



**TELANGANA STATE ELECTRICITY REGULATORY COMMISSION HYDERABAD**  
**5th Floor, Singareni Bhavan Lakdi-ka-pul Hyderabad 500004**

I. A. No. 12 of 2020

in

O.P.No.13 of 2020

Dated 04.05.2020

**Present**

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

**Between:**

1. Southern Power Distribution Company of Telangana Limited,  
6-1-50, Mint Compound, Hyderabad, Telangana – 500 063.
2. Northern Power Distribution Company of Telangana Limited,  
H.No.2-5-31/2, Corporate Office, Vidyut Bhavan,  
Nakkalgutta, Warangal – 506 001.

... Applicants / Petitioners in O.P.No.13 of 2020

AND

-Nil-

... Respondent

The interlocutory application having stood over for consideration to this day, the Commission passed the following:

**ORDER**

The distribution licensees in the State of Telangana (TSDISCOMs) being the petitioners Southern Power Distribution Company of Telangana Limited (TSSPDCL) and Northern Power Distribution Company of Telangana Limited (TSNPDCL) have filed an Interlocutory Application for providing relaxation to the DISCOMs on applicability of clauses in the Electricity Supply Code Regulation (Regulation No.5 of 2004) as part of the measures to minimize public interface in view of Corona Virus pandemic (COVID-19).

2. The applicants have stated in the present application as below.

- i) In order to contain the rapid spread of Corona virus (COVID-19) epidemic in the country including the State of Telangana, the Central Government (Gol) and the Government of Telangana (GoTS) had initially announced lockdown till 14.04.2020. The Government has imposed strict restrictions on the movement of general public and advised people to stay indoors and maintain social distancing.
- ii) However, electricity being essential service, is exempted from such restriction and maintenance of uninterrupted power supply needs to be ensured by the distribution licensees. Apart from maintaining continuous electricity supply, DISCOMs have to perform various consumer services such as meter reading, bills distribution, bills collection, etc., which involves public interface. All these activities are required to be performed as per the procedure prescribed under APERC Supply Code Regulation No.5 of 2004 adopted by the TSERC Regulation No.1 of 2014. Further, the time bound services which also involves public interface such as release of new service connections, extension of additional loads, redressal of various consumer grievances, etc., are to be addressed in stipulated time, failing which the DISCOMs are liable to pay compensation as prescribed under TSERC Standards of Performance vide Regulation No.5 of 2016.
- iii) Hence, the licensees had filed a petition seeking certain relaxations to the DISCOMs in the said Regulations till such time the government's order imposing restrictions on account of COVID-19 is in force. Accordingly, the Commission taking into cognizance of the fact have passed an order in O.P.No.13 of 2020 dated 06.04.2020 permitting certain relaxations to the DISCOMs.
- iv) The Ministry of Home Affairs, Gol vide its order No.40-3/2020-DM(I)(A) dated 24.03.2020 has imposed lockdown with certain exceptions in all parts of the country for a period of 21 days with effect from 25.03.2020 to contain COVID-19 pandemic in the country and the lockdown was further extended from 15.04.2020 to 03.05.2020.
- v) Further, GoTS vide G.O.Ms.No.45, dated 22.03.2020 and G.O.Ms.No.46 dated 22.03.2020 has notified lockdown in the entire State of Telangana till 31.03.2020 for containment of COVID-19 epidemic in the State. Subsequently, vide G.O.Ms.No.54, dated 28.03.2020, G.O.Ms.No.57, dated

12.04.2020 and G.O.Ms.No.60, dated 19.04.2020 the lockdown period has been extended upto 07.05.2020.

vi) As such it is evident, that the DISCOMs will not be able to perform certain activities/duties as mandated in the supply code regulation, 2004 till the lockdown on account of COVID-19 is in force in the State.

vii) Hence, the DISCOMs proposes to extend the provision of the following relaxations in the said regulation till such time the government's order imposing restrictions on account of COVID-19 is in force.

