



## CO-OPERATIVE ELECTRIC SUPPLY SOCIETY LIMITED,

Regd. No.748/TD

A Project Financed by REC Ltd.,

New Delhi, (A Govt. of India concerned)

**SIRCILLA – 505 301**

Dist: RajannaSircilla  
Telangana

COMPLAINT NO: 04

Applicant Name: Vijaya Bhaskar, Bharathiya kishan sangh.

Subject:- Submission of Objections/Suggestion on O.P. Nos.70&72 of 2025;O.P.Nos 21&22 of 2025 of TGSPDCL ARR Fillings.

| Subject   | Explanation   |          |                     |          |         |         |      |      |   |                      |      |      |   |
|---|---|----------|---------------------|----------|---------|---------|------|------|---|----------------------|------|------|---|
| <p>I herewith file the Objections/Suggestions regarding the above.</p> <p>1.The Company has not substantiated the measures to bridge revenue gap by operational efficiency.</p> <p>2.Customer complaints, accident cases details are to be provided.</p> <p>I request you to consider this submission and permit me to present further details during the public hearing.</p> | <p>1) CESS Ltd., Sircilla submit that, it is continuously striving to improve operational efficiency by implementing loss reduction measures and power purchase optimization initiatives. These efforts are ongoing and sustained, and the details have been comprehensively outlined in the Operational Performance chapter of The ARR filings.</p> <p>2) CESS Ltd. Sircilla Consumer complaints</p> <table border="1"><thead><tr><th>FY</th><th>Complaints received</th><th>Resolved</th><th>pending</th></tr></thead><tbody><tr><td>2024-25</td><td>3920</td><td>3920</td><td>0</td></tr><tr><td>2025-26(Upto Jan-26)</td><td>2965</td><td>2956</td><td>9</td></tr></tbody></table> <p>Pending 9 complaints are under rectification.</p> <p>CESS Ltd,Sircilla submit that the details of consumer accident cases, along with ex-gratia sanctioned statement is enclosed here with.</p> | FY       | Complaints received | Resolved | pending | 2024-25 | 3920 | 3920 | 0 | 2025-26(Upto Jan-26) | 2965 | 2956 | 9 |
| FY  | Complaints received   | Resolved | pending             |          |         |         |      |      |   |                      |      |      |   |
| 2024-25   | 3920  | 3920     | 0                   |          |         |         |      |      |   |                      |      |      |   |
| 2025-26(Upto Jan-26)  | 2965  | 2956     | 9                   |          |         |         |      |      |   |                      |      |      |   |

  
Managing Director,  
CESS Ltd., Sircilla.