

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS  
For 3rd 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	138/01.10.2011	SALUR TOWN CONSUMER COUNCIL, Barkasu Street, Dr.No.35/45, Salur – 535 591, Vizianagaram Dist.	Ensuring reliable supply and other grievances pertain to Salur Town, Vizianagaram	<ul style="list-style-type: none"> <li>• 40KVA additional Distribution Transformers proposed at 1st Ward Kota Street, Ward Kota Buruju Street, Vaddi Street, Ippili Street, Tattikota Street, Chinna Bazar,Peda Komatipeta, Lavudi Street, Kosur Street etc., works are to be completed on war-foot basis as stipulated in the written submission.</li> <li>• Necessary fencing work shall be completed by 3rd week of October'2011. The Civil wing shall take all the necessary precautions to complete the fencing work immediately especially in the crowded areas.</li> <li>• All the Respondents shall take necessary action for bundling the service wires by segregating and the work shall be completed by 3rd week of October'2011</li> <li>• The Superintending Engineer/Operation/Vizianagaram shall implement the order within 30 days and shall send a compliance report within 10 days.</li> </ul>	Resolved	-
2	276/01.10.2011	Sri Alluri Ratnaji Rao, S/o Venkata Rao, Pullalapadu, Nallajerla Mandalam, W.G.Dist	The New Agricultural Service is not released so far though the necessary charges paid on March, 2011, dt. Pullalapadu Village, Nalljerla Mandalam, West Godavari District.	<ul style="list-style-type: none"> <li>• There is no deficiency of service regarding delay in releasing of New Agricultural service infavour of Sri Alluri Ratnaji Rao, W/o. Venkata Rao, Pullalapadu Village, Nallajerla Mandalam, West Godavari District as the revised estimated charges paid on 05.09.11 regarding the difference cost of Star rated Distribution Transformer and the service released on 15.09.11.</li> <li>• The releasing of New Service is within the limits of Standards of Performance and he is not entitled for any compensation as requested.</li> </ul>	Resolved	-
3	131/07.10.2011	Sri Pulagam Ramakrishna Reddy, S/o Chinna Reddy, Dr.No.11-9, Balabhadrapuram Village, Konkuduru – 533 342, Biccavolu Mandal, E.G.Dist Sc.No.2831.	Dismantlement of his domestic service connection No. 2831, Balabhadrapuram Village, Biccavolu Mandalam, East Godavari District.	<ul style="list-style-type: none"> <li>• As per the request of registered consumer, the SC.No. 2831, Balabhadrapuram, Biccavolu Mandalam, was disconnected even though the tenants fail a case in court, Anaparthi.</li> <li>• No doubt there is a civil dispute in between complainant and tenant.</li> <li>• After final verdict delivered by the civil Court, Anaparthi, the respondents will act accordingly.</li> </ul> <p>The Respondents are herewith directed that the said service may be bill stopped duly removing meter existing as per the departmental rules vogue.</p>	Pending	-
4	275/07.10.2011	Sri Namburi Venkata Satya Suryanarayana Raju, S/o Narsimha Murthy Raju”, Chinchinada Gramam, Elamanchili, W.G.Dist	Though he paid the necessary charges, the new service connection for prawn culture with contracted load 25HP is not released so far where as they are asking kick backs through contractor Sri Kethak Naga Mallaiah at Chinchinada Village, Elamanchili Mandala	<ul style="list-style-type: none"> <li>• After through verification of records, written submission and Statement given by the then Assistant Engineer/Operation/Elamanchili, the following order is herewith passed for implementation.</li> <li>• There is a deficiency of service in releasing new service connection infavour of Sri Namburi Venkata Satya Suryanarayana Raju, S/o. N.M. Raju, Chinchinada Village, Elamanchili Mandalam.</li> <li>• The Respondents are liable to pay compensation to the effected consumer under Schedule II, Guaranteed standards of performance against Regulation No. 7 of 2004 for the delay in releasing new service due to non-availability of 9.1 Mts. Poles over and above 60 days from the date of payment of necessary charges i.e 07.05.2011 to till to date of release of supply @ 50/- subject to condition of finalization of enquiry report of Divisional Engineer/Enquiries/ Visakhapatnam.</li> <li>• A compliance report should be submitted within 15 days after implementation of this order as stated above.</li> </ul>	Pending	-
