

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS
FOR 1st Quarter of 2011-12**

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
1	557/15.04.2011	Sri Samantula Satyanarayana, S/o Chinnayya, Yeleswaram Mandalam, Yeleswaram, East Godavari District	Existing DTR at "Nandi" Yeleswaram Village was removed but not erected so far though it was published in EENADU daily dt.27/02/11.	The existing load of SS 32, 100 KVA DTR was temporarily diverted to near by DTR and after drawn from Stores/Bommuru, the 100 KVA DTR of SS 32 was charged on 19.03.2011. Hence no deficiency of Service of Service in this regard.	Resolved	The reason for delay is due to non availability of 100 KVA DTR in Bommuru Stores and the same has attended on 19-03-11
2	553/15.04.2011	Smt. Yandam Ratnam W/o. Nagaraju Chaitanyanagar Co-operative Bank Back side Eleswaram Mandalam East Godavari District SC.No.6094.	Abnormal bill is issued in September, 2010 against SC.No.6094, Eleswaram (Vill & Mandal), East Godavari District.	As per the results of MRT Testing against the existing Meter of SC.No. 6094, Yeleswaram, the abnormal bill issued in the month of September, 2010 has been revised and balance amount has been communicated to the complainant for paying the same. The complainant shall pay the balance amount as per the revised bill.	Resolved	The reason for delay is due to receiving MRT Test Report and after receiving the same immediately recommended revision of bill to AAO/ERO/JGPT and revised the cc bill on 16-03-11
3	417/19.04.2011	Sri T. Umamahesh, S/o Appala Naidu, Opp: Santoshimatha Temple, Jaggapala Swami Street, Gaveryapalem, Anakapalli, Visakhapatnam Dist. Sc.No.57/A3.	Whenever the staff attending rectification of fuse of call complaint on the pole they are disconnecting the other live service and creating trouble to the consumers.	All the Respondents are herewith directed that the operation of disconnections or other works should be done carefully without effecting to other live services and not creating any trouble to the other consumers of the same pole. The complainant is advised to contact the respondents if such case is repeated with specific details. The respondents should be vigilant in preventing such cases.	Resolved	-
4	534/19.04.2011	Sri MD. Hafeez Thurpu Veedhi, Saibaba Temple Pappasahib Building, Eluru West Godavari District. Sc.No.15110-1105	Abnormal bill is being issued against SC.No.26832, Thurpu Veedhi	As per MRT Test Results, the existing removed meter running with 51.66% error against SC.No.26832, South Eluru, West Godavari District and accordingly the revision of bill was done and solved the issue	Resolved	-
5	617/19.04.2011	Sri Pamarty Venkata Satya Bhanu Murty, F-3, Pruthvi Enclave, 3rd Street, Jayasri Gardens, 80-30-17/3E, Arepalli Subba Rao Street, J.N.Road, Rajahmundry. E.G.Dist. Sc.No.008766/6201.	Name change is not affected from July-2010 against Sc.No.8766/ Cat-I.	The changes in the surname as well as father's name have been effected on 26.03.2011 in the consumer's Master of ERO/Records. Hence the Grievance is redressed.	Resolved	-

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6	626/19.04.2011	Smt Meka. Saraswathi, W/o. Meka Subba Rao, D.No.5-835, Abbreddy Colony, Kamana Garuvu Panchayati, Amalapuram, E.G.Dist. Sc.No.1672.	Though the meter is fixed in August, 2009, the first CC bill was issued in the month of February'2011 against Sc.No.1672, Kamana Garuvu Panchayati, Amalapuram Mandalam for huge amount.	The revision of bill has been made against SC.No. 1672, Kamana Garuvu Panchayati, Amalapuram Mandalam duly rectifying the date of release of supply as August, 2009 instead of January, 2011 under Indiramma Scheme and apportioning the total consumption from the original date of release of supply. The 1st Respondent is herewith directed that the services released should be incorporated in the same month and billing should be continued from the same month. Such type of issued should not be repeated in future.	Resloved	-
7	616/19.04.2011	Sri V. Satyam, Dr.No.7-21, Yernagudem, Old Community Veedhi, Devarapalli Mandalam, Eluru. W.G.Dist. Sc.No.1757.	Abnormal bill is issued against Sc.No.1757, Yarnagudem	The Revision of bill has been made against SC.No.1757, Yarnagudem, Devarapalli (M), West Godavari District duly taking the check reading and informed to the complainant for payment.	Resloved	-
8	533/19.04.2011	Sri A. Somulu D.No. 15-102, Saibaba Temple back side, Vidyanagar - 534007 West Godavari District. Sc.No.45580	The existing Meter is not working properly against SC.No.45580, Sathrampadu, D3.	Due to removed Meter particulars against SC.No. 45580, Sathrampadu, Eluru are not updated upto March, 2010, the CC bills are issued under Door Lock Status upto that period and now the above particulars have been regularized and revision of bill was made accordingly and the complainant has been paid the same. Hence the grievance has been redressed.	Resloved	-
9	608/19.04.2011	Sri Ch. Venkateswara Rao, and 16 Others, Rajavaram, Koyyalagudem Mandalam, W.G.Dist.	Low Voltage at S-S-10, Rajavaram, Koyyalagudem Mandalam	All the consumers having Agricultural Pump sets on SS-10, Rajavaram, Koyyalagudem (M) are directed that the rated capacitors to all services should be provided immediately to improve Voltage to all services at tail end. The respondents shall complete the work of providing the additional distribution transformer within the date committed by the 2nd respondent and report compliance within a week thereafter.	Resloved	-
10	536/21.04.2011	Sri Lachireddy Krishna Rao, Kanapaka D.No. 1-21-14/2, Near Prathibha Public School and District Collector Office Ward No. 21 Vizianagaram District - 534425	Release of new service connection for the newly constructed House on the upstairs of his house with SC.No.2609	The Complainant and the respondents shall ensure compliance with the procedure in clause-5 in the General Terms and Conditions of Supply. The complainant is advised to register the L.T application with the relevant and required data as per the General Terms and Conditions of Supply duly ensuring the prerequisites as above to entitle to get the service connection released. The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter.	Resloved	-

