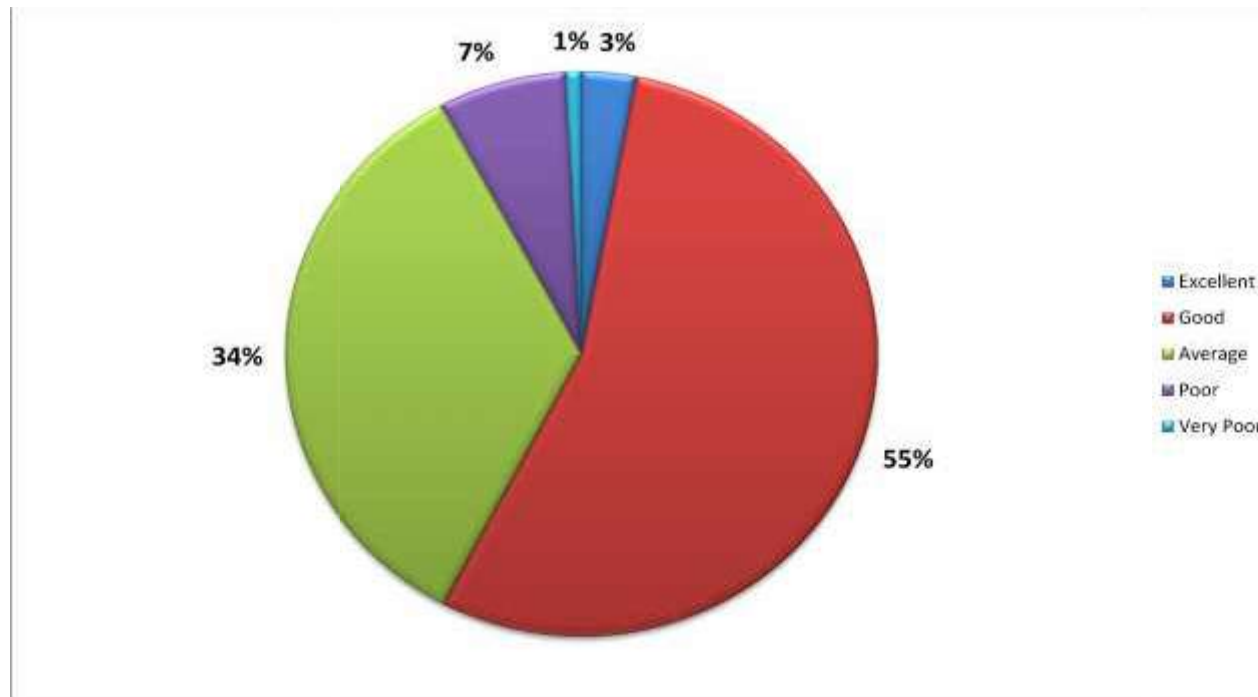
Ombudsman

- 0% of consumers surveyed is aware of Ombudsman in 10 circles viz. Marigaon, Nagaon, Kokrajhar, Rangia, Golaghat, Kanchi, Badarpur, Barpeta, Bongaigaon and North Lakhimpur circles.
- Whereas, in Tezpur circle, 163 no's (20%) consumers surveyed are aware of the Ombudsman.

LT Consumers overall perception and satisfaction Level
- Power supply availability

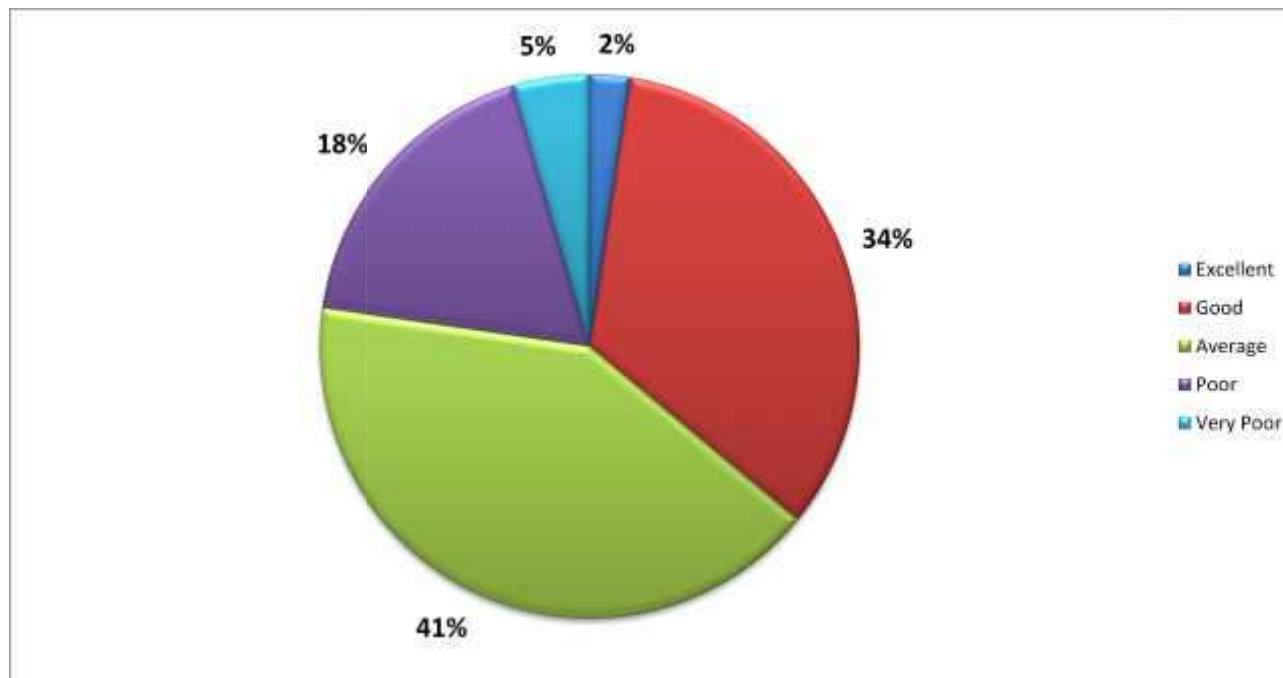


HT Consumers overall perception and satisfaction Level - Power supply availability



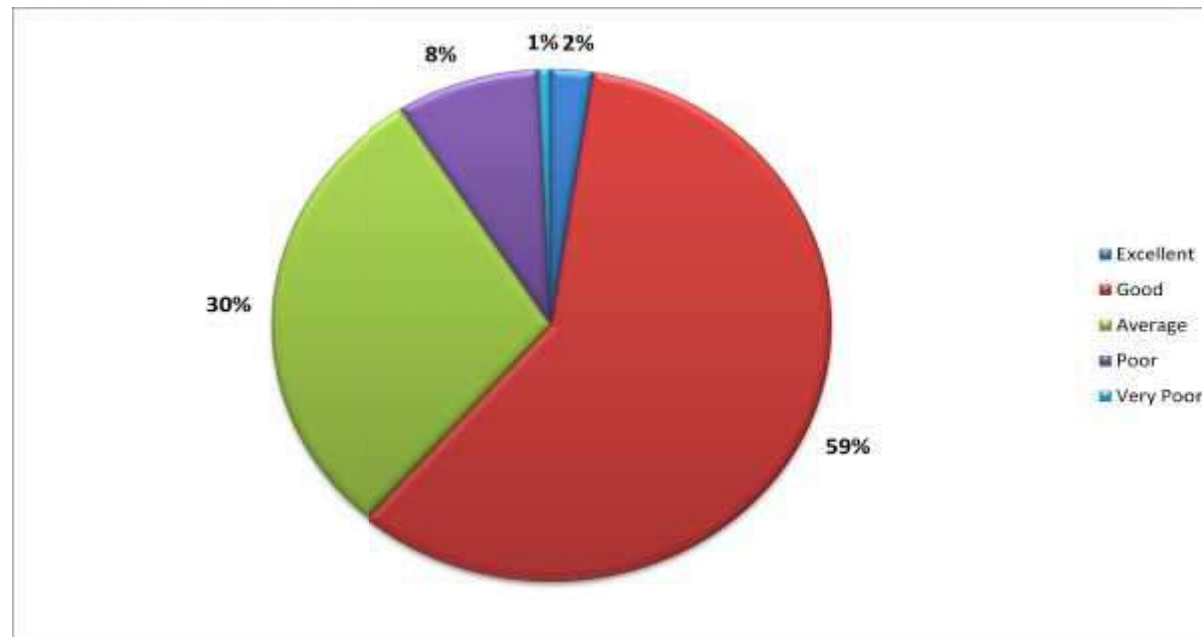
LT Consumers overall perception and satisfaction Level

- Quality of Electricity received (Voltage Fluctuations and interruptions etc.)

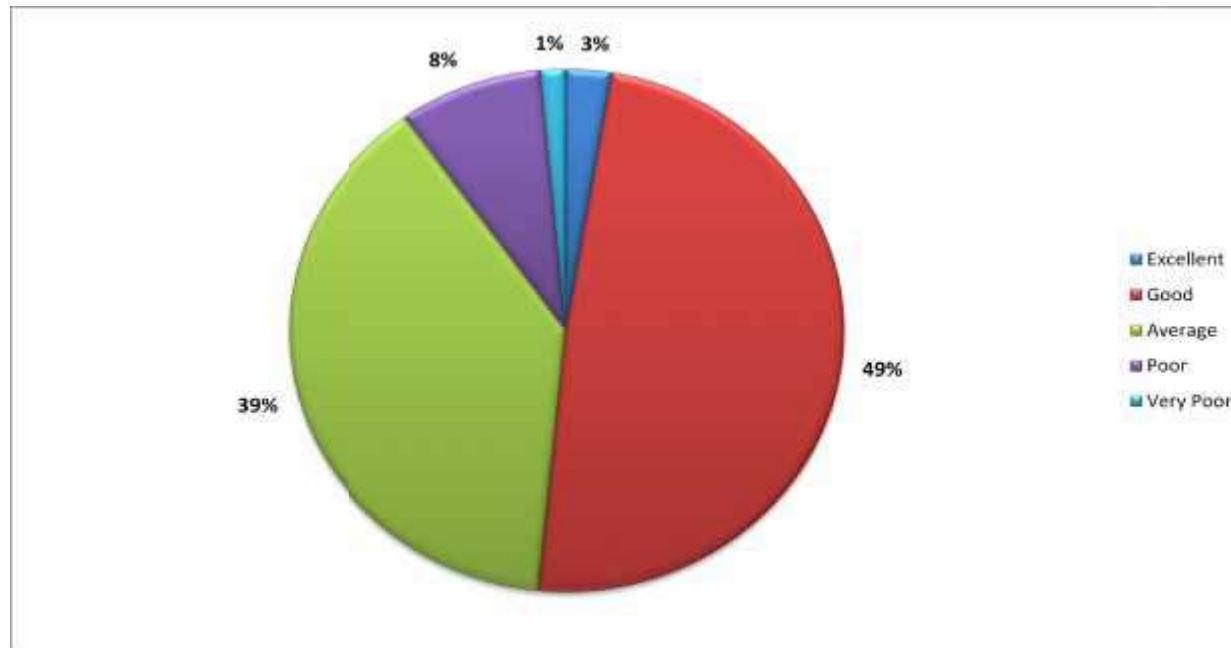


HT Consumers overall perception and satisfaction Level

- Quality of Electricity received (Voltage Fluctuations and interruptions etc.)

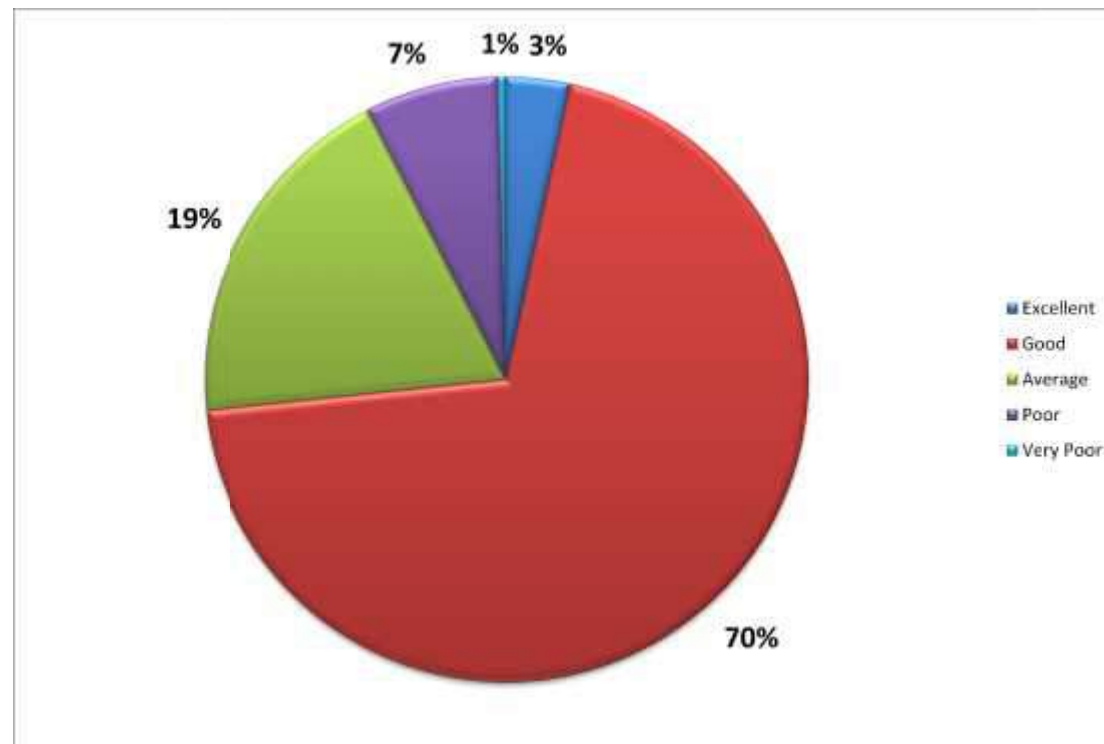


LT Consumers overall perception and satisfaction Level - Behavior of staff involved in fault restoration

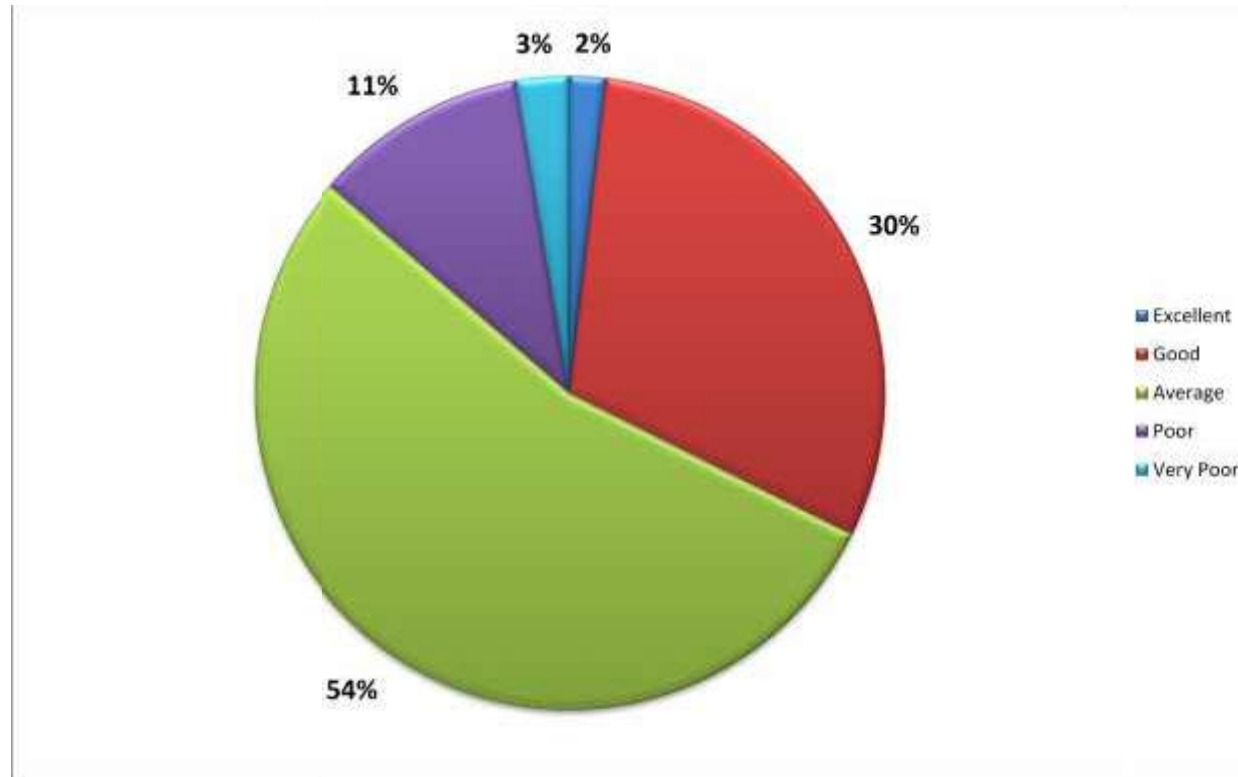


HT Consumers overall perception and satisfaction Level

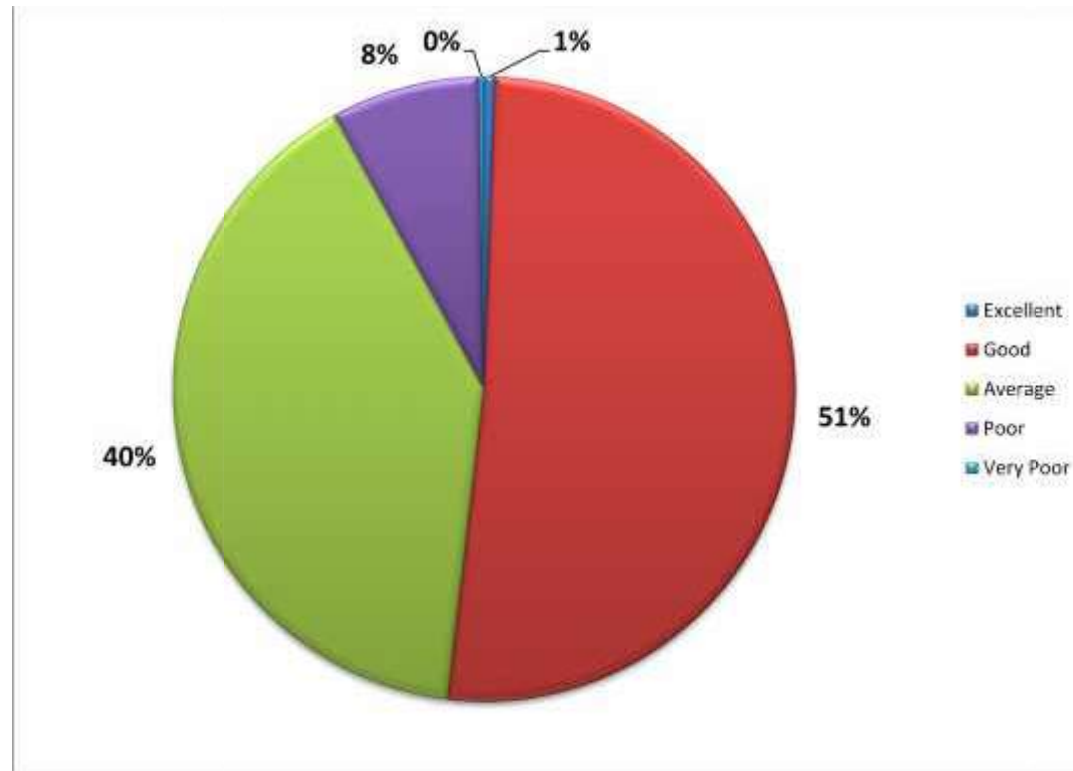
- Behavior of staff involved in fault restoration



Overall image of APDCL - LT Consumers



Overall image of APDCL - HT Consumers



14. Summing up

The report covers survey of 14,977 LT consumers and 702 HT consumers in nineteen circles in different zones across the State. As observed from consumer survey 6 circles are predominately rural, 5 circles predominately urban and 8 circles have fair representation of rural and urban.