5	101/07.10.2011	Smt. B. Parvathi, Surpanch of Konthili Panchayat, Konthili Village, Hukumpeta Mandal, Visakhapatnam District, SC.No. 71, Cat – I.	Low voltage due to non replacement of the failed DTR and CC bills issued for huge amounts against SC No. 71, Konthili Panchayat, Hukumpeta (M), Visakhapatnam	<p>The Grievance of complainant is resolved duly erecting the failed Distribution Transformer on 10.07.2011 at Konthili Village, Hukumpeta Mandalam, Visakhapatnam District.</p> <p>2) The Forum is herewith directed the respondents not to repeat delay in replacement of failed Distribution Transformer to avoid inconvenience to any consumer, as well as the written submission should be submitted in time only or other wise suitable disciplinary action is tobe initiated against concerned respondents.</p>	Resolved	-

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
6	272/11.10.2011	Sri N. Rama Rao Door No. 10-221/A Ambedkar Street D. Kesavaram Village Mandapeta Mandalam East Godavari District	Though the services released, after 9 months, there is no issue of CC bills so far and not issued service number at D. Kesavaram Village, Mandapeta Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of consumer is resolved duly allotting service number against the domestic service already released under Indiramma Scheme. The CC bills will be issued from this month onwards.</li> <li>The 3rd Respondent is herewith directed that the above service billing data should be updated in this month and issue CC bills from this month onwards duly apportioning total consumption from the date of releasing of service physically.</li> <li>The Forum is here by directed the Superintending Engineer/Operation/ Rajahmundry to take suitable disciplinary action against the 1st respondent who was working for the period i.e. from 27.04.2010 to 10.01.2011.</li> </ul>	Resolved	-
7	246/12.10.2011	Smt Kurapati Sarojini, W/o Lazaru, Erraguntapalli Village, Chintalapudi Mandalam, W.G.Dist.	The new agricultural service is not released so far though the necessary charges paid on 10.06.2010 and asking Kick-backs at Yarraguntapalli Village, Chintalapudi Mandalam, West Godavari District.	<ul style="list-style-type: none"> <li>After through verification of records, written submission and points of complainant, the following order is herewith passed for implementation.</li> <li>"No doubt" There is a delay in releasing of new agricultural service in favour of Smt. Kurapati Sarojini, W/o. Lazaru, Erraguntapalli Village, Chintalapudi Mandalam.</li> <li>The Respondents are liable to pay compensation to the effected consumer specified in schedule II of Regulation No. 7 of 2004 issued by Hon'ble APERC @ Rs. 250/- per day over and above 60 days from the date of necessary charges upto date of release of new service in favor of the complainant.</li> <li>The revised estimate charges are also to be collected from the complainant and she expressed inability to pay the said charges. The same is to be adjusted from compensation payable.</li> <li>A compliance report should be submitted to Forum within 15 days from the date of receipt of order duly implementing the order Utsupra.</li> <li>The compensation shall be made within 90 days from the date of vocation of guaranteed standard.</li> </ul>	Pending	-
8	198/14.10.2011	Sri Tamarba Chiranjeevi Naidu, Tamarapalli Gramam, Vanugupalli Panchayati, Paderu Mandalam, Visakhapatnam Dist. Sc.No.03.	Abnormal bill is issued against SC.No. 0003, Tamarapalli Village, Paderu Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant is already resolved duly withdrawing excess demand Utsupra against SC.No. 0003, Tamarapalli Village, Paderu Mandalam.</li> <li>Hence the complainant is liable to pay the balance CC charges as stated above.</li> <li>If the complainant is request to the pay the balance arrears, 2 or 3 installments can be sanctioned for clearing off all arrears against said service.</li> <li>The Forum is here by directed the respondents to take suitable action against the billing agency who failed to take reading at the Consumer's premises and compliance report may be submitted to the Forum within 15 days after receipt of this order.</li> </ul>	Resolved	-