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11	606/26.04.2011	Sri N. Durga Prasad, Near Government I.T.I, Opp: Ratnam Motors, Satrampadu, Eluru, W.G.Dist.	New service connection under Cat-II is not released so far though he paid necessary charges on March-2010.	<ul style="list-style-type: none"> The grievance is redressed duly releasing a new service connection with Sc.No.63520 in the name of the complainant's wife without pole extension as a pole with service line was provided in the same for another prospective consumer who paid for pole extension and got released his service connection. 	Resolved	-
12	495/21.04.2011	Smt I. Lakshmi, C/o R. Babu Rao, M.V.P. Colony, Sector - 10 Sai Theeruthu Towers, D. No. 2-39-13, Visakhapatnam - 17	The structure for DTR which is under erection is to be shifted at Sridatta Sai Nagar, Near Gajuwaka Police Station, Visakhapatnam	<p>Since, the 2nd respondent has mentioned in his written submission that providing of the DTR at the location of the complainant is cancelled and the work is going on in a new location; the respondents shall act accordingly.</p> <p>The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter.</p>	Resolved	-
13	410/03.05.2011	Sri Ganta Satyanarayana, D011/9163/ D1 Section, Miriya Colony, Anakapalli, Visakhapatnam Dist. Sc.No.9163	Issued abnormal CC bill for Rs.173109-50 in 2/2010	<ul style="list-style-type: none"> After thorough verification of records, discussions with respondents, physical verifications of 1st respondent and DPE wing and final written submission of respondents and after conducting court, the following order is herewith passed for implementation with immediate effect against Sc.No.9163, Miriyala Colony, D1 Section, Anakapalli. The 3rd respondent is herewith directed that the CC bill for February'2010 should be revised duly taking the readings as final reading 34103 and initial reading as 32509 and bill is to be issued to the different units only. Further, the excess demand already raised Utsupra should also be withdrawn on war footing basis. Accordingly the revised bill amount should be informed to the complainant immediately. The complainant is liable to pay the revised CC bill for February'2010. <p>The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter.</p>	Resolved	
14	596/06.05.2011	Smt B.M. Kasturi, Samata Sadan, Near Mosque Street, Chintalapudi - 534460, W.G. Dist. Sc.No.512	Abnormal bill issued in March'2011 against Sc.No.512, Chintalapudi	<ul style="list-style-type: none"> 3rd respondent is directed that the billing for the total consumption from the initial reading of the new meter fixed i.e. on 8/07/10 to up to date i.e. February'2011 shall be apportioned and revised bill is to be issued and the bill amount is to be communicated to the complainant for paying the CC bills. The complainant is also herewith advised that the additional load against the said service may also be regularized immediately duly paying the necessary charges as the notice issued by the 2nd respondent vide D.No.448/11, Dt.28/03/11. 	Resolved	

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15	597/06.05.2011	Smt Manjari Devi, W/o Ranjith Kumar, Near Fire Station, Chintalapudi - 534460, W.G. Dist. Sc.No.6770.	Abnormal bill issued against Sc.No.6770, Chintalapudi, W.G.Dist.	<ul style="list-style-type: none"> • 3rd respondent is directed that the bill for the total consumption from the initial reading of the new meter fixed on 30/05/2008 to up to date i.e. February'2011 shall be apportioned and the revised bill is to be issued and the bill amount is to be communicated to the complainant for paying the CC bills. • The complainant is herewith advised that the Assistant Accounts Officer/ ERO/Jangareddygudem may be contacted immediately for getting revised bill Utsupra. 	Resolved	
16	615/06.05.2011	Smt S. Ramalakshmi, Plot No.5A, Gollaigudem Colony, Eluru. W.G.Dist. Sc.No.72492.	New service connection under Cat-II is not released though the necessary charges paid on 3/09/10 at Yendada, Visakhapatnam.	<ul style="list-style-type: none"> • The high voltage problem at Gollaigudem Colony, D1 Section, Eluru has been rectified. At present there is no problem of low/ high voltage at the complainant premises as well as at DTR. 	Resolved	
17	614/06.05.2011	Sri K. Satyanarayana and 3 Others, Nallejeralla Mandalam, Kavuluru Gramam, Eluru. W.G.Dist.	Line with huge sag prone to accidents	<ul style="list-style-type: none"> • The respondents are directed that the execution of work for proving 4 Nos of intermediate poles for rectification of sagged LT line at Kavuluru Village, Nallajerla Mandalam should be taken up immediately after completion of the present harvesting works of the crops within 30 days from the date of receipt of the order. A compliance report should be submitted with in 7 days thereafter. 	Pending	
18	550/06.05.2011	Sri T. Krishana, Bodasingipeta, Bondapalli Mandalam, Gajapathinagaram, Vizianagaram District , SC.No.149,	The Existing Meter is not working against SC.No. 149, Bodasingipeta, Gajapathinagaram.	<ul style="list-style-type: none"> • All the respondents are hereby directed to collect the challenging fee from consumer for meter testing if the meter is not working properly and revise the CC bills in accordance with the last results. • The complainant shall pay the revised CC bill. 	Resolved	
19	640/06.05.2011	Smt Modukuri Bhulakshmi, W/o Narayana Rao, Dr.No.1-73, Sivalayam Street, Main Road, Chodavaram (V), Ramachandrapuram Mandalam, E.G.Dist Sc.Nos.217	Applied for additional from 3 HP to 5HP and paid necessary charges on 21/11/09, But not shown in the bills against Sc.No.696, Chodavaram (V), Ramachandrapuram Mandalam, East Godavari Dist.	<ul style="list-style-type: none"> • The additional load of 2 HP against Sc.No.696, Chodavaram Village, Ramachandrapuram Mandalam was regularized and updated consumer master accordingly. The CC bills hereafter will be issued duly showing the load 5 HP instead of 3 HP. 	Resolved	

