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**CENTRAL POWER DISTRIBUTION COMPANY OF A.P GREATER HYDERABAD.  
CORPORATE OFFICE, MINT COMPOUND GREATER HYDERABAD**

**Office of the  
Chief General Manager (Commercial)  
APCPDCL, Corporate Office,  
Mint Compound, Hyderabad**

**Memo.No.CGM(Comm)/GM(CS)/Cor.Off/HYD/F.No.13/D.No.48/2013, Dt: 17/9/2013**

**Sub:-** APCPDCL – Customer Services – Amendment to title transfer procedure and documents required - Procedure and documents required for name and address correction - Guidelines communicated - Reg.

**Ref:-** Lr.No.GM(CS)/D.No. 54/2007, Dt: 16/7/2007

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As the procedure for title transfer communicated vide reference cited lacks some clarity in respect of indemnity bond and documents required, different procedures are adopted in different Integrated Customer Service Centres causing inconvenience to the consumers approaching the ICSCs/CSCs. Also, there are no separate guidelines for name and address correction.

Hence, in order to bring uniformity in the procedures at all ICSCs/CSCs, the CMD/CPDCL has approved the amendments made to title transfer procedure and documents required. The procedures and documents to be collected for title transfer, name correction and address correction are herewith enclosed.

All Divisional Engineers/Operation and Assistant Divisional Engineers/Operation are hereby instructed to strictly follow the guidelines prescribed for title transfer, name correction and address correction. Any violation of the prescribed guidelines observed during the CSC inspections will be viewed seriously.

All Superintending Engineers/Operation are informed to ensure strict compliance of the above guidelines. The receipt of the memo may be acknowledged.

**Encl: As above**

*Handwritten signature*  
ADE/CS

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GM(CS)

**Chief General Manager (Commercial)**

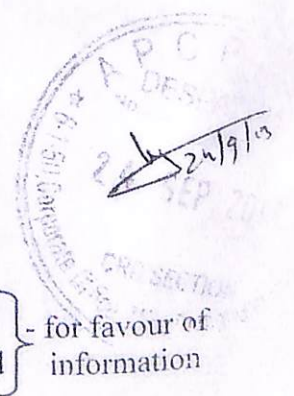
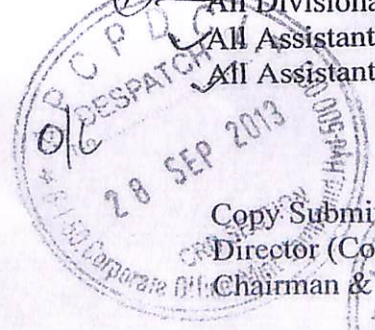
- To
- All Superintending Engineers/Operation/ APCPDCL
- All Divisional Engineers/Operation/APCPDCL
- All Assistant Divisional Engineers/Operation/APCPDCL
- All Assistant Engineers/Integrated Customer Service Centres/APCPDCL

Copy Submitted to the  
Director (Commercial)/ Corporate Office/ Mint compound/APCPDCL  
Chairman & Managing Director/APCPDCL/Corporate Office/Mint Compound

} - for favour of information

*Handwritten note:* 1/8 29/9/13

*Handwritten note:* 28/9/13



*Handwritten note:* 17/9/13

*Handwritten note:* 26/9/13



## DOCUMENTS REQUIRED FOR TITLE TRANSFER:-

- 1) Complaint application form with 1No. Photo of the applicant.
- 2) Transfer application form with signature of earlier consumer on whose name the supply has been released and by the new applicant in duplicate.
- 3) Indemnity bond in a prescribed format on a Non-Judicial stamp paper worth Rs.100/- is mandatory for all applicants for undertaking the service connection on his/her name
- 4) Copy of registered sale deed (or) registered will deed (or) registered General Power of Attorney (GPA) in the name of present applicant and wherever applicable, link documents of the premises of the service to be submitted to establish the connection between previous consumer and present consumer.
- 5) In case, title transfer to any legal heir is required, copy of registered will deed, death certificate of previous owner and legal heir certificate. In case the will deed is not registered, death certificate and legal heir certificate are mandatory.
- 6) Latest electricity bill and payment receipt.
- 7) Latest house tax receipt if available.
- 8) In case the transferor is not alive or not available on the station and not likely to return to the station, the transferee shall furnish Encumbrance Certificate (EC) in order to confirm the connection between previous owner and present owner.
- 9) In case, property documents are named on more than one person, then No-Objection Consent (NOC) must be executed in a prescribed format by the remaining consumers on a Non-Judicial stamp paper worth Rs.10/- duly enclosing the ID proof of Present Owner.
- 10) Attestation by Gazetted Officer on all the documents.
- 11) Demand draft in favour of "APCPDCL" of any nationalized bank (or) Payment Receipt (PR) from ERO counter towards application fee. Amount is Rs.25/- for LT Category-I services and Rs.50/- for all other LT category services.
- 12) Formats for Indemnity bond and No-Objection Consent (enclosed).

## PROCEDURE FOR TITLE TRANSFER:-

- 1) Register the application form in the required (Present owner) name duly collecting all the required documents.
- 2) Insist on True Copy of Sale Deed and not "Agreement to Sell".
- 3) The registered title transfer applications shall be immediately forwarded to the concerned ADEs/Operation.
- 4) The process of recording and execution of "Title Transfer / Name Change" applications registered at the Customer Service Centres, is explained as follows.