9	196/14.10.2011	Sri B. Satyanarayana, Konthili Gramam, Hukumpeta Mandalam, Visakhapatnam Dist. Sc.No.85.	Abnormal bill is issued against SC.No. 85, Konthili Village, Hukumpeta Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant is already resolved duly withdrawing excess demand Utsupra against SC.No. 85, Konthili Village, Hukumpeta Mandalam.</li> <li>Hence the complainant is liable to pay the balance CC charges as stated above.</li> <li>If the complainant is request to the pay the balance arrears, 2 or 3 installments can be sanctioned for clearing off all arrears against said service.</li> <li>The Forum is here by directed the respondents to take suitable action against the billing agency who failed to take reading at the Consumer's premises and compliance report may be submitted to the Forum within 15 days after receipt of this order.</li> </ul>	Resolved	-
10	202/14.10.2011	Sri A. Gangadharam, P. Gonduru, Paderu, Visakhapatnam Dist. Sc.No.28.	Abnormal bill is issued against SC.No. 28, P.Gonduru Village, Paderu Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant is already resolved duly withdrawing excess demand Utsupra against SC.No. 28, P.Gonduru Village, Paderu Mandalam.</li> <li>Hence the complainant is liable to pay the balance CC charges as stated above.</li> <li>If the complainant is request to the pay the balance arrears, 2 or 3 installments can be sanctioned for clearing off all arrears against said service.</li> <li>The Forum is here by directed the respondents to take suitable action against the billing agency who failed to take reading at the Consumer's premises and compliance report may be submitted to the Forum within 15 days after receipt of this order.</li> </ul>	Resolved	-

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11	208/14.10.2011	Sri B. Subba Rao, P. Gonduru Village and Post, Paderu Mandalam, Visakhapatnam Dist. Sc.No.3242	Abnormal bill is issued against SC.No. 3242, P. Gonduru Village, Paderu Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant is already resolved duly withdrawing excess demand Utsupra against SC.No. 3242, P.Gonduru Village, Paderu Mandalam.</li> <li>Hence the complainant is liable to pay the balance CC charges as stated above.</li> <li>If the complainant is request to the pay the balance arrears, 2 or 3 installments can be sanctioned for clearing off all arrears against said service.</li> <li>The Forum is here by directed the respondents to take suitable action against the billing agency who failed to take reading at the Consumer's premises and compliance report may be submitted to the Forum within 15 days after receipt of this order.</li> </ul>	Resolved	-
12	220/14.10.2011	Smt B. Parvathi, Konthili Gramam, Hukumpeta Mandalam, Visakhapatnam Dist. Sc.No.71	Abnormal bill is issued against SC.No. 71, Konthili Village, Hukumpeta Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant is already resolved duly withdrawing excess demand Utsupra against SC.No. 71, Konthili Village, Hukumpeta Mandalam.</li> <li>Hence the complainant is liable to pay the balance CC charges as stated above.</li> <li>If the complainant is request to the pay the balance arrears, 2 or 3 installments can be sanctioned for clearing off all arrears against said service.</li> <li>The Forum is here by directed the respondents to take suitable action against the billing agency who failed to take reading at the Consumer's premises and compliance report may be submitted to the Forum within 15 days after receipt of this order.</li> </ul>	Resolved	-