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20	545/06.05.2011	The Principal, Maharajah's College for Women, Mansas Educational Institution, Vizianagaram. Sc.Nos. 12687, 12688, 12691, 35797.	Low Voltage Problem at Maharajah's College for women, Vizianagaram	<ul style="list-style-type: none"> The 1st respondent has rectified the low voltage problem and the complainant has acknowledged the same on 25/04/11. Hence, the grievance is redressed. 	Resolved	
21	505/06.05.2011	Sri R.N. Sekhar, S/o. R. Lalithamba, Door No. 8-26-16, Botsapeta, Thotapalem, Vizianagaram District.	Disconnected the service connection without testing the meter for which he paid the challenging fee on meter creeping and non payment of abnormal bill amount.	<ul style="list-style-type: none"> All the respondents have redressed the grievance by replacing the defective meter and also by revising the CC bill to normal amount. 	Resolved	
22	634/06.05.2011	Sri G. Surya Rao, Near Z.P. High School, Down Street, Gajularega, Vizianagaram Dist.	Release of service connection to the Coconut shop in the P.W.Market.	<ul style="list-style-type: none"> The complainant is advised to furnish the required documents to get the service connection released in accordance with clause 5.2.2 and 5.2.3 of GTCS. All the respondents shall take necessary action for providing service connection as and when receiving the necessary documents as above. 	Pending	
23	551/06.05.2011	Sri Budi Ramu, Bodasingipeta Village, Bondapalli Mandalam, Gajapathinagaram, Vizianagaram District, SC.No.198.	The Existing Meter is not working against SC.No. 198, Bodasingipeta, Gajapathinagaram.	<ul style="list-style-type: none"> All the respondents are hereby directed to issue CC bills promptly to the consumer in time. The respondents shall replace the meter if it is defective. The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter. 	Resolved	
24	486/06.05.2011	Smt Kolla Satyavathi, W/o Tirupathi Rao, Sri Balaji Palaza, Near RTC Complex, S.Kota, Vizianagaram Dist. Sc.No.6762.	Rectification of wrong bill of 01/10.	Based on the test result the respondents have revised the CC bill and the balance amount has been paid vide BCRC.No.131843, dt.1/04/11.	Resolved	

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25	519/06.05.2011	Sri N.V.S.Naganana and 6 Others, S. Rayavaram Mandalam, Koruprolu Sub Station, Addu Road, Timapuram Gramam, Visakhapatnam Dist.	Low voltage problem at Timmapuram Village, S.Rayavaram Mandalam.	<ul style="list-style-type: none"> The 1st respondent is herewith directed that as per the sanction of estimate for eliminating low voltage problem at Thimmapuram Village, S. Rayavaram (M), the single phase 15 KVA DTR should be drawn immediately and complete the work within a week as promised by him and ensure rectification of the low voltage problem. The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter. 	Resolved	
26	541/18.05.2011	Sri T. Srinivas Raju, D.No.2-1-99 A, Rajula Street, Agraharam, Pithapuram – 533450, E.G.Dist. SC.No.7634.	Though new meter fixed, meter reading is not taken from new meter against Sc.No.7634 Pithapuram Town.	<ul style="list-style-type: none"> There is an abnormal delay in effecting meter change slips against Sc.No.7634, Pithapuram Town causing proper billing is not done with actual reading. The said issue was got rectified and revised bill amount along with current month bill has also been communicated to complainant for paying the same as he is liable to pay. The respondents are directed that the delays in effecting meter changes as and when new meters fixed should not be done in future. 	Resolved	
27	494/18.05.2011	Smt Kunuku Lakshmi, C/o K. Pentayya, Kummari Veedhi, Bobbili, Vizianagaram Dist, Sc.No.16444.	Rectification of abnormal CC bill.	<ul style="list-style-type: none"> The 4th respondent is directed that the total consumption in the removed meter can be apportioned from the date of fixing of the meter to the date of removed i.e. from 02/02/10 to 21/10/10 against the Sc.No.16444, D1 Section, Bobbili. After revision of total consumption, to be paid amount shall be communicated to complainant for recovering the same. The complainant is liable to pay up to the final reading of the removed meter as communicated the revised bill by the 4th respondent. The respondents shall implement the order within 15days from the date of receipt of the order and report compliance within a week thereafter. 	Resolved	
28	601/19.05.2011	Sri B. Satyanarayana, Back side of Raja Rajeswari Pitam, Kathira Veedhi, Srikakulam District SC.No. 43085	Service connection is not released even though the necessary charges paid during 2009.	<ul style="list-style-type: none"> The 1st Respondent has extended the LT line by providing of a new pole and the service connection was shifted to the new pole on 27.4.2011 and hence the grievance is redressed. 	Resolved	
29	621/19.05.2011	Sri Bhyri Vasudeva Rao, Bhyri Village & Post, Srikakulam Dist, Sc.No.5120	For the last 8 Months no supply at Bhyri Village, Srikakulam, against Sc.No.5120.	<ul style="list-style-type: none"> The 1st Respondent has replaced the new AB Cable of 5 spans on 23.3.2011 and the grievance is redressed. 	Resolved	