(a) The DISCOMs shall suspend the non-essential services which require visiting consumer premises or meeting consumer in person that is meter reading, billing, bill collection at manual bill payment counters, etc.

(b) Due to absence of meter reading, the billing for the month of May 2020 for LT consumers shall be estimated and levied as per the following procedure.

1. **For LT-I and LT-VI(A) & VI(B) category consumers:** The demand for May-2020 shall be raised for the units billed in the month of May-2019 for the consumers who are existing in the month of May-2019.
2. **For LT-I and LT-VI(A) & VI(B) category consumers released after 01.05.2019 to 29.02 2020:** The demand shall be raised in the month of May-2020 based on the units billed for the month of March-2020.
3. **For LT-I and LT-VI(A) & VI(B) category consumers released during the month of March & April 2020:** The minimum demand shall be raised for the month of May-2020.
4. **For LT-II, III, IV, VII & VIII category consumers:** It is proposed to issue minimum bills for the month of May-2020 to the LT-II, III, IV, VII and VIII category services if lockdown period is extended further from 07.05.2020, otherwise the electricity bills will be issued for the actual readings by visiting the consumers' premises.

3. The applicants have sought the following prayer in the application.

“Hence, the Licensees humbly prays the Commission to permit the above mentioned relaxations to the DISCOMs in the prescribed regulations till such time the GoTS restrictions on account of COVID-19 is in force.”

4. The Commission has examined the issue and circumstances that have led to this request. The Commission, being conscious and privy to the events that have unfolded due to the rise of pandemic COVID-19, had passed an ad interim order earlier as stated by the applicants in their application.

5. The Commission is privy to the fact that the Ministry of Home Affairs, Gol, vide Order No.40-3 / 2020 – DM – I (A), dated 01.05.2020 has issued directions that the lockdown period is extended for a further period of two weeks with effect from 04.05.2020 and also issued new guidelines on the measures to be taken for containment of COVID-19 in the country for the extended period of National Lockdown.

6. While the electricity has been allowed as an essential service, since the orders and guidelines continue to require people to stay indoors as also maintaining social distancing, therefore the personnel of the applicants cannot perform certain tasks as set out in the application and mentioned herein above without they being present physically at the consumer location or field places.

7. Now therefore, the applicants have sought authorisation to apply the relaxation as stated in the application in complying with the timelines mentioned in the regulations and terms and conditions of supply. The Commission notices that there is one subtle difference in the request made in the main petition and this application.

8. Though this is a deviation from the order passed by the Commission earlier, yet we deem it appropriate to allow the request of the applicants with regards to Supply Code Regulation No. 5 of 2004 as prayed in the application, as ad-interim measure on provisional basis during the lockdown period.

9. The DISCOMs are directed as follows:

- i) to ensure continuity of supply.
- ii) to undertake the activities duly adhering to the orders and guidelines

issued by the Government from time to time.

- iii) in absence of meter reading, the consumer shall be intimated through digital channel (email, sms, mobile application) about their computed bill amount for the month of May 2020.
- iv) to communicate the same to general public through social media, electronic media and print media for wider publicity.
- v) to take meter readings of the LT-services in succeeding billing cycle immediately after lifting of the lockdown orders by the GoTS for arriving at actual consumption as per tariff conditions and regularise the CC bills raised on provisional basis.

10. This order is passed by the Commission as an interim measure only in this interlocutory application. The applicants are directed to place the status of implementation of this order immediately after lifting of the lockdown measures and Commission will decide on such further course of action as may be necessary including passing of the final order in this application as also the main petition duly following the procedure in accordance with Act, 2003 and regulations thereunder.

***This order is corrected and signed on this the 4th day of May, 2020.***

Sd/-	Sd/-	Sd/-
(BANDARU KRISHNAIAH)	(M.D. MANOHAR RAJU)	(T. SRIRANGA RAO)
MEMBER	MEMBER	CHAIRMAN

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