The consumers are predominately under Domestic – A category (55 to 88%) and in some, there is fairly good percentage of Jeevandhara consumers (7 to 38%). Jeevandhara consumers are predominately rural. In all the circles the meters installed are “electronic” (96 to 99%) but in Barpet and Cachar Circle it is 37% and 46% respectively. Metering in these two circles also have to be improved with replacement by electronic meters on priority basis. The commercial category is in good percentage in Tinsukia, Mangaldoi, Badarpur, Tejpur, Sibsagar and Kanch circles. The meters installed are in working condition in all circles ranging from 87% to 100% except in Kanch where it is 72%. This shows that the energy supplied to consumers is properly measured. However the defective meters are to be brought down to less than 5%.

The survey indicates that the compliance of SoP by the Distribution Company in attending to the consumer complaints is not that satisfactory except in Rangia, circle where 94 to 97% of consumers feel it is within SoP in respect of Fuse of Calls, Line Break Downs and Consumer bill complaints. In Mangaldoi it is ranging from 78% to 50%. In other circles the compliance level is ranging from 0 to 54%.

The overall perception and satisfaction level of consumers with reference to “Power Supply” is at 28% good. It is mostly average and below in all circles except in Tinsukia 63%, Tejpur 69% and Dibrugarh 71%.

The overall image of APDCL is 30% good but in Nagaon, Tinsukia and Tejpur Circles, it is at 73%, 71% and 76% respectively. It mostly average and below in all other circles.

Frequent interruptions in power supply and shut down of power supply without notice is reflected in consumer survey and also in the views expressed by the Associations and consumer groups including HT consumers. This has resulted in bringing down the image of APDCL to a large extent. It is stated that frequent interruptions in power supply have adversely effects the industrial production and quality of product.

This requires immediate attention to improve consumer perception and satisfactory level and also the overall image of APDCL.

Highlights during discussions with selective group of consumer organisations.

CII (NE) Chapter

- a. Sanction of load above 2 MVA is being referred to Government leading to delay in sanction, which is not required as per delegation of powers.
- b. Bill collection centres to be opened area wise instead of at sub division office only.
- c. In certain areas the staff of the utility is collecting money for replacement of failed distribution transformer.
- d. Transformer wise load balancing to be done for good quality of power and to reduce interruptions.
- e. At distribution transformers section fuse boxes to be installed as a safety measure.
- f. All Electromechanical HT meters are to be replaced with electronic meters to avoid malpractice in recording PF and MD.
- g. Line guarding has to be provided, wherever road cross of lines is there.

Assam Branch, Indian Tea Association, Guwahati

- (i) There are 277 Tea gardens in Assam
- (ii) There are frequent load sheddings and breakdowns
- (iii) Load shedding to be informed in advance by SMS
- (iv) There is delay in attending power breakdowns
- (v) Power supply is only for about 10 hours a day
- (vi) Delay in completion of 33/11 kV substation resulting in poor quality of supply in the area.
- (vii) Substation is feeding upto 23 KM length of line resulting in drop in voltage
- (viii) Continuous supply to be given from midnight to 2 PM next day as manufacturing of tea is in full swing during that time.
- (ix) Verification of tailend voltages and transformer voltages shall be done regularly besides survey of load growth.
- (x) Ongoing improvement works shall be closely monitored to speed up their completion.

15 Recommendations/Suggestions

Having studied the functioning of the existing Consumer Grievance Redressal Mechanism in APDCL, functioning of Consumer Grievance Redressal Forums, Ombudsman and enforcement of Performance standards by distribution licensee, the consultant makes the following recommendations/suggestions to improve functioning of CGRFs, and Ombudsman and implementation of Standards of Performance by the Distribution Company to protect the interest of consumers.

15.1 Functioning of Consumer Grievance Redressal Forums

The survey has revealed that very few consumers (0 to 12%) except in Rangia Circle (71%) are aware of the existence of Consumer Grievance Redressal Forum in each of the zones and their function to redress the grievances of consumers which are not redressed by the DISCOM to their satisfaction. Similar is the case with Ombudsman who is an Appellate Authority over CGRF. It is the same case with the consumer Associations/Groups including industrial consumers.

The consumers are required to be educated by giving wide publicity in the print and electronic media and distribution of pamphlets explaining the functions of these institutions etc., along with the electricity consumption bills every month. Some meetings of consumers may be got conducted to explain to them about CGRF, Ombudsman and SoP, if necessary by engaging an agency for this purpose.

This is necessary otherwise the purpose of creating these institutions under the Electricity Act is defeated.

15.2 Implementation of Standards of Performance fixed by the Commission by Distribution Company

Except in the case of power failure complaints (fuse of calls etc.,) proper record (Registers) are not being maintained in other cases to review the complaints received, the time taken to attend the grievances etc. APDCL should conduct training programs to the Distribution Engineers and Staff on the functioning of CGRF and Ombudsman and compliance of SoP by the Distribution Engineers. Each Distribution sub-division should maintain the registers indicating the time and date of receipt of grievance/complaint, status of implementation, date and time of implementation and reasons for non-redressal of grievance. These registers to be reviewed every day by designated officer at sub division level and ensure SoP is implemented.

Consumers are also to be educated on SoP and compensation to be paid to consumers for non implementation etc., by printing a pamphlet and distributing to consumers along with electricity bills.

The Senior Officers should periodically review the registers on redressal of grievances/complaints and action to be taken on defaulting Officers/Staff.

15.3 Power Supply Failure

Apart from the who participated in the survey the Consumer Associations and select Groups including HT industrial consumers have bitterly complained about frequent interruptions in power supply for short and long durations and also on load shedding without notice. The Commission/ the Distribution Company shall call a meeting of the industrial consumer associations/groups and other associations to discuss the matter of power failure and other issues being faced by them etc., and ensure continuous power supply particularly for industries and prompt attention to be given to all consumers, particularly industrial consumers, in redressing their grievances.

16. Stakeholders Meeting on the Draft Final Report

The Assam Electricity Regulatory Commission has organised the Stakeholders meeting on 25th July, 2016 in the conference hall, NEDFi House, Guwahati to discuss the draft final report submitted by ASCI on the “Study on Effectiveness of Consumer Grievance Redressal Mechanism and SoP Compliance by the APDCL”.

The purpose of the meeting is to elicit opinion from the Stakeholders on the findings of the study and provide suggestions for improvement of the consumer redressal system in the state besides improving overall performance of the Distribution licensee.

The meeting was presided over by Shri. N.K.Das, Chairperson of the Commission, Shri. D.Chakravarthy and Shri. S.C.Das Members of the Commission were also present. The Addl. Chief Secretary to Government, Power Department, Electricity Ombudsman, Managing Director of APDCL, Chairman of the Power Utilities, Chairpersons of the 8 Consumer Grievance Redressal Forums and other Officers of APDCL were also present. Some Members of the State Advisory Committee, representatives of the major consumer organisations have attended.

The representatives of consumer organisations have reiterated the views and the suggestions expressed by them earlier as recorded in Para 12.7 of the report.

The Main Stress is on

- Consumer awareness has to be improved about CGRF and Electricity Ombudsman throughout the State.
- APDCL should maintain records on the complaints/grievances of consumers at level I and Level II and their compliance.
- All electro mechanical meters are to be replaced with electronic meters. APDCL has to maintain rolling stock of distribution transformers and meters to replace the defective ones promptly.
- The quality of power supply has to be improved.

The Record Notes of the Stakeholders meeting are provided under Annexure – X of the report.

Terms of Reference and Scope of Work

The name, objective and description of the assignment are as follows

Study on Effectiveness of Consumer Grievance Redressal Mechanism and Compliance of Standards of Performance (SoP) by the APDCL

Approach to the Assignment (Scope of assignment):

- Study the functioning and effectiveness of existing consumer grievance Redressal mechanism.
- Carry out a Consumer Survey to understand the major problems faced by the consumers related to the quality of power, power failure, getting new connection, meter and bill related problems, etc., time taken for Redressal, compensation paid to consumer, awareness level about existing Redressal mechanism among consumers, consumer satisfaction level, etc., among a representative sample of domestic/other category electricity consumers in selected urban and rural area of Assam.
- Based on the study, examine the comparative performance in different Electrical Circles and analyzing the reasons for such difference. Also, evaluate the extent of enforcement of performance standards by the distribution licensee laid down by the AERC Regulations in Urban and Rural Areas of Assam.
- Suggest improvements to strengthen the grievance Redressal system and feasible performance standards enforcement mechanism.

Description

Study the functioning of existing consumer grievance redressal mechanism

- This will include studying the functioning of the existing consumer grievance redressal system of the DSCOM along with functioning of the Electricity Ombudsman to understand the existing structure for redressal of grievances, its evolution over the year and its effectiveness.
- This study will be based on data/information received from the records of the APDCL Offices, consumer Grievance Redressal Forums and Office of the Electricity Ombudsman. Records of at least five (5) years preceding the date of allotment of works shall be investigated.

- Stakeholder discussions: Interactions with the APDCL will be carried out to understand the mechanism in place for handling consumer grievance and for enforcing SoP. Discussion will be held with CGRFs, Ombudsman, and the Commission to seek inputs on the efficacy of the grievance redressal system in place and their perspective on the same. AERC's views may also be taken on the monitoring mechanism in place for SoP and quality of the data submitted by the DISCOM in compliance with the SoP Regulations.

Consumer Survey

- The Survey will be conducted to cover consumers in each Circle of DISCOM and each consumer category within Circle.
- The total consumer base across the State is more than 27.72 Lakh of which 27.58 Lakh is LT consumers and about 14000 consumers are HT consumers. The minimum sample size shall be 15000 consumers of which at least 14000 consumers should be selected from the LT categories and 700 consumers from HT categories.
- The domestic category consumers may be grouped in three categories in terms of their sanctioned load upto 0.5 KW (Jeevan Dhara) above 0.5 KW & upto 5 KW (Domestic A), and above 5 KW (Domestic B). Random sampling shall be done on pro-rata basis with reference to the number of consumers of each category.
- The survey shall be carried out by engaging trained field investigators in each Electrical Circle, if possible, simultaneously.
- Two electrical divisions having the highest number of consumers from each circle of the DISCOM shall be covered in the survey. From every electrical Division, two electrical sub-divisions are to be selected, one having the highest number of consumers and other having the lowest number of consumers in that Division.
- Where possible, the consultants must make efforts to ensure consumer coverage from all categories from each circle covering both rural and urban population. In order to achieve this purpose of better representation, alteration to the selection criteria may become necessary in due course of the survey and this shall be done only after consultation and approved of the Commission.
- The actual fields survey shall be completed within 9-10 weeks.

- The main objective of the consumer survey would be to understand the major problems faced by them in relation to the quality of power, power failure, getting new connection, payment mechanism made available to them, meter and bill related problems, etc., and time taken to resolve such issues. Additionally, consumers perception satisfaction level, awareness level and experiences with respect to the support provided by the consumer grievance Redressal forum and effectiveness of the overall grievance Redressal mechanism should also be captured in the survey. In view of the discussions /survey is to be undertaken among key consumer groups and associations in selected urban and rural areas. Selection of stakeholders for this will be done in consultation with AERC.

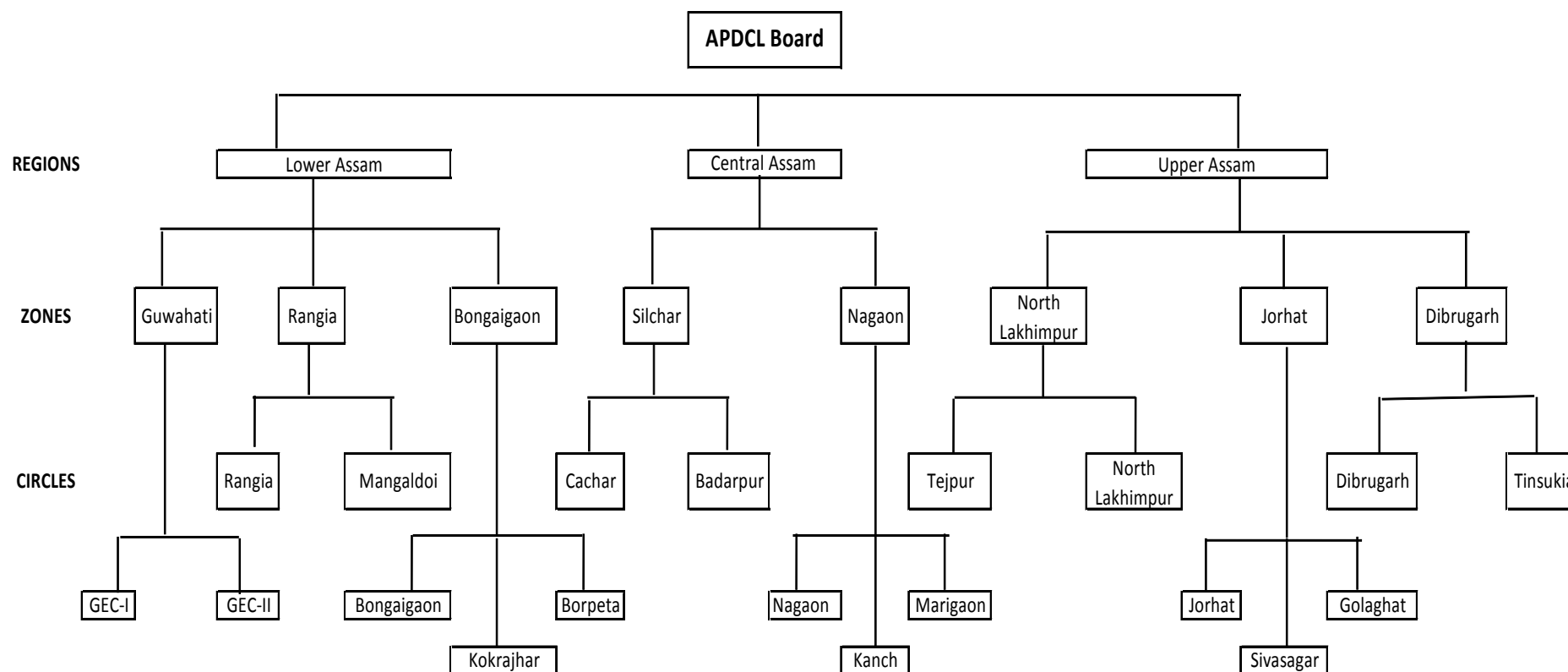
Enforcement of Performance Standards by the Distribution Licensee

- Based on the survey, the study shall include the extent of compliance by the licensee of the Standards of Performance (SoP) specified by the AERC (Distribution Licensees' Standards of Performance) Regulations 2005 in both rural and urban areas.
- The study shall aim to understand the awareness of the concerned officials of the licensee on the performance standards, techniques of record keeping of the licensee, problems encountered by the licensee in resolving the complaints within time specified in the Regulations, reporting compliance to the Commission etc.

Technical Approach for Study

- Software shall be developed for data compilation and analysis,. The same shall be approved by the Commission.
- Data cleaning with reference to the questionnaire and instructions contained therein and the discussions held with AERC from time to time during the process of survey will be properly documented as required.
- Econometric model will be used along with functional details.
- Regression techniques to be adopted with the help of software and the scope of inferences to be deduced.
- Error/tolerance etc., will be specified as per the proposed methodology and its bearing on over all data reliability if necessary.