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30	604/19.05.2011	Sri Chitluri Ramana Rao Gupta S/o. Suryanarayana Gupta (Late) Jangareddy Gudem Village and Mandal West Godavari District. SC.No.1294, Cat-V	Shifting of Agricultural SC.No. 1294 from Jangareddy Gudem to T.Narasapuram Section, Guddapalli Village.	<ul style="list-style-type: none"> • After through verification of all records and prolonged correspondence in between section to section as well as ERO to ERO and final written submission of respondents in this regard the following order is herewith passed for implementation. • The respondents are herewith directed that the title transfer in the name of Sri Ch.Ramana Rao Gupta should be affected against Sc.No.1294/ Jangareddy Gudem as the original registered consumer expired on 05/06/91 before shifting of the same to Gudlapalli, T.Narasapuram on paper. • The Complainant is here with directed that the LT application is to be registered for title transfer against the said service of Jangareddy Gudem duly submitting the necessary documents like 1) Latest legal heir certificate from MRO/ Jangareddy Gudem 2) Latest Clearance certificate etc. • If the complainant is not registered Utsupra within 15 days from the date of receipt of this order, the physical live service No.138 of Gudlapalli, T. Narasapuram Section is liable for disconnection till he got proper shifting of the service connection as stated above. • A compliance report should be submitted to the Forum with in 7 days thereafter. 	Pending	
31	548/19.05.2011	Sri S.V. Narasinga Rao, Sub Divisional Engineer, BSNL Resident, Sc.No.36224, (Consumer's name: Sub Divisional Officer), Opp.LIC Office, BSNL Staff Qrts, Srikakulam. Sc.Nos. 36224.	Non-Receipt of bills, abnormal readings and frequent meter changes- case of Sc.No.36224	<ul style="list-style-type: none"> • All the respondents are hereby directed that necessary action should be initiated against the spot billing agency immediately for mentioning DL status wrongly as per the terms and conditions of the agreement. • The 3rd respondent has revised the cc bill for Rs.53/- vide RJ 02/23.2.2011. • Hence, the grievance is treated to be redressed. 	Pending	
32	469/19.05.2011	Sri S. Mallanna and 11 Others, Hukumpeta Mandalam, Gatam Panchyati, Gillugulaputta Gramam, Visakhapatnam Dist.	1) Providing of new service connection. 2) Providing of House phase wire. 3) Rectification of lines to avert accidents.	<ul style="list-style-type: none"> • All the Respondents are hereby directed that the items 1 and 2 of the complainants are to be attended on war foot basis as per the estimate sanctioned. • The complainants are directed that for providing of new Service connections, they have to register the new applications at the CSC/Paderu for taking further action by the respondents. • The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter. 	Pending	
33	633/19.05.2011	Sri M. Soma Raju, Chintapalli, Gollapeta, Pusapatirega Mandalam, Vizianagaram Dist. Sc.No.9.	The electrical line feeding to the agriculture Sc.No.9, Chintapalli existing in the name of his grand father Sri M.Suryanarayana is totally damaged and hence he lost his lively hood due to no irrigation	<ul style="list-style-type: none"> • The 2nd Respondent has rectified on 24.4.2011 by providing 300m, new LT cable and restored the supply. • The Complainant consumer has been contacted on 12.5.2011 at 12.15 PM over Cell No. 9491322412 and the he has expressed satisfaction for resolving the problem. • Hence, the grievance is redressed. 	Resolved	

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34	562/24.05.2011	Sri M. Appa Rao (Principal Retd.), Dr.No.27-12-60, Golla Veedhi, DSR Colony, Dasannapeta, Vizianagaram. Sc.No.64934.	Though he is residing in a new house, the billing is continuing under Cat-II only.	<ul style="list-style-type: none"> • There is no directive or instructions from any authority as it is a policy matter either in Tariff order or in General Terms and Conditions of Supply to observe minimum period of two years regarding the services released for construction purpose under LT Category-II. • The 1st and 2nd Respondents are directed to ensure whether the said service is being utilized under domestic purpose or not after obtaining representation from consumer for conversion of category from II to I duly getting the revised test report. • The 4th Respondent is directed that after getting reconnection from the concerned respondent along with revised test for conversion from Cat – II to I, if any excess billing is done under Cat – II shall be withdrawn accordingly. 	Resolved	
35	623/24.05.2011	Sri Piyush Singh, Office of the Sr. Divisional Elect. Engineer (TRD), AT/P.O-Jatni, Dist- Khurda, Orissa, Pin-752050, Khurda Road, Srikakulam Dist,	Less payment of Interest on Consumption Deposit (ICD) for the year 2009-10 of Barava Railway Traction Sub-Station.	<p>As per the APERC Regulation No.6 of 2004 Para 7(2) the interest accruing to the credit of the consumer shall be adjusted annually against the amounts outstanding from the consumer to Licensee as on 1st May of every year and the amounts becoming due from the consumer to the Licensee immediately thereafter.</p> <p>As per Clause No. 7(4) of Regulation 6 of 2004, the Licensee shall pay interest at twice the rate specified under Sub-Clause (1) above for the delay in making the adjustment for interest on Security Deposit.</p> <p>In this case the Licensee adjusted the ICD for 11 Months without any delay and 1 Month interest was not allowed due to non-incorporation of additional consumption Deposit though it was paid on 31.03.2009. After getting clarification, the one month interest on ACD has been adjusted in the CC bill of April, 2011.</p> <p>Hence the Grievance is redressed.</p>	Pending	
36	520/24.05.2011	The SDE/BSNL, Telephone Exchange, Near Judge Court, Pathapatnam, Srikakulam Dist. SC.Nos. 645, 579	Revision of abnormal amount of shortfall raised due to meter stuckup during 4/2010.	<ul style="list-style-type: none"> • The Respondents shall take necessary action on the Billing agency and on the meter reader also. • All the respondents shall apportion and revise the CC bill for 9/2010 and 10/2010 accordingly. • The Complainant Consumer is hereby directed to pay as per the revised CC bill as and when received. • The Superintending Engineer/Operation/Srikakulam shall implement the order within 15 days from the date of receipt of this order and report compliance within a week thereafter. 	Pending	
37	490/25.05.2011	Smt Mehrunnisa Begum, W/o Mohammad Althaf, 4-4-42/1, Kottaveedhi, Amadalavalasa Gate, Amadalavalasa, Srikakulam Dist.	Non release of service connection under Cat-II.	<p>After thorough verification of records and written submission of respondents, the following order is herewith passed for immediate implementation.</p> <ul style="list-style-type: none"> • The Respondents are herewith directed that the New Service connection is to be released immediately ut supra without insisting the necessary charges again as there is a clear cut deficiency of service departmentally. • The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter. 	Resolved	

