

ANNEXURE-I								
ALERT - Escalation - for complaints Booked in CCC - APSPDCL								
SOP_TYPE	Urban				Rural			
	After Booking Complaint in AE/O AAO/ERO login	ESC1_DESC ADE/O AO-Revenue	ESC2_DESC DE/O SAO-Operation	BRT_DESC SE-Operation	After Booking Complaint in AE/O AAO/ERO login	ESC1_DESC ADE/O AO-Revenue	ESC2_DESC DE/O SAO-Operation	BRT_DESC SE-Operation
Resolution of Billing Complaints (If additional information is required)		5 Days	6 Days	7 Days		5 Days	6 Days	7 Days
Resolution of Billing Complaints (If no additional information is required)		12 Actual Hrs	18 Actual Hrs	24 Actual Hrs		12 Actual Hrs	18 Actual Hrs	24 Actual Hrs
Reconnection Following Disconnection Due To Non Payment of Bills		3 Working Hrs	3.5 Working Hrs	4 Working Hrs		6 Working Hrs	9 Working Hrs	12 Working Hrs
Normal Fuse-off Call		3 Working Hrs	3.5 Working Hrs	4 Working Hrs		6 Working Hrs	9 Working Hrs	12 Working Hrs
Overhead Line/ Cable breakdowns		4 Actual Hrs	5 Actual Hrs	6 Actual Hrs		12 Actual Hrs	18 Actual Hrs	24 Actual Hrs
Underground cable breakdowns		6 Actual Hrs	9 Actual Hrs	12 Actual Hrs		24 Actual Hrs	36 Actual Hrs	48 Actual Hrs
Distribution Transformer Failure		12 Actual Hrs	18 Actual Hrs	24 Actual Hrs		24 Actual Hrs	36 Actual Hrs	48 Actual Hrs
Voltage fluctuations (No expansion/ enhancement of network involved)		8 Days	9 Days	10 Days		8 Days	9 Days	10 Days
Voltage fluctuations (Up-gradation of distribution system required)		60 Days	84 Days	120 Days		60 Days	84 Days	120 Days
Scheduled outage		6Hrs	9Hrs	12Hrs		6Hrs	9Hrs	12Hrs
Meter Complaints ((Meter Struckup)		15 Days	20 Days	23 Days		20 Days	25 Days	30 Days
Meter Complaints (Meter Burnt)		5 Days	6 Days	7 Days		5 Days	6 Days	7 Days