Organisation Structure of APDCL



ASSAM



Annexure- III

Questionnaire for Electricity Consumer Survey in Assam

Sl. No.	Particulars	Consumer Feedback
1	(Sl. No. 1 to be filled by the surveyor) Name of the Electrical Circle	Electrical Circle
	Name of the Electrical Division	Electrical Division
	Name of the Electrical Sub-division	Electrical Sub-Division
2	Name of the Consumer Address: Contact No. Email:	
3	a) Consumer Number b) Category c) Location d) Since how long you have been availing supply e) If supply is being availed for more than 10 years did you get your wiring and earthing checked up for safety. f) Meter type g) Meter status h) Whether power supply is made through franchisee.	a) Urban Area ☐ b) Rural Area ☐ a) > 10 years ☐ b) < 10 years ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Mechanical ☐ b) Electronic ☐ c) Prepaid ☐ a) Working ☐ b) Defective ☐ a) Yes ☐ b) No ☐
4	Connected Load	a) 0 to 0.5 KW ☐ b) 0.5 to below 5 KW ☐ c) 5 KW and above ☐
5	Are you aware of existence of a) Consumer Grievance Redressal Forum (CGRF) in your area. b) Ombudsman. c) Standards of Performance (SoP) fixed by AERC against the complaint of fuse call, low voltage, replacement of defective meter, new service connection, wrong bill. d) The provision of compensation for inefficient service as per SoP against the fuse call, low voltage, replacement of meter, new service connection, wrong bill.	a) Yes ☐ b) No ☐ a) Yes ☐ b) No ☐ a) Yes ☐ b) No ☐ a) Yes ☐ b) No ☐

6	STANDARDS OF PERFORMANCE (SoP) FIXED BY ASSAM ELECTRICITY REGULATORY COMMISSION FOR REDRESSAL OF COMPLAINTS		Kindly provide your valuable feedback whether your grievance was redressed within the time frame specified in the SoP
	a) Fuse-off/Fault Calls: Cities/Town : 4 hours Rural Area : 24 hours	a) Yes ☐ b) No ☐ If No, time taken in hrs _____ c) Not Applicable ☐	
	b) Line breakdown : Cities/Towns : 24 hrs. without replacement of pole : 48 hrs. with replacement of pole Rural Area : 24 hrs. without replacement of pole : 72 hrs. with replacement of pole	a) Yes ☐ b) No ☐ If No, time taken in hrs _____ c) Not Applicable ☐	
	c) Replacement of failed Distribution Transformer: Cities/Towns : 1 day Rural Area : 5 days	a) Yes ☐ b) No ☐ c) Not Applicable ☐	
	d) Replacement of damage service line: Fault in consumer's installation : 3 days after payment Normal wear & tear : 3 days after receipt of complaint	a) Yes ☐ b) No ☐ If No, how many days _____ c) Not Applicable ☐	
	e) Complaints about Meters : (LT Consumers)		
	• Testing ,Checking & Calibration of Meter for accuracy Urban Area : 7 days from lodging complaint Rural Area : 15 days from lodging complaint	a) Yes ☐ b) No ☐ c) Not Applicable ☐	
	• Defective/Stopped/Burnt Meter Replacement : Urban Area : If replacement not attributable to consumer : 7 days If meter cost is payable by consumer : 15 days after payment If metering equipment is required to be supplied by consumer: 15 days after supply . Rural Area : If replacement not attributable to consumer : 15 days If meter cost is payable by consumer : 30 days after payment.	a) Yes ☐ b) No ☐ If No, how many days _____ c) Not Applicable ☐	
	Complaints about Meters : (HT Consumers) Replacement of stopped/defective meters or related equipments: 7 days after receipt of complaint if meter is in stock, otherwise within 3 months. Replacement cost payable by consumer : 15 days after receipt of payment if meter is in stock, otherwise within 3 months Metering equipment required to be supplied by consumer: 30 days after delivery of metering equipment.	a) Yes ☐ b) No ☐ If No, how many days _____ c) Not Applicable ☐	
	f) Complaints about Consumer's bill : Urban Area : 3 days Rural Area : 7 days.	a) Yes ☐ b) No ☐ If No, how many days _____ c) Not Applicable ☐	
7	Do you visit the website of APDCL	a) Yes ☐	b) No ☐

8	Whether e-payment facility availed.	a) Yes ☐	b) No ☐
9	Are you aware of energy saving equipments like LED lamps, solar lamps / Solar heater etc.	a) Yes ☐	b) No ☐
10	Do you have stand by provision like DG set or inverter.	a) Yes ☐	b) No ☐
11	Did you make any representation to the CGRF for non-response or not being satisfied with the response of DISCOM on any of the above grievances.	a) Yes ☐	b) No ☐
12	What was the type and response for your complaint		
i)	Whether your complaint was admitted for enquiry?	a) Yes ☐	b) No ☐ c) Not Applicable ☐
ii)	Whether your complaint was rejected after enquiry?	a) Yes ☐	b) No ☐ c) Not Applicable ☐
iii)	Did the CGRF issue order in response to your complaint, ordering payment of compensation for the inefficient service or non-response of DISCOM?	a) Yes ☐	b) No ☐ c) Not Applicable ☐
iv)	Did you receive any compensation from the DISCOM based on CGRF decision?	a) Yes ☐	b) No ☐ c) Not Applicable ☐
13	If you were not satisfied with the decision of CGRF then a) Did you make any appeal to the Ombudsman? b) Was the case disposed of by the Ombudsman? c) Did you receive any order of the Ombudsman? d) Were you satisfied with the order?	a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐	
14	Whether any electrical accident took place at your premises. If Yes, a) Whether the accident was major b) Whether the accident involved loss of life c) Whether there was loss of property d) Whether any enquiry made by competent authority. e) Are you aware of any action taken? f) Whether any compensation was claimed g) Whether compensation was admitted/rejected citing appropriate grounds. h) Whether any compensation received.	a) Yes ☐ b) No ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐ a) Yes ☐ b) No ☐ c) Not Applicable ☐	

CONSUMER'S PERCEPTION

15	CONSUMER PERCEPTION AND SATISFACTION LEVEL Kindly give us your valuable feedback on each of the below mentioned 16 points	RATING Please put a tick (✓) mark in the relevant box for each of the 16 points to indicate your opinion about APDCL				
		Excellent	Good	Average	Poor	Very Poor
(a)	Electricity availability situation in your area					
(b)	Quality of electricity received (Voltage Fluctuation, Number of interruptions, etc)					
(c)	Behaviour of staff involved in fault restoration.					
(d)	Behaviour of officers /staff involved in new connection and time taken.					
(e)	Behaviour of officers /staff involved in change of category /ownership and time taken.					
(f)	Accuracy of meter reading on Bill					
(g)	Bill delivery on time (No Delay and adequate time before due date)					
(h)	Accuracy of APDCL Bills (Reduction in Billing errors)					
(i)	Number of Bill payments Counters and Options (cash, Cheques, drop-boxes, e-payment of bill)					
(j)	Per Unit rate being charged by APDCL					
(k)	Response of Customer Care Centre					
(l)	Complaint Handling Procedure and time taken to resolve complaint					
(m)	Waiting time to be attended at Bill payment Counter and Customer Care Centre					
(n)	Basic Civic and waiting facilities for customers at APDCL offices					
(o)	Advance intimation regarding power shut down/ load shedding					
(p)	Overall image of APDCL					
16.	Any suggestion from you in improving the services of APDCL.					

Date:

Signature of Consumer

Full Signature of Surveyor



অসম বিদ্যুৎ গ্ৰাহকৰ জৰীপৰ বাবে প্ৰস্তাৱলী
(অসম বিদ্যুৎ নিয়ামক আয়োগৰ এক প্ৰয়াস)

ক্ৰমিক নং	বিষয়	গ্ৰাহকৰ
১.	(ক. নং ১ জৰীপকাৰীয়ে পূৰণ কৰিব) বৈদ্যুতিক চক্ৰৰ নাম	 বৈদ্যুতিক চক্ৰ
	বৈদ্যুতিক সংযোগৰ নাম	 বৈদ্যুতিক সংযোগ
	বৈদ্যুতিক উপসংযোগৰ নাম	 বৈদ্যুতিক উপসংযোগ
২.	গ্ৰাহকৰ নাম ঠিকনা ফোন নম্বৰ : ই-মেইল :	
৩.	(ক) গ্ৰাহক নম্বৰ (Consumer Number) (খ) পৰ্যায় (Category) (গ) অৱস্থান (Location) (ঘ) আপুনি কেতিয়াৰ পৰা বিদ্যুৎ সংযোগৰ সুবিধা গ্ৰহণ কৰি আছে ? (ঙ) যদি আপুনি বিদ্যুৎ সংযোগ লাভ কৰা দহ বছৰৰ বেছি হ'ল, তেন্তে এই সময়ৰ ভিতৰত আপুনি নিৰাপত্তাৰ বাবে বিদ্যুৎ অন্তৰিত তাৰৰ অপৰিৱাহিতা গুণ, earthing অক্ষুণ্ণ আছে নে নাই পৰীক্ষা কৰিছেনে ? চ. মিটাৰৰ প্ৰকাৰ ছ. মিটাৰৰ অৱস্থা জ. বিদ্যুৎ সংযোগ কোনোবা ফ্ৰেন্চাইজীৰ পৰা পাই আছে নেকি ?	ক. নগৰ অঞ্চল ☐ খ. গাওঁ অঞ্চল ☐ ক. > ১০ বছৰ ☐ খ. < ১০ বছৰ ☐ ক. হয় ☐ খ. নহয় ☐ গ. প্ৰয়োজ্য নহয় ☐ ক. মেকানিকেল ☐ খ. ইলেকট্ৰনিক ☐ গ. প্ৰিপেইড ☐ ক. ভাৰদৰে চলি আছে ☐ খ. ত্ৰুটিপূৰ্ণ ☐ ক. হয় ☐ খ. নহয় ☐
৪.	সংযোগিত বিদ্যুৎ ক্ষমতাৰ পৰিমাণ (Connected Load)	ক. ০ ৰ পৰা ১.৫ কিলোৱাট ☐ খ. ০.৫ ৰ পৰা ৫.০ ☐ গ. ৫.০ কিলোৱাট বা ওপৰৰ ☐ কিলোৱাটৰ তলৰ ☐
৫.	আপুনি নিম্নোক্ত প্ৰতিষ্ঠান / ব্যৱস্থাৰ অৱস্থিতিৰ বিষয়ে অৱগতনে ? (ক) আপোনাৰ অঞ্চলত থকা 'বিদ্যুৎ গ্ৰাহকৰ অভিযোগ নিষ্পত্তিকৰণ ফ'ৰাম' (Consumer Grievances Redressal Forum - CGRF) (খ) ৰোকপাল (Ombudsman) (গ) বৈদ্যুতিক ফিউজ চিঙা, নিম্ন বিভৱভেদ, ত্ৰুটিপূৰ্ণ মিটাৰৰ প্ৰতিস্থাপন, নতুন বিদ্যুৎ সংযোগ, ভুল বিল আদি সম্পৰ্কত অসম বিদ্যুৎ নিয়ামক আয়োগে (AERC) নিৰ্ধাৰণ কৰা কাৰ্য্যসম্পাদনৰ মানদণ্ড (Standards of Performance-SoP) (ঘ) বৈদ্যুতিক ফিউজ চিঙা, নিম্ন বিভৱভেদ, ত্ৰুটিপূৰ্ণ মিটাৰৰ প্ৰতিস্থাপন, নতুন বিদ্যুৎ সংযোগ, ভুল বিল আদি সম্পৰ্কত অসম বিদ্যুৎ নিয়ামক আয়োগে (AERC) নিৰ্ধাৰণ কৰা কাৰ্য্যসম্পাদনৰ মানদণ্ড ৰক্ষা নহ'লে পাবলগীয়া ক্ষতিপূৰণৰ ব্যৱস্থা	ক. হয় ☐ খ. নহয় ☐ ক. হয় ☐ খ. নহয় ☐ ক. হয় ☐ খ. নহয় ☐ ক. হয় ☐ খ. নহয় ☐

৬.	বিদ্যুৎ যোগান সম্পর্কীয় অভিযোগ নিষ্পত্তিকৰণৰ ক্ষেত্ৰত অসম বিদ্যুৎ নিয়ামক আয়োগে নিৰ্দিষ্ট কৰি দিয়া 'কাৰ্য্যসম্পাদনৰ মানদণ্ড'	কাৰ্য্যসম্পাদনৰ মানদণ্ড (SoP) অনুসৰি নিৰ্দিষ্ট সময়ৰ ভিতৰত আপোনাৰ অভিযোগ নিষ্পত্তি কৰা হৈছিল নে নাই সেই বিষয়ে আপোনাৰ বহুমূলীয়া মতামত আগবঢ়াওক
	ক. ফিউজ অফ / বিচ্ছৃতিৰ অভিযোগ মহানগৰ / নগৰ : ৪ ঘণ্টা গ্ৰামাঞ্চল : ২৪ ঘণ্টা	ক. হৈছিল ☐ খ. হোৱা নাছিল ☐ যদি হোৱা নাছিল, তেন্তে কিমান ঘণ্টা লাগিছিল : ঘণ্টা গ. প্ৰয়োজ্য নহয় ☐
	খ. লাইন ডাঙৰ অভিযোগ মহানগৰ / নগৰ : খুটা সলাবলগীয়া নহ'লে ২৪ ঘণ্টা : খুটা সলাবলগীয়া হ'লে ৪৮ ঘণ্টা গ্ৰামাঞ্চল : খুটা সলাবলগীয়া নহ'লে ২৪ ঘণ্টা : খুটা সলাবলগীয়া হ'লে ৭২ ঘণ্টা	ক. হয় ☐ খ. নহয় ☐ যদি নহয়, তেন্তে কিমান ঘণ্টা লাগিছিল : ঘণ্টা গ. প্ৰয়োজ্য নহয় ☐
	গ. বিকল হোৱা বিতৰণ ট্ৰেন্সফৰ্মাৰ সলনি কৰা মহানগৰ / নগৰ : ১ দিন গ্ৰামাঞ্চল : ৫ দিন	ক. হৈছিল ☐ খ. হোৱা নাছিল ☐ যদি হোৱা নাছিল, তেন্তে কিমান দিন লাগিছিল : দিন গ. প্ৰয়োজ্য নহয় ☐
	ঘ. বেয়া হোৱা ছাৰ্ভিচ লাইন সলনি কৰা গ্ৰাহকৰ নিজৰ প্ৰতিপন্নৰ বিচ্ছৃতি : ২ ঘন পৰিশোধ কৰাৰ ৩ দিনৰ ভিতৰত সাধাৰণ বা স্বাভাৱিকভাবে হোৱা ফল্টঃ অভিযোগ পোৱাৰ ৩ দিনৰ ভিতৰত	ক. হৈছিল ☐ খ. হোৱা নাছিল ☐ যদি হোৱা নাছিল, তেন্তে কিমান দিন লাগিছিল : দিন গ. প্ৰয়োজ্য নহয় ☐
	ঙ. মিটাৰসম্পর্কীয় অভিযোগ (এক টি গ্ৰাহক)	
	* মিটাৰৰ শুদ্ধতা পৰীক্ষা আৰু কেলিব্ৰেছন মহানগৰ / নগৰ : অভিযোগ দাখিলৰ ৭ দিনৰ ভিতৰত গ্ৰামাঞ্চল : অভিযোগ দাখিলৰ ১৫ দিনৰ ভিতৰত	ক. হৈছিল ☐ খ. হোৱা নাছিল ☐ যদি হোৱা নাছিল, তেন্তে কিমান দিন লাগিছিল : দিন গ. প্ৰয়োজ্য নহয় ☐
	* ত্ৰুটীপূৰ্ণ / বন্ধ / জুলি মোৰা মিটাৰ সলনি নগৰ এলেকা যদি সেই মিটাৰৰ বাবে গ্ৰাহকে ধন ভৰিব লাগে : ৭ দিন যদি সেই মিটাৰৰ বাবে গ্ৰাহকে ধন ভৰিব লাগে : ধন জমা কৰাৰ ১৫ দিনৰ ভিতৰত। যদি মিটাৰিং সঁজুলি গ্ৰাহকে যোগান ধৰিব লাগে : যোগান ধৰাৰ ১৫ দিনৰ ভিতৰত গাঁও এলেকা যদি সেই মিটাৰৰ বাবে গ্ৰাহকে ধন ভৰিব লাগে : ১৫ দিন যদি সেই মিটাৰৰ বাবে গ্ৰাহকে ধন ভৰিব লাগে : ধন জমা কৰাৰ ৩০ দিনৰ ভিতৰত	ক. হৈছিল ☐ খ. হোৱা নাছিল ☐ যদি হোৱা নাছিল, তেন্তে কিমান দিন লাগিছিল : দিন গ. প্ৰয়োজ্য নহয় ☐
	মিটাৰসম্পর্কীয় অভিযোগ (এইচ টি গ্ৰাহক) ত্ৰুটীপূৰ্ণ / বন্ধ মিটাৰ বা তেনে সঁজুলি সলনি যদি মিটাৰ ঠিকত থাকে তেন্তে অভিযোগ পোৱাৰ ৭ দিনৰ ভিতৰত। নহ'লে ৩ মাহৰ ভিতৰত। যদি সেই মিটাৰ বা সঁজুলিৰ বাবে গ্ৰাহকে ধন ভৰিব লাগে : মিটাৰ ঠিকত থাকিলে ধন জমা কৰাৰ ১৫ দিনৰ ভিতৰত। নহ'লে ৩ মাহৰ ভিতৰত। যদি মিটাৰিং সঁজুলি গ্ৰাহকে যোগান ধৰিব লাগে : যোগান ধৰাৰ ৩০ দিনৰ ভিতৰত	ক. হৈছিল ☐ খ. হোৱা নাছিল ☐ যদি হোৱা নাছিল, তেন্তে কিমান দিন লাগিছিল : দিন গ. প্ৰয়োজ্য নহয় ☐