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38	620/25.05.2011	Sri P.R. Swamy, Rama Temple, Dasannapeta, Vizianagaram, Sc.No.2713	Category change from VII A to VII B of Rama Temple, Dasannapeta.	The 3rd Respondent has registered at SUPPORT vide Complaint No. BMS 01041117 on 1.4.2011 and the same was changed by HELPDESK and the complaint was redressed.	Resolved	
39	630/25.05.2011	Sri D. Janardhana Rao, Junior Assistant O/o the Divisional Panchayati Officer, Kalighat Colony, Ayyannapeta Grama Panchayat, Vizianagaram Dist.	Though the SL Charges were paid on 7/02/11 the work of the providing the line is not completed and the service connection is not released	<ul style="list-style-type: none"> The 1st Respondent has released the service connection by erecting the line and the work was completed on 28.3.11. The service was released on 30.3.11. Hence, the grievance is redressed. 	Resolved	
40	629/25.05.2011	Sri Kondapalli Appa Rao, Medara Veedhi, Gajapathinagaram, Vizianagaram Dist.	The domestic service connections were released to Smt Korada Jaya and Smt Ijjapu Adilaxmi, but the CC bills are not being issued since more than 4 months after releasing the service connections.	<ul style="list-style-type: none"> The 2nd and 3rd Respondents have redressed the grievance by issuing the CC bills in respect of Smt. Dasari Pydithalli – Sc No. 4177 CC bill was issued upto 4/11 for Rs.669/- and that of Smt. Ijjapu Adilakshmi – SC No. 4176, CC bill was issued upto 4/11 for Rs.576/-. 	Resolved	
41	619/25.05.2011	Sri Ch. Satya Rao, Supervisor, BSNL (Retd.), D.No.20-20-40, Suryanagar, 2nd line, P&T Colony, Vizianagaram.	Requesting for other service connection wires touching/crossing from this building are to be shifted	<ul style="list-style-type: none"> The 1st Respondent has rectified by erecting an intermediate pole and the service wires were changed to the newly erected pole on 29.4.2011. The Complainant consumer has also acknowledged and submitted that the problem has been redressed and expressed sincere thanks to the authorities. 	Resolved	
42	547/25.05.2011	Smt P. Padmasri, W/o Sri P. Krishnam Raju, Dr.No.3-4-26/A2, Bharma Colony, Rajkamal Building, Narasingaraopeta. Anakapalli Sc.Nos. 31 0801 031747.	1) Cost of Estimate for regularization of additional load of 45 HP was not informed to me before the payment of charges towards enhancement of additional load.	<ul style="list-style-type: none"> Due to software problem while entering into EPIMRS, the delay is occurred in updation of additional load of 45HP against SC.No. 31747, Anakapalli. Now the problem is rectified and enhanced additional load is being appeared in CC bills also. The Respondents are herewith warned that such type of Mistakes should not be repeated in future. 	Resolved	

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43	635/25.05.2011	The Head Master, M.P.U.P. School, Pinatadivada, Denkada Mandal, Vizianagaram Dist.	Though the school is provided with a service connection in 2009, neither the S.C number is allotted nor the CC bills are being issued	<ul style="list-style-type: none"> The 2nd Respondent has stated on 16.4.2011 that the ERO authorities have issued CC bill in favour of Head Master, MPUP School, Pinathadiwada (V) in Denkada Section for the Rs. 1401/- and the bill was handed over to the HM on 16.4.2011. The Complainant consumer has been contacted on 12.5.2011 at 4.20 PM over Cell No. 9701287386 and the he has informed that SC No. 565 has been issued and CC bill received for which he has expressed satisfaction for resolving the problem. Hence, the grievance is redressed. 	Resolved	
44	639/28.05.2011	Sri C. Gunnacharyulu, Dr.No.18-66-1, APHB Colony, Pedagantyada Area, Visakhapatnam. Sc.Nos.1474.	Monthly spot billing as per schedule of duties the readings are not taken causing more bill amounts for more days against Sc.No.1474, Pedagantyada, Visakhapatnam.	<ul style="list-style-type: none"> All the Respondents are hereby directed that every precaution should be taken in issuing the CC bills promptly and shall not repeat the same in future which will be viewed seriously. The Spot Billing agency shall be warned strongly not to repeat such incidents in future otherwise the contract agency may be black listed. 	Resolved	
45	632/30.05.2011	The Chinthapalli Coir Workers Industrial Co.Op. Society Ltd., Village & P.O. Chintapalli Mandal, Pusapatirega, Vizianagaram Dist. Sc.no.107	Old damaged line causing frequent interruptions to power supply to his Industry.	The old damaged conductor existing in eight Spans was replaced with new conductor to avoid frequent interruptions against SC.No. 107, Chintapalli (V), Pusapatirega (M), Vizianagaram. Hence the Grievance is redressed.	Resolved	
46	636/30.05.2011	Smt V. Krishna Bhattar, Sai Amrita Kuteer, 20-20-1 G1, Plot No.30, Nataraj Colony, Vizianagaram.	Voltage fluctuations causing burning of the electrical appliances.	<ul style="list-style-type: none"> After the 1st Respondent attended rectification of the complaint, the voltage fluctuation are rectified. Hence the grievance is redressed. 	Resolved	
47	496/30.05.2011	Smt M. Naga Sudha, Dr.No.1-1-78/1, Venkoji Palem, NH-5- Road, Visakhapatnam, Sc.No.050598.	Requesting for replacement of existing LT TVR meter for which the application in Call Centre is refused.	<ul style="list-style-type: none"> As the Complainant has paid the necessary charges against the intimation given by the Call Centre, the work was taken up and the same is in progress. The Respondents shall complete the work and report compliance within a week from the date of receipt of the order. 	Resolved	