13	229/14.10.2011	Sri B. Kotham Naidu, S/o Late Chinnam Naidu, Konthili Panchayati, Hukumpeta Mandalam, Visakhapatnam Dist. Sc.No.19	Abnormal bill is issued against SC.No. 19, Konthili Village, Hukumpeta Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant is already resolved duly withdrawing excess demand Utsupra against SC.No. 19, Konthili Village, Hukumpeta Mandalam.</li> <li>Hence the complainant is liable to pay the balance CC charges as stated above.</li> <li>If the complainant is request to the pay the balance arrears, 2 or 3 installments can be sanctioned for clearing off all arrears against said service.</li> <li>The Forum is here by directed the respondents to take suitable action against the billing agency who failed to take reading at the Consumer's premises and compliance report may be submitted to the Forum within 15 days after receipt of this order.</li> </ul>	Resolved	-
14	175/15.10.2011	Sri Kalisetti Sanyasappadu and Others Gunkalam Village Old B.C. Colony Vizianagaram Mandal and District SC.No. 588	Low voltage problem at Gunkalam Village, Old BC colony and Yellama Temple, VZM.	<ul style="list-style-type: none"> <li>The grievance was resolved duly erecting single ph 15 KVA Distribution Transformer on 14.9.2011 at Gunkalam Village old BC Colony, Vizianagaram.</li> </ul>	Resolved	-
15	165/17.10.2011	Sri Terli Appala Naidu, Bit – 3, H.No. 168, P.B. Colony, Vizianagaram District.	The new agriculture service in favour of Terli Appala Naidu and Others at Amity Village, Terlam Mandalam, VZM are not released so far though they paid necessary charges on 8.7.2009 and released some Agriculture Services after that payments made.	<ul style="list-style-type: none"> <li>"No Doubt" there is a deficiency of service of respondents which attracts compensation though the complainant are not ready to release new service if the respondents act in time, the question of readiness does not arise.</li> <li>The respondents are liable to pay compensation @ 50/- over and above 60 days from the date of payment to date of release of new services to the complainants as per the schedule –II, Standards of Performance under regulation No.7 of 2004 issued by APERC.</li> <li>The above said compensation should be paid to all three consumers as per estimate sanctioned equally duly dividing the same utsupra.</li> <li>The respondents are herewith directed that the above said new services in favour of Terli Appala Naidu, Appala Swamy and G.Gangabhavani, Amity Village, Terlam Mandalam should be released on war foot basis duly erecting required Distribution Transformer as per estimate sanctioned.</li> <li>A compliance report should be submitted within 15 days after receipt of this order duly implementing the above order.</li> </ul>	Resolved	-
16	242/17.10.2011	Sri T. Rama Rao, MIG-9, APHB Colony, Near Santhoshimata Temple, Old Srikakulam, Srikakulam Dist. Sc.No.30251	Requesting for shifting of existing pole in front of his house and stay wire at H No. MIG-9, Old Srikakulam against SC No. 30251.	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to register the Complaint at the Call Centre. He shall pay the necessary shifting charges as per the estimate</li> <li>All the Respondents are hereby directed to collect the estimate charges and shall take necessary action after receipt of the estimate charges.</li> </ul>	Resolved	-

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17	183/18.10.2011	Sri Satyavarapu Ravibabu, S/o Appala Raju, Bejjipuram Gramam, Laveru Mandalam, Srikakulam Dist. SC.No.1150.	Abnormal bill for August '2010 against SC No. 1150, Bejjipuram, Laveru Mandalam, Srikakulam and not rectified so far and not taken regular bills.	<ul style="list-style-type: none"> <li>All the respondents are hereby directed to revise the bill as per Clause A3.22 of General Terms and Conditions of Supply as the particulars are not readily available on record prior to the period 07/2010.</li> <li>The Superintending Engineer/Operation/Srikakulam shall implement the orders within 10 days and shall send compliance within 7 days.</li> </ul>	Pending	-
18	167/18.10.2011	WELFARE ASSOCIATION M.V.S.S. Sarma (President) Phase – 4, Vuda Colony, Vizianagaram District	Phase-4, Vuda Colony, providing of 3 ph. Distribution Transformers instead of existing single phase Distribution Transformers to prevent interruptions and street lighting problem on account of AB switch.	<ul style="list-style-type: none"> <li>All the Respondents and Superintending Engineer/Operation/ Vizianagaram shall redress the grievance and shall complete the works within 30 days and the SE shall send a compliance within 10 days.</li> </ul>	Resolved	-