5) Officers Competent to approve title transfer / name change:

- a. Category I & II : Assistant Divisional  
Engineers/Operation
- b. Other LT Category : Divisional Engineers/Operation
- c. HT Services : Superintending Engineer/Operation

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6) Arrears shall be verified from the latest bill. No reference to the ERO shall be required.

7) The authorized officer shall approve title transfer / name change after verifying the following:

- a. Sale deed and other documents furnished
- b. Adequacy of Security Deposit
- c. Ensuring no arrears are outstanding against service

8) The entire work shall be processed only at the Sub-Division Office / Divisional Office / Circle Office.

9) The title transfer applications need not be forwarded to section officer.

10) After approval of the name transfer, copies may be marked to the concerned ERO to effect necessary changes in EBS.

11) Title Transfer / Name change shall not be allowed in case the consumer service is under litigation or any court cases are pending against the service.

12) The responsibility of correctness of documents rests with the competent officers.

13) The SAO/AO/AAO shall ensure that title transfers are effected in EBS immediately after receiving the applications and feedback reports shall be submitted to ADE/Operation weekly once without fail.

14) DEs/Operation, ADEs/Operation and AAOs/ERO shall ensure that title transfer complaints are rectified as per the citizen charter.

**DOCUMENTS REQUIRED FOR NAME CORRECTION / ADDRESS CORRECTION:-**

- 1) Complaint application form.
- 2) Copy of registered sale deed in the name of applicant.
- 3) Copy of ID proof / Address proof.
- 4) Latest electricity bill and payment receipt.
- 5) Latest house tax receipt.
- 6) Attestation by Gazetted Officer on all the documents.

**PROCEDURE FOR NAME CORRECTION / ADDRESS CORRECTION:-**

- 1) Register the application form duly collecting all the required documents.
- 2) The registered applications shall be immediately forwarded to the concerned ADEs/Operation.
- 3) The ADE/Operation shall approve Name correction / Address correction after verifying the sale deed and other documents furnished with the application.



- 4) The name correction / address correction applications need not be forwarded to section officer.
- 5) After approval of the name correction / address correction, copies may be marked to the concerned ERO to effect necessary changes in EBS.
- 6) The AAO/ERO shall ensure that name / address corrections are effected in EBS immediately after receiving the applications and feedback reports shall be submitted to ADE/Operation weekly once without fail.
- 7) ADEs/Operation and AAOs/ERO shall ensure that name / address correction complaints are rectified as per the citizen charter.

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### INDEMNITY BOND

1. This Deed of Indemnity executed on this the \_\_\_\_\_ Day of \_\_\_\_\_ by Sri/Smt. \_\_\_\_\_ (Name), S/o, D/o, W/o Residing at house No. \_\_\_\_\_, here after called the indemnifier (which term shall mean and include Executors, administrators, heirs, successor and assignees) to in favour of the Andhra Pradesh Central Power Distribution Company Limited, hereinafter called the board (Which term means shall mean and include its successors in office and assigner.

3. Whereas the indemnifier has requested APCPDCL to change a service connection bearing No. \_\_\_\_\_ in his/her name subject to execution of an indemnity bond by him indemnifying the board against any damage or loss caused to the board in respect of the service connection in his name

4. The indemnifier undertakes the responsibilities in connection with the correctness of documents submitted for the purpose of transfer of service which is running in the name of \_\_\_\_\_ to his/her favour.

5. The indemnifier further undertakes to make good any sum that may be found to be done payable to the APTRANSCO with regard to all liabilities and claimers personally as well as by means of both movable and immovable properties and the APTRANSCO shall be at liberty to disconnect the service connection which is change in his name.

6. The indemnifier further undertakes the responsibility for all purposes and any legal obligations and liabilities which may arise due to transfer of service in his/her favour and the transferring authority is at liberty to cancel the above said transfer executed in his/her favour and may be continued in the previous title without any further transaction.

6 Now the conditions of the above written Bond is such that if the indemnifier shall duly and faithfully observe and perform the above said conditions, then the above written bond shall be void, other wise the same shall remain in full force.

7 In witness where of Sri/Smt. \_\_\_\_\_ The indemnifier has signed this deed on the day, month and year wherein before first mentioned.

SIGNED AND DELIVERED

BY  
In the presence of:  
Witnesses (Name and address)

**NO - OBJECTION CUM CONSENT LETTER**

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I \_\_\_\_\_ S/o,D/o,W/o. \_\_\_\_\_ Resident  
of H. No \_\_\_\_\_, \_\_\_\_\_ Hyderabad-A.P. do  
hereby state that I am the Owner / Joint owner of the above said premises, which  
is purchased from one Sri/Smt \_\_\_\_\_ vide registered document  
No: \_\_\_\_\_ Date \_\_\_\_\_.

I do not have any objection to give Title Transfer on Sc.No: \_\_\_\_\_  
H.No: \_\_\_\_\_ Hyderabad in  
the name of \_\_\_\_\_ S/o,D/o,W/o. \_\_\_\_\_ and I hereby signify  
my willingness / consent for the name transfer of said service connection.

Hence this No Objection cum consent letter.

**Witnesses:**

**Signature**