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48	538/31.05.2011	Sri Ballina Bhaskara Rao, Door No. 27-3-97/2, Sampat Vinayaka Temple Street, Official Colony, Srinagar, Gajuwaka, Visakhapatnam - 530026 SC.No.SDP 2892.	Though he paid necessary charges for regularization of additional load to 5 KW contracted load, but the CC bills are being continued with I Phase only instead of 3 Phase. Hence he prayed to make correction in the bills for 3 Phase service and 5 KW of contracted load.	The Grievance of the complainant is redressed by the respondents and the complainant has expressed his satisfaction for redressing the grievance. Hence the grievance is redressed.	Resolved	
49	627/31.05.2011	Sri Pathivada Gopala Rao (Gopi), S/o. Seetha Ramayya, Rellivalasa Village, Pusapatirega Mandalam Vizianagaram Dist.	Corrections of name of the consumer as P. Gopala Rao instead of D.Gopala Rao.	• The Respondents have redressed the grievance by changing the wrong name "D. Gopala Rao" and corrected as "Pathiwada" Gopala Rao in Computer Master on 8-4-11, by the ERO authorities. Hence, the grievance is redressed.	Resolved	
50	622/31.05.2011	Smt K. Samanthakamani (Dhana Lakshmi) and 11 Others, Kotabommali, Adaharsa Panchayati, Gangaram Road, Bangirupeta Junction, Tekkali,	Though she paid 125/- under Indiramma Scheme on 4/10/08 vide PR.No.488386 at Kotabommali the domestic service connection is not released so far.	The Chief General Manager projects shall take suitable action to effective implementation of the RGGVY scheme as per the mile stones of the contract agreement in order to receive the benefits of the scheme for whom it is meant for. The respondent shall implement the order at the earliest and report compliance within 2 months from the date of receipt of the order.	Pending	
51	628/31.05.2011	Sri G. Surappadu, S/o. Marranna, Buradapeta Gramam, Nellimarla Manalam, Vizianagaram Dist. Sc.No.79-6	Revival of the bill stopped agriculture Sc.No.61 of Sri G.Surappadu	• All the Respondents are hereby directed to adhere to the orders of the Corporate Office as and when received as the Forum will not interfere on the policy matters of the Licensee.	Resolved	
52	624/31.05.2011	Smt R. Rajamma, W/o Sivudayya, S.C. Harijana by Caste, Turakanaidu Valasa Village, Jiyammavalasa Mandal, Vizianagaram Dist.	Without giving any information, the service connection wire of her agriculture service with Sc.No.193 was removed in Turakanaidu Valasa Village, Jiyammavalasa Mandalam, Vizianagaram Dist by the lineman by Name Sri K.Thaviti Naidu.	• The SE/O/VZM shall conduct an enquiry on the entire issue and shall take necessary disciplinary action on the LM if proved besides payment of compensation of Rs.50/- per day from one day after the issue of complaint by the complainant till the date of restoration of supply based on the merits of the enquiry report. • The Superintending Engineer/Operation/Vizianagaram shall implement the order within 30 days from the date of receipt of the order and report compliance within a week thereafter. • The DE/O/Bobbili shall take necessary precautions not to repeat such complaints in future.	Resolved	

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53	641/31.05.2011	Sri G. Jaya Kumar, S/o Sri Rama Murthy, Kotapalem Gramam, Ranastalam Mandalam, Srikakulam Dist Sc.Nos.113.	Due to unauthorized agricultural bore utilizing supply the existing DTR is over loaded and frequent troubles against Sc.No.113, Kotapalem (V), Ranastalam Mandalam, Srikakulam.	<ul style="list-style-type: none"> • Since the grievance is mainly on shifting of the service connection within 100 feet from the complainants pump set illegally and irregularly which is causing frequent interruptions and low water yielding. The respondents shall adhere to the rules that would be followed for releasing the agriculture service connections and shifting of the agriculture services for finding the genuinity on shifting of the service connection besides rectifying the problems of the complainant with regard to frequent interruptions and low water yielding problem. • The respondents shall implement the order within 15 days from the date of receipt of the order and report compliance with the action taken report within 7 days thereafter. 	Pending	
54	618/17.06.2011	Smt Payla Puspa Vathi, W/o (Late) Sri Ramamurthy, Ho.No. 566/2/5, Rowthulapudi Village, Rowthulapudi Mandalam, Rajahmundry. E.G.Dist.	New service connection of agricultural is not released at Rowthulapudi Village though she paid on 9/09/2009.	<p>The respondents have failed to release the agricultural service in the name of Smt P. Puspavathi, Rowthulapudi Village as per the Standards of Performance under regulation No.7 of 2004, APERC.</p> <p>Hence, the respondents shall be liable to pay the compensation to the complainant as per the Clause IV in schedule I and II of regulation No.7 of 2004, APERC for the delay upto the day of releasing of the new agricultural service @ Rs.250/- per day of delay over 60 days from the date of payment of estimated charges besides the draconian suitable action shall be initiated against the defaulting officers duly conducting a detailed enquiry.</p> <p>Superintending Engineer/Operation/Rajahmundry is directed that an enquiry officer may be appointed against the said issue and take suitable action and see that implementation of above order as per the above directions and report compliance within 15 days after implementation of this order.</p>	Resolved	
55	599/17.06.2011	Sri T. Rama Rao, S.K.B.R. College Road, Opp: Chaitanya Gramina Bank, D.No. 4-2-10, Amalapuram,	Shifting of Pole work is not done though the amounts paid on 04.02.2011 at Pallemraju Street, Amalapuram.	<p>The shifting of pole work from the complaint's house to outside the premises at Pallemraju Street Amalapuram was done on 14/04/11 with a delay of 2 Months due to the reasons Utsupra.</p> <p>The 1st respondent is herewith warned that such type of delays should not be occurred in future to avoid such of complaints.</p>	Resolved	
56	06/17.06.2011	Sri K. Srinu, Plot No. 3, Sivaramanagar Colony, China Bondilipuram, Near State Bank Staff Colony. Srikakulam District. SC.No. 029569	The Door Lock bill is not adjusted in the next months CC bills against SC.No. 29569.	<ul style="list-style-type: none"> • The 3rd Respondent has adjusted the door lock bills for 8/10 in 9/10 and 11/10 bill in 12/10 against Sc.No.29569 of D2, SKLM. 	Resolved	