	চ) গ্রাহকৰ বিলসম্পৰ্কীয় অভিযোগ নগৰ অঞ্চল : ৩ দিন। গাওঁ অঞ্চল : ৭ দিন	ক. হয় ☐ খ. নহয় ☐ যদি নহয়, তেন্তে কিমান দিন লাগিছিল : দিন গ. প্রযোজ্য নহয় ☐
৭.	আপুনি এ পি ডি টি এলৰ বেৰছাইটটো চায়নে?	ক. চাওঁ ☐ খ. চোৱা নাই ☐
৮.	আপুনি ই-পেমেন্ট পদ্ধতি ব্যৱহাৰ কৰিছেনে?	ক. কৰিছোঁ ☐ খ. কৰা নাই ☐
৯.	আপুনি এল ই ডি লেম্প, সৌৰ লেম্প, সৌৰ হীটাৰ আদি শক্তি-সঞ্চয়কাৰী সঁজুলি সম্পৰ্কত অৱগতনে?	ক. হয় ☐ খ. নহয় ☐
১০.	আপোনাৰ ডি জি ছেট, ইনভাৰ্টাৰ আদি পৰিবৰ্ত সঁজুলি আছেনে?	ক. আছে ☐ খ. নাই ☐
১১.	ওপৰত উল্লেখ কৰা বিষয়সমূহ সম্পৰ্কত সংশ্লিষ্ট বিদ্যুৎ বিষয়াৰ পৰা সহায়না পাই বা সেই সহায়িত সন্তুষ্ট নহৈ আপুনি ফ'ৰামত (CGRF) কোনো অভিযোগ দাখিল কৰিছিল নেকি?	ক. কৰিছিলোঁ ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐
১২.	তেতিয়া তেনে অভিযোগৰ পৰিপ্ৰেক্ষিতত কেনে প্ৰতিক্ৰিয়া পাইছিল?	
(i)	আপোনাৰ আপত্তি সম্পৰ্কত তদন্ত কৰিবলৈ সেই অভিযোগ গ্ৰহণ কৰিছিল নে?	ক. কৰিছিল ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐
(ii)	তদন্তৰ পাছত সেই অভিযোগ বাতিল কৰিছিল নেকি?	ক. কৰিছিল ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐
(iii)	আপোনাৰ অভিযোগ গ্ৰহণ কৰি বিদ্যুৎ বিভাগৰ গাফিলতি বা অদক্ষ সেৱাৰ বাবে আপোনাক ক্ষতিপূৰণ দিবলৈ ফ'ৰামে (CGRF) কোনো আদেশ জাৰি কৰিছিল নেকি?	ক. কৰিছিল ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐
(iv)	আপুনি সেই আদেশৰ উদ্ভিত বিদ্যুৎ বিতৰণ কোম্পানীৰ পৰা কিবা ক্ষতি পূৰণ পাইছিলনে?	ক. পাইছিলোঁ ☐ খ. পোৱা নাই ☐ গ. প্রযোজ্য নহয় ☐
১৩.	আপুনি যদি ফ'ৰামৰ (CGRF) সিদ্ধান্তত সন্তুষ্ট হোৱা নাছিল, তেন্তে কি কৰিছিল? আপুনি লোকপালৰ ওচৰত আবেদন কৰিছিল নেকি? লোকপালে আপোনাৰ আপত্তি বিবেচনা কৰিছিল নেকি? আপুনি লোকপালৰ পৰা কিবা আদেশ লাভ কৰিছিল নেকি? আপুনি সেই আদেশ সম্পৰ্কত সন্তুষ্টনে?	ক. কৰিছিলোঁ ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐ ক. কৰিছিল ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐ ক. কৰিছিলোঁ ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐ ক. হয় ☐ খ. নহয় ☐ গ. প্রযোজ্য নহয় ☐
১৪.	আপোনাৰ চৌহদত কিবা বৈদ্যুতিক দুৰ্ঘটনা ঘটিছিল নেকি? যদি ঘটিছিল, (ক) সেয়া মামুলাৰ আছিল নেকি? (খ) সেই দুৰ্ঘটনাৰ বাবে প্ৰাণহানি হৈছিল নেকি? (গ) তাৰ ফলত সম্পত্তিহানি হৈছিল নেকি? (ঘ) উপযুক্ত কৰ্তৃপক্ষই সেই ঘটনা সম্পৰ্কত অনুসন্ধান চলাইছিল নেকি? (ঙ) তেওঁলোকে গ্ৰহণ কৰা কোনো কাৰ্য্যব্যৱস্থা সম্পৰ্কত আপুনি অৱগতনে? (চ) কোনো ক্ষতিপূৰণ দাবী কৰিছিল নেকি? (ছ) সেই ক্ষতিপূৰণ দাবী গ্ৰহণ কৰা হৈছিল / উপযুক্ত কাৰণ দেখুৱাই অগ্ৰাহ্য কৰা হৈছিল নেকি? (জ) আপুনি কিবা ক্ষতিপূৰণ পাইছিল নেকি?	হয় ☐ নহয় ☐ ক. হয় ☐ খ. নহয় ☐ গ. প্রযোজ্য নহয় ☐ ক. হয় ☐ খ. নহয় ☐ গ. প্রযোজ্য নহয় ☐ ক. হয় ☐ খ. নহয় ☐ গ. প্রযোজ্য নহয় ☐ ক. চলাইছিল ☐ খ. চলাই নাই ☐ গ. প্রযোজ্য নহয় ☐ ক. হয় ☐ খ. নহয় ☐ গ. প্রযোজ্য নহয় ☐ ক. কৰিছিলোঁ ☐ খ. কৰা নাই ☐ গ. প্রযোজ্য নহয় ☐ ক. হৈছিল ☐ খ. হোৱা নাই ☐ গ. প্রযোজ্য নহয় ☐ ক. পাইছিলোঁ ☐ খ. পোৱা নাই ☐ গ. প্রযোজ্য নহয় ☐

গ্ৰাহকৰ দৃষ্টিভঙ্গী

১৫.	গ্ৰাহকৰ দৃষ্টিভঙ্গী আৰু সন্তুষ্টিৰ পৰ্যায় অনুগ্ৰহকাৰী তলৰ ১৬ টা বিষয়ত আপোনাৰ মূল্যবান মতামত আগবঢ়াওক	মূল্যায়ন তলৰ ১৬ টা বিষয়ত এ পি ডি টি এল সম্পৰ্কত আপোনাৰ মতামত প্ৰকাশ কৰি সম্পৰ্কিত বাকচত (✓) চিন দিয়ক				
		অতি ভাল	ভাল	সাধাৰণ	বেয়া	অতি বেয়া
(ক)	আপোনাৰ অঞ্চলত বিদ্যুতৰ উপলব্ধতা					
(খ)	বিদ্যুতৰ মানদণ্ড (ভল্টেজ উঠা-নমা, কেইবাৰ বিদ্যুৎ যোগান ব্যাহত হৈছে ইত্যাদি)					
(গ)	বিদ্যুৎ যোগান ব্যাহত হোৱাৰ পাছত পুনৰ প্ৰতিষ্ঠা কৰা বিদ্যুৎ কৰ্মীৰ আচৰণ					
(ঘ)	নতুন বিদ্যুৎ সংযোগ দিয়াৰ লগত জড়িত বিষয়-কৰ্মচাৰীৰ আচৰণ আৰু তাৰ বাবে লগা সময়					
(ঙ)	পৰ্যায় (Category) সলনি / গৰাকীৰ নাম সলনি কৰাৰ লগত জড়িত বিষয়-কৰ্মচাৰীৰ আচৰণ আৰু তাৰ বাবে লগা সময়					
(চ)	বিলত মিটাৰ ৰীডিঙৰ শুদ্ধতা					
(ছ)	সময়মত বিল দিয়া (পলম নকৰা আৰু ধন জমা দিয়াৰ শেষ তাৰিখলৈ খণ্ডা দিয়া)					
(জ)	এ পি ডি টি এলৰ বিলৰ শুদ্ধতা (বিলৰ ভুলৰ পৰিমাণ হ্ৰাস)					
(ঝ)	বিল পেমেন্ট কাউণ্টাৰৰ সংখ্যা / আৰু পৰিশোধৰ বিভিন্ন উপায় (মেগাৰ, ডেক, ড্ৰপ-বক্স, ই-পেমেন্ট)					
(ঞ)	এ পি ডি টি এলৈ ধাৰ্য্য কৰা প্ৰতি ইউনিট বিদ্যুতৰ মূল্য					
(ট)	অভিযোগ সম্পৰ্কত গ্ৰাহক সেৱা কেন্দ্ৰৰ সঁহাৰি					
(ঠ)	অভিযোগ নিৰাময় কৰাৰ পদ্ধতি আৰু তাৰ বাবে লগা সময়					
(ড)	বিল পৰিশোধ কেন্দ্ৰ আৰু গ্ৰাহক সেৱা কেন্দ্ৰত বৰলগীয়া সময়					
(ঢ)	এ পি ডি টি এলৰ কাৰ্যালয়ত গ্ৰাহকৰ বাবে থকা মৌলিক কিছুমান সুবিধা আৰু বগতে বৈ থকাৰ সুবিধা					
(ণ)	বিদ্যুৎ যোগানৰ ছাউজৰ / ল'ড ছেডিঙৰ বিষয়ে আগতীয়া খবৰ					
(ত)	এ পি ডি টি এলৰ সামগ্ৰিক প্ৰতিজ্ঞা					
১৬.	বিদ্যুৎ সেৱা অধিক উন্নত কৰিবলৈ আপোনাৰ কিবা পৰামৰ্শ আছে নেকি ?					

তাৰিখ :

গ্ৰাহকৰ স্বাক্ষৰ

জৰীপকাৰীৰ স্বাক্ষৰ



আসামের বিদ্যুত গ্রাহকের জরীপের জন্য প্রদাবলী
(আসাম বিদ্যুত নিয়ামক আয়োগের একটি প্রয়াস)

ক্রমিক নং	বিষয়	গ্রাহকের বক্তব্য
১.	(ক্র. নং ১ জরীপকারীকে পূরণ করতে হবে) বৈদ্যুতিক সার্কিটের নাম	বৈদ্যুতিক সার্কিট
	বৈদ্যুতিক সংযোগের নাম	বৈদ্যুতিক সংযোগ
	বৈদ্যুতিক উপসংযোগের নাম	বৈদ্যুতিক উপসংযোগ
২.	গ্রাহকের নাম ঠিকানা দূরভাষ নং : ই-মেইল :	
৩.	(ক) গ্রাহক নম্বর (Consumer Number) (খ) ক্যাটাগরি (Category) (গ) অবস্থান (Location) (ঘ) আপনি কবে থেকে বিদ্যুত সংযোগের সুবিধা গ্রহণ করেছেন? (ঙ) যদি আপনি ১০ বছরের বেশি সময় ধরে বিদ্যুত সংযোগ লাভ করে থাকেন, তাহলে এই সময়ের মধ্যে আপনি মিরাপত্তার জন্য বিদ্যুত পরিবাহী তার এবং সেই তারের ভূমিস্থতার (earthing) গুণাগুণ অক্ষুর আছে, কি নেই তা কি পরীক্ষা করেছেন? (চ) মিটারের প্রকার (ছ) মিটারের অবস্থা (জ) কোনো ব্রেন্ড ইঞ্জী থেকে কি বিদ্যুত সংযোগ পাচ্ছেন?	ক) নগর/কল ☐ খ) গ্রামাঞ্চল ☐ ক) > ১০ বছর ☐ খ) < ১০ বছর ☐ ক) হ্যাঁ ☐ খ) না ☐ গ) প্রযোজ্য নয় ☐ ক) মেকানিকেল ☐ খ) ইলেকট্রনিক ☐ গ) প্রিপেইড ☐ ক) ভালোভাবেই চলছে ☐ খ) ক্রটিপূর্ণ ☐ ক) হ্যাঁ ☐ খ) না ☐
৪.	সংযোজিত বিদ্যুত ক্ষমতার পরিমাণ (Connected Load)	ক) ০ থেকে ০.৫ কিলোওয়াট ☐ খ) ০.৫ থেকে ৫.০ ☐ গ) ৫.০ কিলোওয়াটের উপর ☐ কিলোওয়াটের নিচে? ☐
৫.	আপনি কি নিম্নোক্ত বিষয়গুলো সম্পর্কে অবগত? (ক) আপনার অঞ্চলের বিদ্যুত গ্রাহকের অভিযোগ নিষ্পত্তির ফোরাম (Consumer Grievances Redressal Forum - CGRF) (খ) লোকপাল (Ombudsman) (গ) বৈদ্যুতিক ফিউজ ছিল হওয়া, নিম্ন হারের অস্টেন্স, ক্রটিপূর্ণ মিটারের প্রতিস্থাপন, নতুন বিদ্যুত সংযোগ, ক্রটিপূর্ণ বিল ইত্যাদি আদি সম্পর্কে অসম বিদ্যুত নিয়ামক আয়োগের দ্বারা (AERC) স্থির করা কার্যসম্পাদনের মানদণ্ড (Standards of Performance-SoP) (ঘ) বৈদ্যুতিক ফিউজ ছিল হওয়া, নিম্ন হারের অস্টেন্স, মিটারের প্রতিস্থাপন, নতুন বিদ্যুত সংযোগ, ক্রটিপূর্ণ বিল ইত্যাদির জন্য অসম বিদ্যুত নিয়ামক আয়োগের (AERC) 'কার্যসম্পাদনের মানদণ্ড' যদি না রাখে, তবে স্থির করা ক্ষতিপূরণের বিধান	ক) হ্যাঁ ☐ খ) না ☐ ক) হ্যাঁ ☐ খ) না ☐ ক) হ্যাঁ ☐ খ) না ☐ ক) হ্যাঁ ☐ খ) না ☐

৬. বিদ্যুত সরবরাহ সম্পর্কিত অভিযোগ নিষ্পত্তি করার জন্য অসম বিদ্যুত নিয়ামক আয়োগের দ্বারা নির্দিষ্ট করে দেওয়া 'কার্যসম্পাদনের মানদণ্ড'	'কার্যসম্পাদনের মানদণ্ড (SoP)' অনুযায়ী নির্দিষ্ট সময় সীমার মধ্যে আপনার অভিযোগের বীমাসে হাফেজিল, না হয়নি সে সম্পর্কে আপনার বহুমূল্য মতামত জানান
ক) ফিউজ অফ / ফল্টের অভিযোগ (লাইন কোন প্রকার অচল অবস্থায়) মহানগর / নগর : ৪ ঘণ্টা গ্রামাঞ্চল : ২৪ ঘণ্টা	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত ঘণ্টা লেগেছিল : ঘণ্টা গ) প্রযোজ্য নয় ☐
খ) লাইন ব্রেকডাউন মহানগর/নগর : পুটি (Pole) পরিবর্তনের প্রয়োজন নাহলে ২৪ ঘণ্টা : পুটি (Pole) পরিবর্তনের জন্য ৪৮ ঘণ্টা গ্রামাঞ্চল : পুটি (Pole) পরিবর্তনের প্রয়োজন নাহলে ২৪ ঘণ্টা : পুটি (Pole) পরিবর্তনের জন্য ৭২ ঘণ্টা	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত ঘণ্টা লেগেছিল : ঘণ্টা গ) প্রযোজ্য নয় ☐
গ) বিকল ট্রান্সফর্মার পরিবর্তন মহানগর / নগর : ১ দিন গ্রামাঞ্চল : ১৫ দিন	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত দিন লেগেছিল : দিন গ) প্রযোজ্য নয় ☐
ঘ) খারাপ সার্ভিস লাইন পরিবর্তন গ্রাহকের নিজস্ব প্রতিস্থাপনের জন্য ফল্টঃ অর্থ পরিশোধ করার ৩ দিনের মধ্যে সাধারণ বা স্বাভাবিক ফল্টঃ অভিযোগ পাওয়ার ৩ দিনের মধ্যে	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত দিন লেগেছিল : দিন গ) প্রযোজ্য নয় ☐
৬. মিটারসম্পর্কিত অভিযোগ (এল টি গ্রাহক)	
* মিটারের শুদ্ধতা ও ওপাওণ পরীক্ষা এবং কেলিব্রেশন মহানগর / নগর : অভিযোগ দাখিলের ৭ দিনের মধ্যে গ্রামাঞ্চল : অভিযোগ দাখিলের ১৫ দিনের মধ্যে	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত দিন লেগেছিল : দিন গ) প্রযোজ্য নয় ☐
* ত্রুটিপূর্ণ / বন্ধ / ছলে যাওয়া মিটার পরিবর্তন নগর/গ্রামাঞ্চল যদি সেই মিটারের জন্য গ্রাহককে অর্থ দিতে হয় না : ৭ দিন যদি সেই মিটারের জন্য গ্রাহককে অর্থ দিতে হয় : অর্থ জমা করার ১৫ দিনের মধ্যে যদি মিটারের সরঞ্জাম গ্রাহককে সরবরাহ করতে হয় : সরঞ্জাম সরবরাহ করার ১৫ দিনের মধ্যে গ্রামাঞ্চল : যদি সেই মিটারের জন্য গ্রাহককে অর্থ দিতে হয় না : ১৫ দিন যদি গ্রাহককে অর্থ দিতে হয় : অর্থ জমা দেওয়ার ৩০ দিনের মধ্যে	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত দিন লেগেছিল : দিন গ) প্রযোজ্য নয় ☐
মিটার সম্পর্কে অভিযোগ (এইচ টি গ্রাহক) বন্ধ/ত্রুটিপূর্ণ মিটার বা সম্পর্কিত সরঞ্জাম : যদি ঠিকে মিটার থাকে তাহলে অভিযোগ পাওয়ার ৭ দিনের মধ্যে। না থাকলে ৩ মাসের মধ্যে। যদি সেই মিটার বা সরঞ্জামের জন্য গ্রাহককে অর্থ দিতে হয় : মিটার ঠিকে থাকলে ১৫ দিনের মধ্যে। না থাকলে ৩ মাসের মধ্যে যদি মিটার সংক্রান্ত সরঞ্জাম গ্রাহককে দিতে হয় : সরবরাহ করার ৩০ দিনের মধ্যে	ক) হ্যাঁ ☐ খ) না ☐ যদি না, তাহলে কত দিন লেগেছিল : দিন গ) প্রযোজ্য নয় ☐