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57	41/22.06.2011	Sri Dr. A. Abbulu Choudary, M.B., MRC Ophth. (UK), DO(London), DO(DublIn), F-302, Vaistnavi Apt., 25-7-11/9, Jayakrishnapuram, Rajahmundry, East Godavari District. Sc.Nos. 327, 328.	Non-receipt of Meter Testing report & Non-receipt of CC bill for April & May against SC.No. 117345, D4 Section, Rajahmundry, East Godavari District.	<ul style="list-style-type: none"> Once the MRT testing was conducted in complainant's presence, the copy of results should also be served without delay and without receiving such type of complaint in future. Spot billing is meant for taking the meter reading and serving the CC bill at the spot of the meter only. As seen from this complaint, the spot billing agency has not worked properly and not taking actual readings at spot. Suitable action should be taken against agency if necessary the spot billing agency or particular meter reader should be changed for affective spot billing to avoid such complaints. The 1st and 4th respondents are herewith warned that such type of complaint should not be repeated in future. Any consumer if he visits any officer for certain information or for giving complaint, he may be properly guided without inviting further complications. 	Resolved	
58	69/22.06.2011	Sri Sade Tamma Rao & 4 Others, S/o Soma Raju, Samanthula Street Yeleswaram Village and Mandalam East Godavari District - 533429 SC.Nos. 2675, 2674, 341, 314, 21820, 1570, 1049	Non restoration of normal supply causing inconvenience and loss of crops.	<ul style="list-style-type: none"> The grievance has been redressed duly rectifying the 2 Nos. of LT poles on SS17, Yeleswaram Village to avoid inconvenience to consumers with some delay due to the reasons Utsupra. 	Resolved	
59	43/22.06.2011	Sri Nemani Venkata Sastri, D.No. 3-333, Rao Buildings, Katheru – 533105, East Godavari District, Sc.No. 3233.	Low voltage problem at Katheru Village, Rajahmundry, East Godavari District	<ul style="list-style-type: none"> The low voltage problem has been rectified at Rao Gari Building at Kothaeru Village, in Konthamuru Section, Rajahmundry duly attending neutral jumper cut and load balancing on existing DTR. 	Resolved	
60	20/22.06.2011	Sri A.V.S.N. Raju Superintending Engineer (Retd.) 1st Floor, Srilekha Apartments, B – 2 Gandhi Nagar, Kakinada – 533 004 East Godavari District.	Not rectified the load as 6150W instead of 615W against SC.No. 11652, Gandhinagar, Kakinada.	<ul style="list-style-type: none"> The Contracted load against SC.No. 3306/11652 in the name of Sri A.V.S.N. Raju, Gandhi Nagar, Kakinada has been rectified and updated the Consumer Master accordingly. Hence the problem is resolved. 	Resolved	

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61	13/22.06.2011	Sri T. Srinivasa Rao, 4th Ward, Vatluu Grampanchayat, Venkateswara Nagar (Adarsanagar), Eluru, West Godavari District.	Low voltage problem at 4th Ward, Venkateswara Nagar, Vatluu Village, West Godavari District.	<ul style="list-style-type: none"> The low voltage problem at 4th ward, Venkateswara Nagar, Vatluu Village, W.G.Dist has been rectified duly making the load balancing at the existing DTR. 	Resolved	
62	07/24.06.2011	Smt. V.L.P. Kumari and 4 Others, Nadapanivari Palem, Veeravasaram Mandalam, Bhimavaram, West Godavari District.	Though the necessary charges paid in May, 2010, the New Agricultural Service is not released so far	<ul style="list-style-type: none"> After thorough verification of the above issue and the written submission of the 1st respondent, the following order is herewith passed for implementation with immediate effect on the complainant of Smt Maha Lakshmi Savitri and 4 Others of Nadapanivaripalem Village, Veeravasaram Mandalam, Bhimavaram, W.G.Dist. The respondents have failed to submit their defense and given spurious reason for delay in releasing new said agricultural service connections to the said prospective consumers. Hence, the respondents are liable to pay the compensation as per Standards of Performance norms specified in schedule II of Regulation No.7 of 2004 i.e. @ Rs.50/- for each day of default to each of the complainant from the date over 60 days from the date of payment of the estimated charges till the date of release of each service for the delay in releasing the service connection over and above 60 days from the date of payment of necessary charges. Superintending Engineer/Operation/Eluru is herewith directed that a suitable draconian action should be initiated immediately on erring officers duly conducting a detailed enquiry in this regard and see that the payment of compensation will be made accordingly within 90 days from the date of receipt of the order. A compliance report should be submitted to forum with in 90 days from the date 	Pending	
63	18/24.06.2011	Sri Nandamuri Ramavatharam, Pullalapadu Village, Nallajerla Mandalam, West Godavari District.	The New Agricultural Service Connection is not released so far, though the necessary charges paid on 27.12.2010 at Pullalapadu Village, Nallajerla Mandalam, West Godavari District.	<ul style="list-style-type: none"> After verification of records and written submission of respondent, the following order is herewith passed for immediate implementation. No doubt, there is a deficiency of service in releasing new agricultural service in the name of Sri Nandamuri Ramavatharam at Pullapadu Village, Nallajerla Mandalam. Therefore the respondents are failed to release the said service as per Standards of Performance Norms. The respondents are liable to pay the compensation to the affected Complainant as specified in schedule-II of Regulation No.7 of 2004, APERC @ Rs.250/- for each day of default over and above 60 days from the date of payment of estimated charges till to the date of release of service connection. Superintending Engineer/Operation/Eluru is herewith directed that an enquiry is to be conducted against the said issue and see that the said order is to be implemented and payment of compensation to be arranged accordingly within 90 days from the date of receipt of the order and a compliance report should be submitted to Forum within 7 days thereafter. 	Pending	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
64	05/28.06.2011	Sri Y. John Prabhudas, Plot No. 12, Dwarakanagar, Illish Puram, Srikakulam Dist. SC.No. 043263	For the last one year the CC bills are not issued against SC.No. 043263, SS.No. 127, pole No. 12, Dwarakanagar, Illish Puram, Srikakulam.	<ul style="list-style-type: none"> The 3rd Respondent has rectified the area code on 11.4.2011 and rectified the problem. The consumer has also paid the CC charges upto date. Hence the grievance is redressed. 	Resolved	
65	27/28.06.2011	Sri T. Appa Rao, Denkada Mandalam, Chintalavalasa Village, Bhogapuram Section, Vizianagarm District. Sc.No.270.	Regularization of the additional load for the charges paid long back	<ul style="list-style-type: none"> After, registering the complaint in Call Centre for regularization of additional load against Sc.No.270, Chintalavalasa, Denkada Mandalam, the same additional load particulars have been affected and same will be appeared in CC bills for the next month onwards. The respondents are herewith warned that such type of complaint should not be repeated in future. 	Resolved	
66	11/28.06.2011	Sri Kadali Satyavani, W/o. Narasimha Murthy, Mutyalapalli, Mogaltur Mandal, West Godavari District. SC.No. 6874	Withdrawing of back billing notice against SC.No. 592/Mutyalapalli Village Mogulturu, Mandalam, West Godavari.	<ul style="list-style-type: none"> After thorough verification of records, correspondence, written submissions and court hearing the following order is herewith passed for implementation. The respondents are directed to set a side the impugned notice issued by 2nd respondent as per the DPE wing inspection report against SC.No. 592 and 593, Mutyalapalli Village, Mugalthuru Mandalam, West Godavari District utsupra. 	Pending	
67	03/28.06.2011	Sri Abothula Prabhakara Rao, S/o. Saytyamnarayana, Plot No. 16 Majors Colony, Pedapadu Road, Srikakulam Dist. - 532001	New domestic Service Connection under RGGVY is not released though he applied on 15-02-2009	Since the grievance is that for releasing a service connection to a beneficiary under APL which is covered under RGGVY scheme and not implemented the scheme provisions in this case even after a lapse of 2 Years 4 months after registration of the application duly paying the required charges. The respondents shall take suitable action to release the service connection within 2 months from the date of receipt of this order if the scheme is under operation as on the date of receipt of the order.	Resolved	
68	28/28.06.2011	Sri Kosana Raju Naidu and 16 Others, S/o Chinna Appanna (Late), Gudivada Gramam, Bhogapuram Mandalam, Vizianagarm District.	Rectification of low voltage	<ul style="list-style-type: none"> The 40 KVA additional DTR at Gudiwada Village, Bhogapuram Mandalam to avoid low voltage problem on existing 100 KVA DTR should be provided immediately as promised by the 1st respondent on 27-06-11 duly completing the line and pole work at that promises. The complainants are herewith advised that the completion of said work as well as erection of additional DTR may please be informed to Forum as promised by the 1st respondent. <p>A compliance report should be submitted to Forum within 15 days from the date of receipt of this order duly implementing the order.</p>	Pending	
69	38/28.06.2011	Sri K.V.K Seshavataram, 1st Floor, K.K.Mansions 45-58-16/5/1 Narasinha Nagar Visakhapatnam District. SC.No. 1203 - 186839	Low Voltage Problem at K.K Mansions Narasimha Nagara against SC.No. 1203-186839	<ul style="list-style-type: none"> The 2nd Respondents has redressed the grievance by rectifying the low voltage problem and the Complainant consumer has also confirmed the rectification of low voltage problem when contacted on 28.6.2011 at 4.35 PM. 	Resolved	