	৬) গ্রাহকের বিল সম্পর্কিত অভিযোগ নগরায়ণ ২ ও ৩ দিন। গারান্টি ২ ও ৩ দিন	ক) হ্যাঁ ☐ খ)না ☐ যদি না, তাহলে কতটা দিন লেগেছিল? দিন গ) প্রযোজ্য নয় ☐
৭.	আপনি APDCL-এর ওয়েবসাইট দেখেন কি?	ক) হ্যাঁ ☐ খ)না ☐
৮.	আপনি ই-পেমেন্ট পদ্ধতি ব্যবহার করেছেন কি?	ক) হ্যাঁ ☐ খ)না ☐
৯.	আপনি এল ই ভি লেম্প, সৌর লেম্প, সৌর, হিটার ইত্যাদি বৈদ্যুতিক শক্তিসঞ্চয়কারী সরঞ্জাম সম্পর্কে অবগত আছেন কি?	ক) হ্যাঁ ☐ খ)না ☐
১০.	আপনার কি ডিজি সেট অথবা ইনভার্টার ইত্যাদির মতো বিদ্যুৎ ব্যবস্থার সরঞ্জাম আছে কি?	ক) হ্যাঁ ☐ খ)না ☐
১১.	উপরোক্ত বিদ্যুৎ সরঞ্জাম সম্পর্কে 'ডিসকম' থেকে সত্য না পেয়ে অথবা সেই সত্য সত্য না হয়ে আপনি ফোরামের (CGRF) কাছে কোনো অভিযোগ দাখিল করেছেন কি?	ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐
১২.	আপনার অভিযোগ কি ধরনের ছিল এবং কি ধরনের সাজা পেয়েছিলেন?	
(i)	আপনার অভিযোগ তদন্ত করার জন্য গ্রহণ করা হয়েছিল কি?	ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐
(ii)	তদন্তের পর সেই অভিযোগ কি বাতিল করা হয়েছিল?	ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐
(iii)	আপনার অভিযোগ গ্রহণ করে 'ডিসকম'-এর গাফিলতি এবং অসম্মত পরিবেশের জন্য ফোরাম (CGRF) কোনো ক্ষতিপূরণের আদেশ দিয়েছিলেন কি?	ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐
(iv)	আপনি সেই আদেশ অনুযায়ী বিনামূলি বিতরণ কোম্পানি থেকে কোনো ক্ষতিপূরণ পেয়েছিলেন কি?	ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐
১৩.	আপনি যদি ফোরামের (CGRF) সিদ্ধান্তে সন্তুষ্ট না হয়ে থাকেন, তাহলে কি করেছিলেন? আপনি কি লোকপালের কাছে আবেদন করেছিলেন? লোকপাল কি আপনার অভিযোগ বিবেচনা করেছিল? আপনি লোকপালের কাছে থেকে কি আদেশ লাভ করেছিলেন? আপনি কি সেই আদেশে সন্তুষ্ট?	ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐
১৪.	আপনার চৌহদ্দির মধ্যে কোনো বৈদ্যুতিক দুর্ঘটনা ঘটেছিল কি? যদি ঘটেছিল, (ক) সেটা কি মারাত্মক ছিল? (খ) সেই দুর্ঘটনার জন্য প্রাণহানি হয়েছিল কি? (গ) দুর্ঘটনার ফলে কি সম্পত্তির ক্ষতি হয়েছিল? (ঘ) উপযুক্ত কর্তৃপক্ষ কি সেই দুর্ঘটনা সম্পর্কে অনুসন্ধান করেছিল? (ঙ) কর্তৃপক্ষের দ্বারা গৃহীত কোনো কার্যাবস্থা সম্পর্কে আপনি অবগত আছেন কি? (চ) আপনি কোনো ক্ষতিপূরণ দাবী করেছিলেন কি? (ছ) সেই ক্ষতিপূরণ দাবী গৃহীত হয়েছিল কি? না উপযুক্ত কারণ দেখিয়ে অগ্রাহ্য করা হয়েছিল? (জ) আপনি কোনো ক্ষতিপূরণ পেয়েছিলেন কি?	হ্যাঁ ☐ না ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐ ক) হ্যাঁ ☐ খ)না ☐ গ) প্রযোজ্য নয় ☐

গ্রাহকের ধারণা

১৫.	গ্রাহকের উপনদ্ধি ও সন্তুষ্টির স্তর অনুগ্রহ করে নিম্নোক্ত ১৬ টি বিষয়ের উপর আপনার মূল্যবান মতামত দিন	মূল্যায়ন নিম্নোক্ত ১৬ টা বিষয়ে এ পি তি টি এল সম্পর্কে আপনার মতামত প্রকাশ করে নির্দিষ্ট বাজে (✓) চিহ্ন দিন				
		অত্যন্ত ভালো	ভালো	সাধারণ	খারাপ	অত্যন্ত খারাপ
(ক)	আপনার অঞ্চলে বিদ্যুতের বৈদ্যুতন					
(খ)	বিদ্যুত সর্বসাধারণের মানদণ্ড (ভোল্টেজের উঠানামা, কতবার বিদ্যুত সরবরাহ ব্যাহত হয় ইত্যাদি)					
(গ)	বিদ্যুত সরবরাহ ব্যাহত হওয়ার পর পুনঃপ্রতিষ্ঠা করার ক্ষেত্রে বিদ্যুত কর্মীদের আচরণ					
(ঘ)	নতুন বিদ্যুত সংযোগ দেওয়ার সাথে জড়িত অধিকারিক- কর্মচারীদের আচরণ এবং তার জন্য লাগ্য সময়					
(ঙ)	বর্ণের (Category) পরিবর্তন/মালিকের নাম পরিবর্তন করার ক্ষেত্রে জড়িত অধিকারিক ও কর্মচারীর আচরণ এবং তার জন্য লাগ্য সময়।					
(চ)	বিলে মিটার রিডিং-এর শুদ্ধতা/সঠিকতা					
(ছ)	সময়মতে বিল পাওয়া (অর্থাৎ বিল জমা দেওয়ার শেষ তারিখের অনেক পূর্বে / আগে)					
(জ)	APDCL-এর বিলের শুদ্ধতা (বিলের ভুলের পরিসর হ্রাস)					
(ঝ)	বিল প্রদানের কাউন্টারের সংখ্যা / এবং প্রদানের বিভিন্ন উপায় (নগদ, চেক, ড্রপবক্স, ই-পেমেন্ট)					
(ঞ)	APDCL-য়ে গ্রাহ্য করা প্রতি ইউনিট বিদ্যুতের মূল্য					
(ট)	অভিযোগ সম্পর্কে গ্রাহক সেবা কেন্দ্রের তৎপরতা/সাড়তা					
(ঠ)	অভিযোগ নিষ্পত্তির পদ্ধতি এবং তার জন্য প্রয়োজনীয় সময়					
(ড)	বিল প্রদান কেন্দ্র এবং গ্রাহক সেবা কেন্দ্রে অপেক্ষা করার সময়					
(ঢ)	APDCL-এর কার্যালয়ে গ্রাহকের জন্য থাকা কিছু মৌলিক নাগরিক সুবিধা এবং অপেক্ষা করার জন্য সুবিধা					
(ণ)	বিদ্যুত সরবরাহ বন্ধ / লোডশেডিং এর জন্য অগ্রিম বিজ্ঞপ্তি					
(ত)	APDCL-এর সামগ্রিক ভাবমূর্ত্তি					
১৬.	বিদ্যুত পরিষেবা উন্নত করার জন্য আপনার কোনো পরামর্শ আছে কি ?					

তারিখ :

গ্রাহকের স্বাক্ষর

অস্বীকারকারীর স্বাক্ষর



**आसामाव मोब्लिब जामुझरि (Consumer) जरिपनि सौलु
(आसाम मोब्लिब नेमारि आयगनि मोनसै नाजानाय)**

फारि नं	विमुं	जामुझरिनि
1.	(फारि नं 1 (चे) खौ जरिपखालामग्र्या आबुं खालामगोन) मोब्लिब बेंखाननि मुं	 मोब्लिब बेखन
	मोब्लिब हलामनि मुं	 मोब्लिब हलाम
	मोब्लिब हलामसानि मुं	 मोब्लिब हलामसा
2.	जामुझरिनि मुं : ध : फन नम्बर: इ-मेल :	
3.	(क) जामुझरिनि नम्बर (Consumer Number) (ख) धाखौ (Category) (ग) धाथइ (Location) (घ) नौथाड माब्लानिक्राय मोब्लिब सरजाबनायनि खाबुखौ लाबोदो? (ङ) नौथाड मोब्लिब सरजाबनाया जि बोसोरनि बार जादौब्ला बे समनि गेजेराव रैखाथिनि थाखाय मोब्लिब खारहोनाय तारनि देलामाथि खासहोयि गुना थियै दना-गैया आनजाद नायदोना? (च) मिटरनि रोखोम (छ) मिटरनि बिधाथि (ज) मोब्लिब सरजाबनाय मबेबा फेरसाइसिनिफाय मोनासिनो दं नामा?	क) नोगोर ओनसोल ☐ ख) शमिओनसोल ☐ क) > 10 बोसोर ☐ ख) < 10 बोसोर ☐ क) नंगौ ☐ ख) नडा ☐ ग) नडा ☐ क) मेकानिकेल ☐ ख) इलेक्ट्रनिक ☐ ग) प्रिपेड ☐ क) मोजायै सोलिगासिन ☐ ख) गाजि दं ☐ क) नंगौ ☐ ख) नडा ☐
4.	सरजाबनाय मोब्लिब गोहोनि बिबां (Connected Load)	क) 0 निफाय 0.5 किल'वाट ☐ ख) 0.5 निफाय 5.0 किल'वाट ☐ ग) 5 किल'वाटनि गोछीआव ☐
5.	नौथाड गाहायव होनाय फसंथान/बिधाथिनि धाथाइनि सोमोन्द्रे निथिगौना? (क) नौधनि ओनसोलाव थानाय मोब्लिब जामुझरि (बायसा) नि अजद मावफुंथाइफराम (Consumer Grievances Redressal Forum - CGRF) (ख) ल'कपाल (Ombudsman) (ग) मोब्लिब फिउज ज'नाया, गाहाय, गोरोन्थिगोनां मिटर बसायनाय, गोदान मोब्लिब सरजाबनाय, गोरोन्थिगोनां बिल आरि बिधिछव आनाम इलेक्ट्रिकेल रिगुलेटर कमिसना (AERC) थि छागानि गावफुंथाइनि गानकडा (Standards of Performance-SOP) (घ) मोब्लिब फिउजर'नाय, गाहाय, गोरोन्थिगोनां मिटर बसायनाय, गोदान मोब्लिब सरजाबनाय, गोरोन्थिगोनां बिल आरि बिधिछव आसाम इलेक्ट्रिकेल रिगुलेटर कमिसन (AERC) थि	क) नंगौ ☐ ख) नडा ☐ क) नंगौ ☐ ख) नडा ☐ क) नंगौ ☐ ख) नडा ☐

	खालामनाय मावफुंथाइनि मानदांदा standards of performance (SOP) लाखिनाय जायब्ला मोननोगोनां खहा आबुं खालामनाय बिदाथि।	क) नंगौ ☐ ख) नझ ☐
6.	मोब्लिब जगतयनाय योगोन्दै अजद मावफुंथाइनि बिथिठव आसाम इलेक्ट्रिकल रिगुलेटर कमिसना धि खालामना होनाय 'खामानि मावफुंथाइनि मानदांदा'	खामानि मावफुंथाइनि मानदांदा (SOP) जोहै धि रागनि मेजेराव नौधानि अजदखौ मावफुंथाइनि मावफुंथाइनि बे सोमोन्दै नौधानि बिथुंथि होनांगौ ☐
	क) फिट्टन अप / फल्टनि अजद नोगोरमा नोगोर : 4 घन्टा नोगोरमा / नोगोर : 4 घन्टा गामिओनसोल : 24 घन्टा साबजाथाव नझ	क) नंगौ ☐ ख) नझ ☐ नझब्ला बेसेबां घन्टा नांदोमोन : घन्टा ग) साबजाथाव नझ (खाथिया)
	ख) लाइन ब्रेकडाउन नोगोरमा/नोगोर : खुन्था सोलायनोगोनां जायब्ला 24 घन्टा : खुन्था सोलायनोगोनां जायब्ला 48 घन्टा गामि ओनसोल : खुन्था सोलायनोगोनां जायब्ला 24 घन्टा : खुन्था सोलायनोगोनां जायब्ला 72 घन्टा	क) नंगौ ☐ ख) नझ ☐ नंगौब्ला, बेसेबां घन्टा नांदोमोन : घन्टा ग) साबजाथाव नझ (खाथिया)
	ग) गात्रिजानाय रानग्रा ट्रेनसफार्मा सोलायनाय नोगोरमा / नोगोर : सान 1 (बे) गामिओनसोल : सान 5 (बा)	क) नंगौ ☐ ख) नझ ☐ नंगौब्ला, बेसेबां दिन नांदोमोन : सान झ ग) साबजाथाव नझ (खाथिया)
	घ) गात्रि जानाय सार्थिस लाइन सोलायनाय जामुछरिनि गावनि फसनायाव फल्ट : रां होनायनि सान 3 नि उनाव सरासनसा एका एरै जाथावनाय फल्ट : अजद मोननायनि सान उनि उनाव	क) नंगौ ☐ ख) नझ ☐ नझब्ला, बेसेबां दिन नांदोमोन : सान ग) साबजाथाव नझ (खाथिया)
	ङ) मिटार सोमोन्दै अजद (एल.टि. जामुछरि)	
	* मिटारनि गेबे आनबाद आरो केलिब्रेसन नोगोरमा / नोगोर : अजद होनायनि सान 7 नि उनाव गामि ओनसोल : अजद होनायनि सान 15 नि उनाव	क) नंगौ ☐ ख) नझ ☐ ग) साबजाथाव नझ (खाथिया)
	गोरोन्थिगोनां / बन्द / खामलानाय मिटार सोलायनाय नोगोर ओनसोल : जामुछरिया बे मिटारनि जुनै रां होनोगोनां जायब्ला : सान-7 जामुछरिया मिटारनि मुछव रां होनोगोनां जायब्ला : रां जमा होनायनि सान -15 नि उनाव, आरो मिटारि आगजु जामुछरिया जगायनो गोनां जायब्ला : जगान हमनायनि सान -15 उनाव गामि ओनसोल : जामुछरिया बे मिटारनि थाखाय रां होनो नाझब्ला : सान-15 जामुछरिया बे मिटारनि थाखाय रां होनोगोनां जायब्ला : रां होनायनि सान 30 नि उनाव।	क) नंगौ ☐ ख) नझ ☐ नझब्ला, बेसेबां दिन नांदोमोन : सान ग) साबजाथाव नझ (खाथिया)
	मिटार सोमोन्दै अजद (एडस टि जामुछरि) : गोरोन्थिगोनां / बन्दमिटार एबा बेदि आयजें सोलायनाय स्टकाव मिटार थायोब्ला अजद मोननायनि सान 7 दिननि उनाव। नझब्ला दान उ नि गेजेराव। जामुछरिया मिटारि आयजें जगायनो नांगौब्ला : जामुछरिया मिटार एबा आयजेंनि थाखाय रां होनोगोनांब्ला : मिटार स्टकाव थायोब्ला रां होनायनि सान 15 नि उनाव। नझब्ला दान उ नि गेजेराव। जामुछरिया मिटारि आयजें जगायनो नांगौब्ला : जगायनायनि सान 30 नि उनाव।	क) नंगौ ☐ ख) नझ ☐ नझब्ला, बेसेबां दिन नांदोमोन : सान ग) साबजाथाव नझ (खाथिया)