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70	34/29.06.2011	Sri B. Madhusudhana Rao, Seetarama Residency, IIIrd Floor, Raitu Bazar Road, Narasimhanagar, Visakhapatnam. Sc.No.267423.	Name corrections not effected against Sc.No.71491 and 12927/ Rajahmundry	<ul style="list-style-type: none"> The Complainant Consumer is advised to pay the Challenging fee at the Call Centre if he so desire to have the Meter tested at the MRT Laboratory at Simhachalam. All Respondents are hereby directed to take the necessary action after receipt of the MRT Test report. 	Pending	
71	56/29.06.2011	Sri Surangi Mohana Rao, M.Sc., Plot No. 66, Beside Veeranna Shed, Visakha 'B' Colony, Srikakulam District, SC.No. 21370.	Receiving huge bills and requested for rectification	<ul style="list-style-type: none"> The 3rd Respondent has revised the bill and an amount has been arrived for Rs.8555/- to end of 5/2011 vide RJ No.206/2011. 	Resolved	
72	26/29.06.2011	Sri G. Chanchal Kumar, S/o Late Chandan Kumal, H.No.13, Rajeev Nagar Colony, Vizianagaram. Sc.No.061331.	He received the CC bill for an abnormal amount on 21/004/2011 to be revised.	<ul style="list-style-type: none"> The 1st and 3rd Respondents have redressed the grievance by revising the bill and an amount of Rs.33/- only withdrawn vide RJ 107/6-11 after effecting RJ. Balance amount yet to be paid as on 29.6.11 is Rs.487.00 by the complainant. 	Resolved	
73	23/28.06.2011	Sri Joga Narayana Rao, S/o Sanyasappdu (Late), Near Nayar Baduguvargala Gruha Samudayam, Kotapeta, Vizianagarm.Dist	It is observed that the contractor/unauthorized representative registered an application in the CGRF on behalf of Sri Joga Narayana Rao for releasing a service connection to the premises under construction of house under Cat-I.	<ul style="list-style-type: none"> The Complainant is hereby advised to register the application in appropriate category at the Call Centre immediately. All the Respondents shall take necessary action after the application is registered in the Call Centre. 	Pending	
74	37/29.06.2011	Sri kommu Sri Ramulu, Kalighat Colony, Opp: Church, Vizianagaram District.	Requesting for removal of LT Line crossed the building surrounding walls.	<ul style="list-style-type: none"> All the Respondents are hereby directed to take up the shifting of the line duly following the conditions as per the Clause 5.2.4 of the General Terms and Conditions of Supply. 	Pending	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
75	29/29.06.2011	Sri P. Prabhakar Varma, P.C.S. Securities Ltd., Dr.No.15-1-47/9, 1st floor, P.B.Road, Vizianagaram District. SC.No. 7072	Rectification of low voltage	The 1st and 2nd Respondents have redressed the grievance by rectifying jumpering and replacing the defective Transformer with a new Transformer and voltages are found to be RN-241, YN-238, BN-239. The consumer end voltages are also found the same hence the Grievance is solved.	Resolved	
76	53/29.06.2011	Sri P. Lokanadham, Door No. 13-21-6, Modeti Street, Srikakulam District, SC.No. 51974.	Non issuing of CC bills to SC.No. 51974	<ul style="list-style-type: none"> The Respondents are directed that necessary steps are to be taken to see that the Spot Billing Reader issues CC bills regularly without any mistakes. The Respondents shall implement the order within 15 days from the date of receipt of the order and report compliance within a week thereafter.	Pending	
77	24/29.06.2011	Smt M. Padmaja, W/o M.V. Sridhar, D.No.18-3-16, (F2), Gundalavari Veedhi, Vizianagaram Dist. Sc.No.61205.	Name correction requested.	All the Respondents have attended the name transfer issue of Smt. Padmaja, W/o. M.V. Sridhar which was transmitted to AAO/ERO/T/VZM on 19.5.2001 for change of name in the CC bill of SC.NO.61205 and the same was rectified by the AAO on 21.5.2001. Hence the grievance is redressed.	Resolved	