	(च) जामुङ्गारिन बिल सोमोन्दै अजद नोगोर ओनसोल : सान-3 गामि ओनसोल : सान-7	क) नंगी ☐ ख) नङ ☐ नङब्ला, बेसेबां दिन गंदोमोन: सान ग) साबजाथाव नङ (खाधिया) ☐
7.	नौथाहा ए पि डि पि एलनि येबसाइटखी नाये ना?	क) नंगी ☐ ख) नाया ☐
8.	नौथाहा इ-पेमेन्ट बिखान्थि बाहायदोना?	क) बाहायदो ☐ ख) बाहायाडे ☐
9.	नौथाहा एल इ डि लेम्प, सान लेम्प, सान हिदार आरि गोहो बुधुमारि आयेजे-आपलानि सोमोन्दै मिथिगौच?	क) मिथिगौ ☐ ख) मिथिय ☐
10.	नौथाहा डि डि सेट, इनभार्टर आरि सोलिनय आयजे-आयला दडोना?	क) द ☐ ख) गैया ☐
11.	गोजौआव मख'नाय आयदाफोरनि सोमोन्दै लोबबा थाना: मोक्लिब मायख' गोरानिफ्राट हेफाजाव मोनि एबा बिधामोनिनि खामानियाव गोजोनथाव मोनियाव नौथाहा जामुङ्गारि फरामाव (CGRF) माबाफोर अजद दाखिल खालामदोमोन नामा?	क) अजद खालाम दोमोन ☐ (ख) अजद खालामाखै ☐ ग) साबजाथाव नङ (खाधिया) ☐
12.	अब्ला बिदि अजदनि बदले मा बादि रिथैकमन मोनदोमोन?	
(i)	नौथाहा अजदनि सायाव नायबिजिरना नायवो बै अजदखी आजावदोमोन नामा?	क) नंगी ☐ ख) खालामखी ☐ ग) साबजाथाव नङ (खाधिया) ☐
(ii)	नायबिजिरनामनि उनाव बै अजदखी गैया खालामदोमोन नामा?	क) खालामदोमो ☐ ख) खालामाखै ☐ ग) साबजाथाव नङ (खाधिया) ☐
(iii)	नौथाहा अजदखी आजावना मोक्लिब बिफाननि गाफिलति एब गोखो आबानि होयनि थाखाय नौथानो खानि आबु खालामनो जामुङ्गारी फरमा माबाफोर बिधोन जारि खालामदोमोन नामा?	क) खालामदोमोन ☐ ख) खालामाखै ☐ ग) साबजाथाव नङ (खाधिया) ☐
(iv)	नौथाहा बै बिथोननि सायाव मोक्लिब राननाय कम्मानिनिप्रय माबाफोर खहा आबु सुफुनाय मोनदोमोन नामा?	क) मोनदोमोन ☐ (ख) मोनाखै ☐ ग) साबजाथाव नङ (खाधिया) ☐
13.	नौथाहा फरामनि (CGRF) थोखि लानायाव गोजौनाखैब्ला मा खालामदोमोन? नौथाहा ल'कपालनि खाधियाव आर'जलाइ होदोमोन नामा? ल'कपाला नौथाहा अजदखी बिजिरना नायदोमोन नामा? नौथाहा ल'कपालनिफ्राय माबा बिधोन मोन्दोमोन नामा? नौथाहा बै बिथोनाय गोजौन्दोमोन नामा? नौथाहा ननि मोरगिदि माबा मोक्लिबारि गाजि जाथाइ सोमजिदोमोन नामा?	क) होदोमोन ☐ ख) नयखै ☐ ग) सबजाथाव नङ (खाधिया) ☐ क) होदोमोन ☐ ख) नयखै ☐ ग) सबजाथाव नङ (खाधिया) ☐ क) होदोमोन ☐ ख) नयखै ☐ ग) सबजाथाव नङ (खाधिया) ☐ क) होदोमोन ☐ ख) नयखै ☐ ग) सबजाथाव नङ (खाधिया) ☐ क) होदोमोन ☐ ख) नयखै ☐ ग) सबजाथाव नङ (खाधिया) ☐
14.	सोमजिदो मोनब्ला, क) बैयो शिथावथावमोन नामा? ख) बै गाजिजाथाइनि थाखाय सोरनिबा जिउ खहाजादो मोन नामा? ग) बैनि नाठनाय सम्पदनि खहा जादोमोन नामा? घ) थार सामलायगिरिया बै जानाइ सोमोन्दै नायबिजिरदोमोन नामा? ङ) बिसोर लानाय खामानि मावफुथाइ सोमोन्दै नौथाहा मिथिदोना? च) माबाफोर खहा आबुनि थाखाय दाबि खालामदोमोन नामा? छ) बै खहा आबुनि दाबिखौ गनायदोमोन एबा-साबजाथाव जाहोन दिन्थिनानै नाकस खालामदोमोन नामा? ज) नौथाहा माबा खहा आबु मोनदोमोन नामा?	क) नंगी ☐ ख) नङ ☐ ग) साबजाथाव नङ ☐ क) नंगी ☐ ख) नङ ☐ ग) साबजाथाव नङ ☐ क) नंगी ☐ ख) नङ ☐ ग) साबजाथाव नङ ☐ क) नायबिजिरदोमोन ☐ ख) नायबिजिरासौ ☐ ग) साबजाथाव नङ ☐ क) नंगी ☐ ख) नङ ☐ ग) साबजाथाव नङ ☐ क) खालामदोमोन ☐ ख) खालामाखै ☐ ग) सबजाथाव नङ ☐ क) जनायदोमोन ☐ ख) जनायाखै ☐ ग) साबजाथाव नङ ☐ क) मोन्दोमोन ☐ ख) मोनाखै ☐ ग) साबजाथाव नङ ☐

जामुळरिनि सानथाइ

15.	जामुळरिनि सानथाइ आरु गोबोनथिनि फारि अननाई गाहायनि मोन (6 आयरायाव ए पी डि सि एल सौमोने नौथानि बिबुंधि हो	टेदि गाहायनि मोन आयरायाव ए पी डि सि एल सौमोने नौथानि बिबुंधि फोरमायना लोबबा थनाय बागमुवाव (✓) सिन हो				
		जोबोर गहाम	गाहाम	सरासनसा	गात्रि	जोबोर गात्रि
(क)	नौथानि ओनसोलाव मोब्लिबनि मोनथावना					
(ख)	मोब्लिबनि मानदान्दा (भलतेज जौनाय हायनाय, खेबबेपेबां मोब्लिब जगायनाया थाबथादीं आरि)					
(ग)	मोब्लिब जगायनायाय थाबथानायनि तनाख जगायफिनायाय मोब्लिब मावग्राफोरनि आखुफोरा					
(घ)	गोदान मोब्लिब सरजावनायजो लोव्वा थानाय मावख'गेरा मावधिफोरनि आखु आरु बेनिथाखाय ननाय सम					
(ङ)	थाखो / फारि (Category) सोलायनाय / थिगुमानि मुं सोलायनायजो लोव्वा थानाय मावख'गेरा मावधिफोरनि आखल आखु आरु बेनि थाखाव गौनां जानाय समय					
(च)	बिलाव मिटार रिडिनि गेबेंथि					
(छ)	थि समव बिल होनाय (गोबाव दाखालामि आरु रां जमा होनाय जोबथा खालारसिम थानाय दिन)					
(ज)	ए पि डि सि एलनि बिलनि गेबेंथि (बिलनि गोरोन्थिनि बिबां खगायनाय)					
(झ)	बिल पेमेन्ट काउन्टरनि अनजिमा आरु सुखनायनि बायदि राहा (नगदरां, सेक, द्राग, बकस, इ-पेमेन्ट)					
(ञ)	ए पि डि सि एल थि खालामनाय मोवक्रोमनो इडनिड मोब्लिबनि बेसेन					
(ट)	अजदनि सोमोने जामुळरि आबार मिरुनि इसारा					
(ठ)	अजद मावफुंधाव खालामनायनि बिबान्थि आरु बेनि थाखाय ननाय सम					
(ड)	बिल सुख'नाय मिरु आरु जामुळरि आबार मिरुवाव थानोगोनां सम।					
(ढ)	ए पि डि एलनि मावख'सालियाव जामुळरिफोरनि थाखय थानाय गुदि खायफा खबु अरु लोगोसे थाबायथानायनि खाबु					
(ण)	मोब्लिब जगायनायनि माटडाउन ल'ड सेडिनि सोमोने सिगांशो रादाब					
(त)	ए पि डि सि एलनि गासै साइख'साया					
16.	मोब्लिब आबारखो बांभिन जौगाहोना नौथांहा माबा सुनुरथाइ दंनमा?					

खालार:

जामुळरिनि सहि

खरिवखानामाप्राप्ति सहि

Annexure - IV

Feedback data on Electricity Consumer Survey

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Total No. of Consumers surveyed	1000	802	935	929	811	811	892	708	911	751	336	862	807	801	660	398	900	695	968	14977
3 b)	Category																				
	Jeevan Dhara	327	118	78	61	247	114	213	109	195	189	128	96	122	34	250	31	172	46	45	
	Domestic A	547	565	759	813	494	489	605	481	576	511	188	705	545	633	386	332	610	505	595	
	Domestic B	0	0	5	17	14	11	1	0	2	1	1	8	1	3	0	2	11	0	212	
	Commercial	93	59	80	31	43	179	64	99	115	34	16	48	110	123	17	20	91	134	104	
	Induatrial	2	3	5	2	7	9	3	9	5	10	0	3	11	8	3	4	2	10	2	
	Others	31	57	8	5	6	9	6	10	18	6	3	2	18	0	4	9	14	0	10	
	HT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
3 c)	Location																				
	Urban Area	102	265	521	898	101	547	295	297	150	286	51	205	528	426	142	224	283	307	912	6540
	Rural Area	898	537	414	31	710	264	597	411	761	465	285	657	279	375	518	174	617	388	56	8437
3 d)	Since how long you have been availing supply																				
	> 10 years	695	447	395	3	360	190	423	145	461	450	285	504	317	603	97	242	639	323	297	
	< 10 Years	305	355	540	926	451	621	469	563	450	301	51	358	490	198	563	156	261	372	671	
3 e)	If supply is being availed for more than 10 years did you get your wiring and earthing checked up for safety																				
	Yes	4	403	70	919	262	314	190	179	280	200	26	262	518	748	481	143	390	161	523	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	No	165	277	463	9	467	341	239	457	249	348	23	456	69	19	116	182	244	144	238	
	Not Applicable	831	122	402	1	82	156	463	72	382	203	287	144	219	34	63	73	266	390	207	
3 f)	Meter type																				
	Mechanical	6	14	509	5	30	149	13	12	102	23	6	25	194	6	407	8	22	32	120	
	Electronic	994	787	426	924	781	655	879	696	801	728	329	836	612	795	244	390	878	662	826	
	Pre-paid	0	1	0	0	0	7	0	0	8	0	1	1	1	0	9	0	0	1	22	
3 g)	Meter Status																				
	Working	963	714	898	929	736	763	861	692	857	653	311	847	765	784	621	389	832	501	960	
	Defective	37	88	37	0	75	48	31	16	54	98	25	15	42	17	39	9	68	194	8	
3 h)	Whether power supply is made through franchisee																				
	Yes	913	418	36	136	11	40	273	135	149	62	0	94	92	0	246	113	93	87	10	
	No	87	384	899	793	800	771	619	573	762	689	336	768	715	801	414	285	807	608	958	
4	Connected load																				
	0 to 0.5 kW	327	122	91	50	248	156	235	114	179	191	124	65	142	34	269	30	179	79	52	
	0.5 to below 5kW	673	674	830	837	552	619	652	588	712	545	210	780	631	757	383	358	711	606	690	
	5kW & above	0	6	14	42	11	36	5	6	20	15	2	17	34	10	8	10	10	10	226	
5	Are you Aware of existence of																				
5 a)	Consumer Grievance Redressal Forum (CGRF) in your area																				
	Yes	0	0	60	107	579	40	2	53	2	12	1	24	207	10	0	61	65	92	140	
	No	1000	802	875	822	232	771	890	655	909	739	335	838	600	791	660	337	835	603	828	
5 b)	Ombudsman																				
	Yes	0	0	51	0	3	38	1	19	2	3	1	17	163	13	0	24	54	3	111	
	No	1000	802	884	929	808	773	891	689	909	748	335	845	644	788	660	374	846	692	857	
5 c)	Standards of Performance (SoP) fixed																				

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	by AERC against the complaint of Fuse call, low voltage, replacement of defective meter, new service connection, wrong bill																				
	Yes	0	0	53	0	41	107	1	102	1	9	0	8	163	4	0	24	42	9	81	
	No	1000	802	882	929	770	704	891	606	910	742	336	854	644	797	660	374	858	686	887	
5 d)	The provision of compensation for inefficient service as per SoP against the fuse call, low voltage, replacement of defective meter, new service connection, wrong bill																				
	Yes	0	0	51	0	41	108	1	21	1	4	0	11	159	4	0	15	47	1	60	
	No	1000	802	884	929	770	703	891	687	910	747	336	851	648	797	660	383	853	694	908	
6	Standards of Performance (SoP) fixed by AERC for redressal of complaints (Kindly provide your Valuable feedback whether your grievance was redressed within the time frame specified in SoP)																				
6 a)	Fuse-Off/Fault calls:																				

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Cities/Town : 4 hours Rural Area : 24 hours																				
	Yes	130	164	214	94	786	435	442	363	61	174	42	95	645	244	18	99	115	482	432	
	No	23	226	95	30	23	14	3	137	374	215	1	27	10	21	108	59	17	96	57	
	Not Applicable/Not indicated	847	412	626	805	2	362	447	208	476	362	293	740	152	536	534	240	768	117	479	
6 b)	Line breakdown: Cities/Town : 24 hrs without replacement of Pole : 48 hrs with replacement of pole Rural Area : 24 hrs without replacement of Pole : 72 hrs with replacement of pole																				
	Yes	125	40	216	165	774	354	425	555	59	171	1	39	631	235	125	60	29	439	266	
	No	10	56	92	30	0	0	2	41	383	140	0	20	4	11	1	100	11	130	30	
	Not Applicable/Not indicated	865	706	627	734	37	457	465	112	469	440	335	803	172	555	534	238	860	126	672	
6 c)	Replacement of failed Distribution Transformer: Cities/Town : 1 day Rural Area : 5 days																				
	Yes	53	425	227	81	46	383	36	308	72	159	1	21	605	4	96	182	44	165	222	
	No	7	36	91	158	723	7	3	289	363	149	0	27	11	50	18	14	12	388	132	
	Not Applicable/Not indicated	940	341	617	690	42	421	853	111	476	443	335	814	191	747	546	202	844	142	614	

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6 d)	Replacement of damage service line: Fault in consumer's installation : 3 days after payment Normal wear & tear : 3 days after receipt of complaint																				
	Yes	38	23	728	23	765	223	13	501	66	155	1	29	550	74	125	46	31	313	185	
	No	3	28	5	32	1	0	2	64	350	114	0	5	4	3	0	37	11	164	16	
	Not Applicable/Not indicated	959	751	202	874	45	588	877	143	495	482	335	828	253	724	535	315	858	218	767	
6 e)	Complaints about Meters (LT Consumers) :																				
6 e) i	Testing checking & calibration of Meter for accuracy Urban Area : 7 days from lodging complaint Rural Area : 15 days from lodging complaint																				
	Yes	21	36	714	33	58	103	12	153	60	149	1	27	440	2	125	89	36	296	185	
	No	3	12	3	30	733	5	0	367	326	95	0	7	11	5	0	7	9	211	17	
	Not Applicable/Not indicated	976	754	218	866	20	703	880	188	525	507	335	828	356	794	535	302	855	188	766	
6 e) ii	Defective/stopped/Burnt Meter replacement Urban Area: If replacement not																				

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	attributable to consumer: 7 days If meter cost is payable by consumer : 15 days after payment If metering equipment is required to be supplied by consumer : 15 days after supply Rural Area: If replacement not attributable to consumer : 15 days If meter cost is payable by consumer: 30 days after payment																				
	Yes	13	16	631	19	764	96	4	431	32	10	1	40	399	2	125	43	24	59	127	
	No	2	18	48	29	4	6	0	94	250	27	0	5	13	13	0	38	10	198	21	
	Not Applicable/Not indicated	985	768	256	881	43	709	888	183	629	714	335	817	395	786	535	317	866	438	820	
6 e) iii	Complaint about Meters (HT Consumers) Replacement of stopped/defective meters or related equipments: 7 days after receipt of complaint if meter is in stock, otherwise within 3 months																				

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	Replacement cost payable by consumer: 15 days after receipt of payment if meter is in stock, otherwise within 3 months Metering equipment required to be supplied by consumer: 30 days after delivery of metering equipment																				
	Yes	0	1	70	0	4	5	0	52	32	13	0	6	56	0	125	7	6	23	42	
	No	0	1	0	27	0	1	0	92	241	4	0	1	13	0	0	18	1	130	19	
	Not Applicable/Not indicated	1000	800	865	902	807	805	892	564	638	734	336	855	738	801	535	373	893	542	907	
6 f)	Complaints about Consumer's bill: Urban Area : 3 days Rural Area : 7 days																				
	Yes	41	315	769	46	760	244	8	354	30	89	24	14	520	12	125	51	113	470	251	
	No	16	26	6	31	39	30	5	189	247	64	1	11	17	24	0	34	22	106	62	
	Not Applicable/Not indicated	943	461	160	852	12	537	879	165	634	598	311	837	270	765	535	313	765	119	655	
7	Do you visit the website of APDCL																				
	Yes	31	660	14	0	4	12	0	56	6	6	0	31	126	3	31	37	62	65	262	
	No	969	142	921	929	807	799	892	652	905	745	336	831	681	798	629	361	838	630	706	
8	Whether e-payment facility availed																				

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	Yes	53	1	9	0	5	9	10	145	4	13	2	17	63	1	44	32	72	52	276	
	No	947	801	926	929	806	802	882	563	907	738	334	845	744	800	616	366	828	643	692	
9	Are you aware of energy saving equipments like LED lamps, solar lamps/solar heater etc																				
	Yes	896	770	325	52	742	509	504	676	657	518	294	404	396	757	485	237	720	573	742	
	No	104	32	610	877	69	302	388	32	254	233	42	458	411	44	175	161	180	122	226	
10	Do you have stand by provision like DG set or inverter																				
	Yes	72	527	378	45	60	350	325	396	242	270	165	207	445	436	5	111	604	160	569	
	No	928	275	557	884	751	461	567	312	669	481	171	655	362	365	655	287	296	535	399	
11	Did you make any representation to the CGRF for non-response or not being satisfied with the response of DISCOM on any of the above grievences																				
	Yes	25	2	0	0	0	1	2	5	3	4	0	0	8	0	0	2	2	9	6	
	No	975	800	935	929	811	810	890	703	908	747	336	862	799	801	660	396	898	686	962	
12	What was the type and response for your complaint																				
12 i)	Whether your complaint was admitted for enquiry ?																				
	Yes	0	2	0	0	0	1	0	5	2	3	0	0	8	0	0	1	1	9	4	

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	No	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	1	0	2	
	Not Applicable	1000	800	935	929	811	810	892	703	908	747	336	862	799	801	660	396	898	686	962	
12 ii)	Whether your complaint was rejected after enquiry ?																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4	0	
	No	0	2	0	0	0	1	0	5	2	3	0	0	7	0	0	1	1	5	4	
	Not Applicable	1000	800	935	929	811	810	892	703	909	748	336	862	799	801	660	397	899	686	964	
12 iii)	Did the CGRF issue order in response to your complaint, ordering payment of compensation for the inefficient service or non-response of DISCOM?																				
	Yes	0	0	0	0	0	0	0	4	0	0	0	0	1	0	0	1	0	1	0	
	No	0	2	0	0	0	1	0	1	2	3	0	0	6	0	0	0	1	4	4	
	Not Applicable	1000	800	935	929	811	810	892	703	909	748	336	862	800	801	660	397	899	690	964	
12 iv)	Did you receive any compensation from the DISCOM based on CGRF decision?																				
	Yes	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	1	0	
	No	0	2	0	0	0	1	0	3	2	3	0	0	6	0	0	1	1	4	4	
	Not Applicable	1000	800	935	929	811	810	892	703	909	748	336	862	800	800	660	397	899	690	964	
13	If you were not satisfied with decision of CGRF then																				
13 i)	Did you make any appeal																				

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	to the Ombudsman ?																				
	Yes	0	0	0	0	0	0	0	1	0	1	0	0	4	0	0	2	0	0	0	
	No	0	1	0	0	0	0	0	2	3	2	0	0	3	0	0	0	0	4	4	
	Not Applicable	1000	801	935	929	811	811	892	705	908	748	336	862	800	801	660	396	900	691	964	
13 ii)	was the case disposed of by the Ombudsman?																				
	Yes	0	0	0	0	0	0	0	1	0	1	0	0	4	0	0	0	0	0	0	
	No	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	
	Not Applicable	1000	801	935	929	811	811	892	705	911	747	336	862	803	801	660	396	900	695	968	
13 iii)	Did you receive any order of the Ombudsman ?																				
	Yes	0	0	0	0	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	
	No	0	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	
	Not Applicable	1000	801	935	929	811	811	892	705	911	747	336	862	803	801	660	398	900	695	968	
13 iv)	Were you satisfied with the Order ?																				
	Yes	0	0	0	0	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	
	No	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
	Not Applicable	1000	801	935	929	811	811	892	707	911	747	336	862	803	801	660	398	900	695	968	
14	Whether any electrical accident took place at your premises.																				
	Yes	0	0	0	0	0	1	0	0	0	5	3	5	8	0	0	5	1	0	1	
	No	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 a)	If Yes, Whether the accident was major																				
	Yes	0	0	0	0	0	1	0	0	0	0	1	0	5	0	0	1	0	0	1	
	No	0	0	0	0	0	0	0	0	0	5	2	5	3	0	0	4	1	0	0	

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	Not Applicable	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 b)	Whether the accident involved loss of life																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	
	No	0	0	0	0	0	1	0	0	0	5	3	5	3	0	0	5	1	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 c)	Whether there was loss of property																				
	Yes	0	0	0	0	0	1	0	0	0	0	2	0	5	0	0	0	0	0	1	
	No	0	0	0	0	0	0	0	0	0	5	1	5	3	0	0	5	1	0	0	
	Not Applicable	1000	802	935	929	811	810	892	708	911	743	333	857	799	801	660	393	899	695	967	
14 d)	Whether any enquiry made by competent authority																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	1	5	0	0	1	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	4	3	0	0	4	1	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	899	695	967	
14 e)	Are you aware of any action taken?																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	2	0	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
14 f)	Whether any compensation was claimed?																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	1	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	5	0	0	0	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
14 g)	Whether compensation																				

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	was admitted /rejected citing appropriate grounds																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	5	0	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
14 h)	Whether any compensation received																				
	Yes	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	
	No	0	0	0	0	0	1	0	0	0	0	3	5	5	0	0	5	0	0	1	
	Not Applicable	1000	802	935	929	811	810	892	708	911	751	333	857	799	801	660	393	900	695	967	
15	Consumer Perception and Satisfaction level																				
15 a)	Electricity availability situation in your area																				
	Excellent	0	2	111	39	0	71	1	0	1	1	0	5	17	0	0	2	25	1	11	
	Good	1	476	368	247	91	511	62	63	4	178	46	225	554	4	1	283	238	159	531	
	Average	541	321	360	499	534	223	569	285	515	354	211	517	233	652	620	92	384	158	386	
	Poor	328	3	80	143	182	6	222	268	322	101	79	115	2	141	14	18	239	135	35	
	Very Poor	130	0	16	1	4	0	38	92	69	117	0	0	1	4	25	3	14	242	5	
15 b)	Quality of Electricity received (Voltage Fluctuation, No. of interruptions etc)																				
	Excellent	0	1	244	39	1	70	2	4	4	2	0	4	12	0	0	1	23	0	7	
	Good	25	338	283	252	81	438	332	159	14	117	248	182	598	314	1	262	528	108	450	
	Average	262	458	304	496	461	279	490	323	467	354	76	629	194	246	241	111	298	268	373	
	Poor	551	5	92	141	262	19	62	129	367	195	11	41	2	235	393	16	50	124	128	
	Very Poor	162	0	12	1	6	5	6	93	59	83	1	6	1	6	25	8	1	195	10	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
15 c)	Behavior of staff involved in fault restoration																				
	Excellent	0	11	255	29	1	68	2	3	14	3	0	21	15	0	0	4	11	2	6	
	Good	758	712	556	263	488	596	586	168	49	220	239	572	662	14	3	268	491	178	486	
	Average	236	79	115	589	306	146	283	328	337	278	88	250	130	755	487	106	365	469	409	
	Poor	6	0	6	48	14	1	20	152	487	170	9	17	0	32	145	19	32	44	55	
	Very Poor	0	0	3	0	2	0	1	57	24	80	0	2	0	0	25	1	1	2	12	
15 d)	Behavior of officers/staff involved in new connection and time taken																				
	Excellent	0	7	276	23	1	68	2	3	7	1	0	30	18	0	1	4	21	1	5	
	Good	843	731	484	263	547	648	610	358	81	214	247	643	696	11	5	290	437	111	498	
	Average	155	64	130	591	256	93	269	233	308	326	82	176	92	730	395	92	385	541	397	
	Poor	2	0	45	52	6	2	11	64	489	142	6	12	0	60	233	11	52	42	58	
	Very Poor	0	0	0	0	1	0	0	50	26	68	1	1	1	0	26	1	5	0	10	
15 e)	Behavior of officers/staff involved in change of category/ownership and time taken																				
	Excellent	0	3	275	20	0	95	1	5	11	2	0	33	20	0	0	9	22	1	4	
	Good	852	601	455	229	266	603	612	290	62	204	241	620	693	12	7	261	417	103	481	
	Average	146	198	146	617	482	111	273	317	370	339	83	181	93	735	519	111	380	546	411	
	Poor	2	0	55	63	62	2	6	53	448	132	12	28	1	54	109	17	77	44	64	
	Very Poor	0	0	4	0	1	0	0	43	20	74	0	0	0	0	25	0	4	1	8	
15 f)	Accuracy of meter reading on bill																				
	Excellent	0	8	231	13	2	135	2	3	98	17	0	8	23	0	0	17	18	2	4	
	Good	713	357	373	141	70	543	735	301	71	307	85	166	689	12	60	221	178	355	467	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Average	270	437	308	569	652	125	111	206	505	296	141	573	93	747	142	132	317	205	321	
	Poor	17	0	20	205	86	7	39	70	211	100	#REF!	110	1	38	433	24	339	110	161	
	Very Poor	0	0	3	1	1	1	5	128	26	31	37	5	1	4	25	4	48	23	15	
15 g)	Bill delivery on time (No delay and adequate time before due date)																				
	Excellent	0	24	224	11	2	152	3	3	133	15	0	8	23	3	1	14	19	0	12	
	Good	376	520	350	100	408	554	759	393	75	386	110	266	533	514	474	226	237	265	491	
	Average	587	258	339	610	375	74	108	217	550	212	146	558	249	246	147	132	431	269	338	
	Poor	36	0	15	206	25	29	20	66	133	106	62	27	2	37	13	25	173	132	96	
	Very Poor	1	0	7	2	1	2	2	29	20	32	18	3	0	1	25	1	40	29	31	
15 h)	Accuracy of APDCL Bills (reduction in billing errors)																				
	Excellent	0	2	214	12	1	121	2	2	119	2	0	7	18	0	1	4	11	0	6	
	Good	120	366	352	80	47	569	648	343	79	238	81	155	503	12	471	188	197	230	504	
	Average	690	432	343	628	678	118	218	224	461	360	156	596	285	745	145	172	331	326	348	
	Poor	190	2	22	206	84	3	23	130	231	122	61	100	0	42	18	34	315	134	90	
	Very Poor	0	0	4	3	1	0	1	9	21	29	38	4	1	2	25	0	46	5	20	
15 i)	No. of bill payment counters and options(Cash, Cheques, drop-boxes, e-payment of bill)																				
	Excellent	0	15	247	13	1	81	3	2	100	2	0	3	12	0	0	9	14	1	3	
	Good	31	319	327	58	576	572	100	98	112	197	104	422	289	3	474	228	272	231	449	
	Average	336	463	333	636	199	153	602	452	388	393	187	371	503	115	150	146	405	412	397	
	Poor	633	5	22	219	32	5	181	155	298	112	41	62	2	680	10	14	204	50	99	
	Very Poor	0	0	6	3	3	0	6	1	13	47	4	4	1	3	26	1	5	1	20	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
15 j)	Per Unit rate being charged by APDCL																				
	Excellent	0	3	30	8	0	64	2	3	25	0	0	1	4	0	0	3	18	0	3	
	Good	37	173	321	96	48	250	101	54	68	30	19	77	3	1	426	109	118	79	231	
	Average	769	625	330	725	512	467	624	419	495	637	140	686	579	45	147	128	352	565	493	
	Poor	194	1	208	99	249	28	125	230	308	68	116	93	45	748	62	146	318	51	192	
	Very Poor	0	0	46	1	2	2	40	2	15	16	61	5	2	7	25	12	94	0	49	
15 k)	Response of Customer Care Centre																				
	Excellent	0	18	216	8	1	65	3	1	19	1	0	6	5	0	0	7	13	0	1	
	Good	75	438	456	133	245	562	319	168	66	285	56	245	286	6	9	163	142	234	411	
	Average	752	345	231	529	541	175	482	483	463	224	113	555	510	247	146	189	282	402	365	
	Poor	173	1	25	258	24	8	81	52	345	140	109	28	2	542	480	28	348	57	162	
	Very Poor	0	0	7	1	0	1	7	4	18	101	58	28	4	6	25	11	115	2	29	
15 l)	Complaint handling Procedure and time taken to resolve complaint																				
	Excellent	0	6	124	10	2	67	2	0	18	1	0	6	4	0	0	4	19	2	2	
	Good	111	573	446	147	46	548	376	174	47	146	136	172	367	6	5	175	269	29	343	
	Average	566	223	323	514	731	179	352	376	410	323	152	600	431	347	145	172	464	606	451	
	Poor	323	0	36	258	32	16	159	156	416	193	41	53	5	445	484	43	129	55	150	
	Very Poor	0	0	6	0	0	1	3	2	20	88	7	31	0	3	26	4	19	3	22	
15 m)	Waiting time to be attended at bill payment Counter and Customer Care Centre																				
	Excellent	0	4	111	18	1	66	3	0	12	1	0	3	12	0	0	3	10	2	2	
	Good	39	544	441	151	31	549	398	206	49	187	58	350	300	1	3	157	250	30	323	

Sl. No.	Particulars / Name of the Electrical Circle	Marigaon	Nagaon	Cachar	Kokrajhar	Rangia	Tinsukia	North Lakhimpur	Mangaldoi	Badarpur	Bongaigaon	Golaghat	Guwahati-II	Tezpur	Sivasagar	Barpeta	Dibrugarh	Jorhat	Kanch	Guwahati-I	Total
	Average	330	252	357	499	720	186	393	373	433	235	184	457	471	58	157	144	519	583	462	
	Poor	631	2	20	261	56	10	95	126	402	205	91	48	24	735	475	86	115	78	160	
	Very Poor	0	0	6	0	3	0	3	3	15	123	3	4	0	7	25	8	6	2	21	
15 n)	Basic Civic and waiting facilities for customers at APDCL Offices																				
	Excellent	0	1	108	21	0	64	2	0	8	0	0	2	8	0	0	7	12	1	4	
	Good	14	550	401	146	11	597	394	125	42	171	56	233	316	3	137	248	241	212	352	
	Average	253	248	375	503	754	131	426	380	430	161	176	548	456	125	479	96	426	392	460	
	Poor	713	3	46	258	44	19	57	198	408	259	95	74	25	639	19	40	209	87	133	
	Very Poor	20	0	5	1	2	0	13	5	23	160	9	5	2	34	25	7	12	3	19	
15 o)	Advance intimation regarding power shut download shedding																				
	Excellent	0	0	100	21	1	47	3	0	4	0	0	1	4	0	0	2	5	0	2	
	Good	2	201	413	147	9	229	83	18	30	16	11	35	251	0	138	103	127	25	139	
	Average	68	593	298	290	540	244	94	270	348	137	121	455	384	2	483	165	416	396	481	
	Poor	90	8	70	246	233	286	702	209	460	251	133	359	166	35	12	102	236	84	300	
	Very Poor	840	0	54	225	28	5	10	211	69	347	71	12	2	764	27	26	116	190	46	
15 p)	Overall image of APDCL																				
	Excellent	0	1	128	21	1	126	3	0	3	0	0	5	7	0	0	3	1	1	5	
	Good	3	582	512	150	55	574	514	47	28	233	63	175	617	5	137	215	236	42	353	
	Average	641	218	279	609	753	89	301	571	505	260	213	662	173	584	483	157	567	455	534	
	Poor	272	1	14	148	2	21	73	89	353	196	59	19	9	208	14	17	92	29	68	
	Very Poor	84	0	2	1	0	1	1	1	22	62	1	1	1	4	26	6	4	168	8	

Summary of Feedback data from Consumer Survey

Name of the Circle:

Name of the Consumer Surveyor:

Number of consumers surveyed:

Urban:

Rural:

Sl. No.	Particulars	Number
I	Category-wise Consumers	
1	Jeevan dhara	
2	Domestic – A	
3	Domestic – B	
4	Commercial	
5	Industrial	
6	Others	
7	HT	
II	Type of Meters	
1	Mechanical	
2	Electronic	
III	Status of Meters	
1	Working	
2	Defective	
IV	Number of consumers with connected load	
	0 to 0.5 KW	
	0.5 to 5 KW	
	Above 5 KW	
V	Number of complaints made	
1	Fuse of Call	
2	Supply Failure due to Line Breakdown	
3	Supply Failure due to Damaged Service Line	
4	Supply Failure due to Failure of Distribution Transformer	
5	Giving supply to new connection	
6	Defective/Meter replacement	
7	Billing related complaint	
VI	Awareness of consumers	
1	Existence of CGRF/Ombudsman	
2	Awareness on Standards of Performance fixed by AERC	
3	Awareness on provision of compensation for inefficient service	
4	Number of consumers approached CGRF on non-compliance of	

Sl. No.	Particulars	Number
	grievance by the DISCOM	
5	Number of complaints admitted by the CGRF	
6	Number of consumers received response from the CGRF	
7	Number of consumers to whom compensation is ordered by CGRF	
8	Number of consumers satisfied with the orders of the CGRF	
9	Number of consumers received compensation	
10	Number of Appeals made to Ombudsman on the decision of CGRF	
VII	How many consumers are aware of energy efficient equipments	
VIII	Accidents occurred	
1	Number of accidents occurred	
2	Related to Human Beings –Fatal	
3	Related to Human Beings -Non-fatal	
4	Related to Animals	
5	Related to loss of property	
6	Number of claims made for compensation	
7	Number of cases in which compensation is paid	
IX	Consumer's over all perception and satisfaction level on performance of DISCOM	
a)	Excellent	
b)	Good	
c)	Average	
d)	Poor	
e)	Very Poor	

Structure of Consumer Grievance Redressal Forum in Different States

Sl. No.	Andhra Pradesh	Telangana	Gujarat	Tamil Nadu	Bihar	Madhya Pradesh	Assam (Proposed in Draft Regulations)	Assam (Suggested by ASCI)
1	<u>Chairperson</u> Retired Judge or Retired CE appointed by Licensee	<u>Chairperson</u> Retired Judge or Retired CE appointed by Licensee	<u>Chairperson</u> Retired Judge or Judicial Officer or Retired Civil servant or Retired CE appointed by the Licensee	<u>Chairperson</u> Serving SE of the Circle	<u>Chairperson</u> Addl Dist Judge who has attained the age of 60 years. Nominated by the Commission appointed by licensee.	<u>Chairperson</u> Retired employee of state govt having degree in engineering. Nominated by the Commission appointed by Licensee.	<u>Chairperson</u> Retired judicial officer / civil servant / Retd principal or professor of engineering college.	<u>Chairperson</u> Retired Judicial officer / civil servant / Retd principal or professor of engineering college or <u>Retired General Manager of Licensee.</u>
2	<u>Member (Technical)</u> Serving SE	<u>Member (Technical)</u> Serving SE	<u>Member (Technical)</u> Serving SE	<u>Member (Public)</u> Two members having 15/20 years experience in Finance / Legal matters Appointed by Dist Collector.	<u>Member (Technical)</u> Retired SE	<u>Member (Technical)</u> Serving SE / EE appointed by Licensee	<u>Member (Technical)</u> Serving SE / DGM	<u>Member (Technical)</u> Serving SE / DGM
3	<u>Member (Finance)</u> Serving GM (Finance)	<u>Member (Finance)</u> Serving GM (Finance)	<u>Member (Public)</u> Representative of consumer protection organisation Nominated by the Commission		<u>Member</u> Serving Senior EE	<u>Member</u> Serving Jt. Dir / SE / EE appointed by Licensee	<u>Member (Public)</u> Representative of Consumer association of NGO	<u>Member (Public)</u> Representative of Consumer association or NGO
4	<u>Member (Public)</u> Active member from Regd Society or NGO not less than 5 years appointed by the Commission	<u>Member (Public)</u> Representative of Regd Society or NGO appointed by the Commission						

Annexure - VII

Consumer Complaints dealt by CGRFs in other States

Sl. No.	Dist. Co./ Name of CGRF	Year	Complaints Received				Complaints disposed off	
			LT	HT	Others	Total	In favour of consumers	In favour of utility
A	Telangana State							
i	TSSPDCL							
1	CGRF-I	2014-15	143	27	77	247	237	10
		2015-16	174	25	222	421	394	27
2	CGRF-II	2014-15	314	29	57	400	305	95
		2015-16	389	51	290	730	565	165
ii	TSNPDCL							
3	CGRF	2014-15	133	14	295	442	396	46
		2015-16	289	13	227	529	443	86
B	Andhra Pradesh							
iii	APSPDCL							
4	CGRF	2014-15	153	14	90	257	231	26
		2015-16	344	13	227	584	508	76

7.1.5 Number and Nature of Grievances filed before the Forums

The nature of grievances could broadly be categorized as –

i)	Billing related	Billing errors, back billing etc.
ii)	Metering related	Defective meters, burnt meters, number jumping of meters, erratic recording of consumption etc.
iii)	Power supply related	Frequent interruptions, voltage fluctuations, etc., low voltage, high voltage and other supply related.
iv)	Disconnection and Reconnection of supply	Wrong disconnections, delay in reconnection etc.
v)	Release of new service connections	Delays in release of new service connection etc.
vi)	Category change, title transfer etc.,	Delay in effecting tariff change, title change etc.
vii)	Others	Grievances other than mentioned above, such as shifting of line, street lights not functioning, shifting etc. of service etc.

The number and nature of grievances filed before each of the Forums over the last 3 to 5 years and the disposal of grievances are given state-wise in the respective state reports. State-wise summary of nature of grievances filed over the last 3 to 5 years are given in Table 4 below:

Table-4

Number and Nature of Grievances filed year wise

State: Andhra Pradesh

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2005	54	32	5	4	22	27	46	190
2006	213	210	16	6	28	69	130	672
2007	130	135	7	4	43	42	110	471
Total	397	377	28	14	93	138	286	1333
% of total grievances	29.8	28.2	2.1	1.1	7.0	10.4	21.4	100

State: Tamil Nadu

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2004	41	29	55	25	67	28	127	372
2005	106	26	140	30	108	30	268	708
2006	90	30	101	34	134	83	258	730
2007	112	74	93	98	143	78	231	829
2008 (Upto 03/08)	28	9	7	4	11	9	68	135
Total	377	168	396	191	463	228	952	2775
% of total grievances	13.6	6.1	14.2	6.9	16.7	8.2	34.3	100

State: Kerala

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2006	82	14	32	8	53	13	130	337
2007	79	19	28	2	22	29	87	266
2008 (Upto 03/08)	10	6	—	—	—	3	16	35
Total	171	39	60	10	80	45	233	638
% of total grievances	26.8	6.1	9.4	1.6	12.5	7.1	36.5	100

State: Gujarat

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2005	134	38	8	17	22	5	41	265
2006	276	91	20	35	38	7	102	569
2007	224	60	18	34	86	10	99	531
Total	634	189	46	86	146	22	242	1365
% of total grievances	46.4	13.8	3.4	6.3	10.7	1.6	17.8	100

State: Madhya Pradesh

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2004	87	21	5	9	23	1	132	278
2005	1214	215	35	135	143	21	871	2634
2006	1133	136	34	107	116	9	461	1999
2007	821	109	9	66	48	11	163	1227
2008 (Upto 03/08)	181	33	2	42	46	2	58	364
Total	3436	514	85	359	376	44	1688	6502
% of total grievances	52.9	7.9	1.3	5.5	5.8	0.7	25.9	100

State: Chhattisgarh

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2005	19	1	—	—	—	—	2	22
2006	39	6	1	2	8	5	29	90
2007	72	8	5	8	15	10	24	142
Total	130	15	6	10	23	15	55	254
% of total grievances	51.2	5.9	2.4	3.9	9.1	5.9	21.6	100

State: Delhi

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2004	552	137	12	34	50	17	19	821
2005	956	149	22	29	95	23	39	1313
2006	951	147	23	48	157	22	32	1380
2007	789	161	12	40	260	16	19	1290
Total	3248	587	69	151	562	78	109	4804
% of total grievances	67.6	12.2	1.4	3.2	11.7	1.6	2.3	100

State: Uttar Pradesh

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2004	66	10	3	24	5	1	42	151
2005	124	10	5	46	9	5	74	273
2006	151	18	2	41	24	1	136	373
2007	197	16	10	36	17	3	158	437
Total	538	54	20	147	55	10	410	1234
% of total grievances	43.6	4.4	1.6	11.9	4.5	0.8	33.2	100

State: Punjab

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new service	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2006	20	80	20	35	5	—	80	240
2007	20	40	10	15	6	2	63	156
2008 (Upto 03/08)	—	5	4	2	2	—	28	41
Total	40	125	34	52	12	2	171	437
% of total grievances	9.2	28.6	7.8	11.9	3.0	0.4	39.1	100

State: Orissa

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2004	415	688	53	69	17	25	341	1608
2005	1260	870	112	167	44	24	127	2604
2006	877	488	49	99	60	27	189	1789
2007	996	225	115	115	56	20	138	1665
2008 (Upto 03/08)	313	81	11	67	24	9	26	531
Total	3861	2352	340	517	201	105	821	8197
% of total grievances	47.0	28.7	4.2	6.3	2.5	1.3	10.0	100

State: West Bengal

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2005	1479	227	308	121	783	103	1069	4090
2006	2088	209	405	78	1247	26	1428	5481
2007	1537	228	316	160	1160	45	1156	4602
Total	5104	664	1029	359	3190	174	3653	14173
% of total grievances	36.0	4.7	7.3	2.5	22.5	1.2	25.8	100

State: Jharkhand

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2006	63	—	—	—	4	—	1	68
2007	44	—	—	—	1	—	2	47
2008 (Upto 03/08)	14	—	—	—	—	—	—	14
Total	121	—	—	—	5	—	3	129
% of total grievances	93.8	—	—	—	3.9	—	2.3	100

State: Assam

Year	Grievances filed							Total
	Billing Related	Metering Related	Supply Related	Disconnection /Reconnection	Release of new services	Change of category / title change	Others	
1	2	3	4	5	6	7	8	9
2006	1	—	2	—	—	—	—	3
2007	3	—	—	1	2	—	1	7
2008 Upto 03/08	—	—	—	1	—	—	—	1
Total	4	—	2	2	2	—	1	11
% of total grievances	36.3	—	18.2	18.2	18.2	—	9.1	100

Assam Power Distribution Company Limited

Register of Complaints

Sl. No	Date	Time	Complaint No.	Name of Complaint and his telephone no	Type of problem	Complaint forwarded to	Details of redressal of complaint			Name of the official who attended rectification	Initials of AE	Remarks
							Date	Time	Details			

Assam Power Distribution Company Limited

Customer Service Centre

SC No.

COMPLAINTS

CSC No :

Date:

1. Name and Address of Consumer with Telephone No.:

2. Nature of complaint (Please tick the relevant Complaint) :

BILLING COMPLAINTS

CSC No :

- ☐ Additional Charges Dispute
- ☐ Arrears Dispute
- ☐ Back Billing Dispute
- ☐ Bill Correction Request
- ☐ Door Locked Cases

- ☐ Late Bill Receipt
- ☐ Meter Reading Correction Request
- ☐ Meter Reading Not Taken
- ☐ Name Correction
- ☐ On Demand Bill Receipt

- ☐ Re-Billing Request
- ☐ Surcharge Dispute
- ☐ Report of Theft/Malpractice
- ☐ Wrong Billing Request

O & M COMPLAINTS

CSC No :

- ☐ Line Bunched / Twisted
- ☐ Line – Tree Branches Touching
- ☐ Poll Fell Down
- ☐ Pole Leaning
- ☐ Pole Rusted / Damaged
- ☐ Pole Shock
- ☐ SC – Wire Broken
- ☐ SC – Wire Loose Connection

- ☐ Supply Failed – 1 Phase out
- ☐ Supply Failed - Individual
- ☐ Transformer-Cable/Lugs Burnt
- ☐ Transformer-Oil Leaking
- ☐ Transformer-Smoke /Flames
- ☐ Transformer-Sparking at Pole
- ☐ Voltage High
- ☐ Voltage Fluctuation

- ☐ Voltage Low
- ☐ Meter Running Slow / Sluggish
- ☐ Meter Running Fast
- ☐ Meter Struck Up
- ☐ Other Meter Defects
- ☐ Shifting of Meter
- ☐ Street Light Complaints

APPLICATION ON OTHER CUSTOMER SERVICES

CSC No :

- ☐ Additional Load Complaint
- ☐ Address Correction
- ☐ Category Change

- ☐ DTR Shift
- ☐ Line Shift
- ☐ Requirement of Addl Poles

- ☐ Shifting of Service / Meter
- ☐ Title Transfer
- ☐ Dismantle of Services

Consumer Statement

Signature of the Consumer

RECORD OF THE APPLICATION

- | | |
|--|---|
| 1. Sent to AE/Operation on _____ | 5. Informed to Consumer for Payment _____ |
| 2. Received from AE/Operation on _____ | 6. Payment Received _____ |
| 3. Sent to AAO / ERO on _____ | 7. Sent to AE / OP _____ |
| 4. Received from AAO / ERO _____ | 8. Work Completed on Date _____ |

Record Notes of the Stakeholders Meeting on the draft Final Report of the Study on Effectiveness of Consumer Grievance Redressal Mechanism and SOP Compliance by the APDCL.

The Administrative Staff College of India (ASCI), Hyderabad submitted a draft final report of the Study mentioned above and the Commission directed that a Stakeholders meeting be organized to discuss the same. Accordingly, a stakeholders meeting was organized in the Conference Hall, NEDFi House, Guwahati on 25th July, 2016 where ASCI made a Power-point presentation on the scope and findings of the Study.

The purpose of this meeting was to elicit opinion from the Stakeholders on the findings of the Study and provide suggestions for improvement of the consumer grievance redressal system in the State besides improving overall performance of the distribution licensee.

The Hon'ble Electricity Ombudsman, Chairman of the Power Utilities, Addl. Chief Secretary, Power Department, Govt. of Assam, MD of APDCL, Chairpersons of the 8 Consumer Grievance Redressal Forums and other officers of APDCL and some members of the State Advisory Committee were invited to the Meeting. The list of invitees who attended the meeting is appended to these record notes as Annexure –A.

The meeting was presided over by the Hon'ble Chairperson of the Commission, Shri N.K. Das. Hon'ble Members, Shri D. Chakravarty and Shri S.C. Das were also present.

Welcoming the participants, the Chairperson of the Commission briefly stated the purpose for the meeting followed by a brief introductory session. He then permitted ASCI to make the Presentation.

Some important observations made during the course of the discussions that followed the Presentation are briefly noted below:

- i) Consumer Awareness about the CGRFs and Electricity Ombudsman is less throughout the State and efforts must be made to improve awareness.
- ii) Independent Consumer Grievance Redressal Forums of the distribution licensee may improve consumer contact with the CGRFs. It was informed by ASCI that the Standing Committee on Energy recommended independent CGRFs for better consumer response.
- iii) CGRFs should be given discretionary powers to take impartial decisions and there was also a request from a CGRF that the recovery period in case of unaccounted bills need to be enhanced beyond 2 years and amendment to the AERC Supply Code may be necessary.
- iv) It was suggested by ASCI that the electromechanical meters, if replaced with good quality electronic meters, will help reduce theft of electricity. Besides, to stop hooking, normal conductors are to be replaced with Aerial Bunched Conductors, wherever possible.

It was informed that the electronic meters that were supplied against RGGVY are of very low quality and becomes dysfunctional within a few months of installation. A policy decision needs to be taken by the Central and State Governments regarding the issue to improve both power quality in the State and revenue of the distribution licensee.

- v) MD, APDCL observed that replacement of failed distribution transformer (DTR) did take some time particularly in the rural areas because of absence of rolling stock. He further observed that during the rainy season, the electrical poles were uprooted due to loose texture of the soil in different areas of lower Assam which led to disruption in power supply in those areas. He stated that during such time, the Company could not adhere to the Standards of Performance specified by the Regulations.

It was suggested by few members present that for repeated DTR failure in a region, the network required to be checked.

- vi) Representative from Assam Branch of Indian Tea Association (ABITA) observed that availability of power improved by 15%-18% in Upper Assam Tea gardens over the last financial year. However, there were frequent load shedding and low voltage problems in the tea gardens of North Bank. Although availability have improved even in North Bank over the last couple of years, the quality of power is poor due to which the power could not be utilized for running the machines etc despite being available. He requested the concerned authorities present to take action in this regard.
- vii) It was also requested by ABITA that the bill on revised load security should be accompanied by a separate calculation sheet showing different components of load security.
- viii) ABITA also requested that the Coordination Committees on Power constituted in different Electrical Circles for power infrastructure

development and uninterrupted power supply to tea gardens must be revived and meetings held.

- ix) The Grahak Suraksha Sanstha representative stated that LED bulbs were distributed in Andhra Pradesh at Rs 10/- per bulb while the price in Assam is Rs 100/-. Therefore, there is scope to reduce the price and increase demand for the product, thus reducing power demand particularly during the peak period.
- x) NESSIA representative stated that APDCL should hold at least one awareness meeting every month among the consumers at the sub-divisional level.
- xi) NESSIA suggested that APDCL may introduce the system of maintaining Field Engineer Service Report (FESR) by the Field Engineers who attend complaints from consumers. Such FESRs, usually maintained by the MNCs, record every aspect of the consumer complaint like time of complaint, its type, name of service person, time of redressal, etc and these not only help in keeping records but also help in getting the complaints redressed in an efficient manner.
- xii) It was observed by ASCI that APDCL is not maintaining proper records of the complaints/grievances which are attended/ redressed at the Level –I & Level-II.

The Commission suggested that APDCL may examine the introduction of an interactive website/ software where all details of all complaints are entered and compiled monthly figures are readily available at the end of the month both for redressal of grievances and services as per AERC (Distribution Licensees' Standards of Performance) Regulations and AERC (Supply Code) Regulations. All concerned officials including the in-charge of 33/11 KV substation may be given a terminal etc, so that data can be entered at all action points.

- xiii) NESSIA requested that the provision of getting State Government approval for sanction of load beyond 2 MVA must be done away with because it leads to unnecessary delay and harassment. The Commission observed that the Electricity Act, 2003 do not have provision for the State Government to sanction/ approve the sanction of load. The matter must be brought to the notice of the State Government by APDCL in interests of the HT consumers.
- xiv) On a query from CGRF, Dibrugarh regarding the complaints from consumers forwarded from the Commission, it was informed that the Commission has made it a point to forward all complaints of general nature received from consumers from throughout the state to the respective CGRFs for redressal.
- xv) There were a few points that the Commission asked ASCI to incorporate in their report as follows:
 - ✓ An executive summary of the Study.
 - ✓ A pictorial representation of the Consumer Grievance Redressal Mechanism highlighting Level I and Level II of the Complaints handling process as most of the complaints are redressed at those levels.

- ✓ The cover page to include some pictures of the Power sector.
- ✓ A foreword from the Chairperson of the Commission is to be included in the report.

ASCI is required to submit the final report after approval of the Commission latest by 25th August 2016. The final report should be printed as per the specifications in the Terms of Contractual Agreement.

There were no further discussions. The meeting ended with thanks from the Chair.

**Secretary,
Assam Electricity Regulatory Commission**

Invitees present during the Meeting

1. Shri R.L. Duarah, IAS (Retd.), Hon'ble Electricity Ombudsman.
2. Dr Om Prakash, IAS, Managing Director, Assam Power Distribution Company Limited (APDCL).
3. Shri S. Ghosh, Secretary, Assam Branch of Indian Tea Association (ABITA).
4. Shri A. A. Carpenter, Member, Assam Branch of Indian Tea Association (ABITA)
5. Shri Rajat Bhartia, Executive, Federation of Industries of North Eastern Region (FINER).
6. Dr. Birendra Kumar Das, President, Grahak Suraksha Sanstha.
7. Shri B. Saikia, Secretary, Grahak Suraksha Sanstha.
8. Shri S. Baruah, President, North Eastern Small Scale Industries Association (NESSIA).
9. Shri K. Medhi, Secretary, North Eastern Small Scale Industries Association (NESSIA).
10. Shri Bimal Kumar Chaudhury, Chairman, CGRF – Guwahati & Rangia Zone, APDCL.
11. Shri Dharani Kanta Das, Chairman, CGRF – Jorhat Zone, APDCL.
12. Shri Upen Ch. Goswami, Chairman, CGRF – Bongaigaon Zone, APDCL.
13. Shri Rupam Boruah, Chairman, CGRF – Tezpur Zone, APDCL.
14. Mrs Arundhati Devi, Chairman, CGRF – Dibrugarh Zone, APDCL.
15. Shri Manoj Kumar Mahanta , Chairman, CGRF – Nagaon Zone, APDCL.
16. Shri Nikhilesh Baruah , CGM (LAR), APDCL.
17. Shri Rajendra Deka , CGM (CAR), APDCL.
18. Shri B.C. Bordoloi , CGM (UAR), APDCL.
19. Shri M.C. Gogoi, CGM (Com), APDCL.
20. Shri J. Bordoloi, AGM, Guwahati Zone, APDCL.
21. Shri Dulal Chandra Das, AGM (HR), Jorhat Zone, APDCL.
22. Shri A. Rashid, CEO, Badarpur, APDCL.

Officers & Consultants of AERC

1. Shri S.K. Roy, ACS (Retd.), Secretary.
2. Shri T. Mahanta, Joint Director (Tariff)
3. Shri G. Sharma, Deputy Director (Engg.)
4. Shri A. Purkayastha, Deputy Director (Finance)
5. Ms. P. Sharma, Consultant (Finance, Consumer Advocacy).
6. Shri S. Tamuli, Consultant (I)
7. Shri N. Deka, Consultant (Technical)
8. Shri J. Bezbaruah, Consultant (II).
9. Shri H. Bhattacharya, Consultant (Audit).