19	203/17.10.2011	Smt R. Narayanamma, Paderu Mandalam, Paderu Gramam, ITDA. Rekula Colony, Visakhapatnam Dist.	Spot billing is not being done at Rekula Colony against SC NO. 4103, Paderu.	<ul style="list-style-type: none"> <li>The 3rd Respondent has revised the CC Bill as per the check reading of Assistant Engineer/Operation/Paderu and an amount of Rs.157/- was withdrawn. The Consumer has paid Rs.148/- Hence the grievance of the consumer has been redressed.</li> <li>The Forum is here with "Warned" the respondents for their negligence and suitable instruction may be issued to the billing agency and recover an amount of Rs.50/- per each billing since installation of the meter to till now.</li> <li>The compliance report should be submitted to the Forum within 15 days after imposing penalty against billing agency.</li> </ul>	Resolved	-
20	256/18.10.2011	Sri P.S. Raju and Others, M. Venkatapuram Village, Gajapathinagaram Mandalam, Vizianagaram District.	Proper maintenance is not being done for the last 3 yrs causing frequent troubles facing against DTR, M.Venkatapuram, Gajapathinagaram Mandalam, VZM.	The 1st Respondent has resolved the grievance by rectifying the AB Switch on 26.9.2011 and the Complainant Consumer has been contacted on 18.10.2011 over Cell No.9440716181 and he said the problem was rectified. Hence the grievance has been redressed.	Resolved	-
21	182/18.10.2011	Sri M. Eswara Rao, S/o B. Bangaramma, Boddam Gramam, Rajam Mandalam, Srikakulam Dist. SC.No.31.	Abnormal bill was issued in Feb'2009 and not rectified so far and disconnected against SC No. 31, Boddam, Rajam Mandalam.	<ul style="list-style-type: none"> <li>The bill has been revised and an amount of Rs.20014/- has been withdrawn. The Consumer has paid the balance amount of Rs.2960/- on 11.10.2011. Hence the grievance has been redressed.</li> </ul>	Resolved	-
22	184/17.10.2011	Smt S. Vijayalaxmi, W/o Satyanarayana, Kovala Veedhi, Arasavelli, Srikakulam Dist. SC.Nos. 4068 and 3985	Bills not been issued from 10/2010 onwards for 2 SC Nos. 4068 and 3985.	<ul style="list-style-type: none"> <li>The 2nd Respondent has redressed the grievance by rectifying the bill of SC No. 4068 and issued RJ No.22/9/11 and consumer has paid the bill vide PR No. 85419 dt.22.9.11 for Rs.1658/- and SC No. 3985 was billed upto the actual check reading and consumer has paid the amount of Rs.439/- vide PR No. 85435 dt.23.9.11. Hence the grievance has been redressed.</li> <li>The Forum is here with "Warned" the respondents for their negligence and suitable instruction may be issued to the billing agency and recover an amount of Rs.50/- per each billing since installation of the meter to till now.</li> <li>The compliance report should be submitted to the Forum within 15 days after imposing penalty against billing agency.</li> </ul>	Pending	-

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23	265/18.10.2011	Sri Er. D. Bhaskara Ramakrishna (B.E) Deputy Executive Engineer S.A.C.B. Sub Division Dowlaiswaram East Godavari Dist. HT. SC.No. RJY - 247	Extension to Kodavali Lift Irrigation Scheme though the necessary charges paid before 23 months 'against SC.No. HT 247.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the execution of extension of HT Supply to Kodavali Lift Irrigation at Kodavali Village as per the revised estimate prepared should be arranged to complete with in the schedule of time period duly getting sanction of revised estimate as well as collecting balance amounts as per the sanction of revised estimate from Lift Irrigation authorities.</li> </ul>	Pending	-
24	266/18.10.2011	Sri Er. D. Bhaskara Ramakrishna (B.E) Deputy Executive Engineer S.A.C.B. Sub Division Dowlaiswaram East Godavari Dist. HT. SC.No. RJY - 690	Extension of 24Hrs. 11KV Power supply through dedicated Feeder to Peddapuram Lift irrigation Scheme against SC.No. HT RJY 690.	<ul style="list-style-type: none"> <li>There is no deficiency service in this regard and as stated by the Second Respondent, the left irrigation scheme is getting 24 Hrs. supply from newly constructed Borrapampam Sub-Station.</li> <li>Whether the balance work is to be done or not? That has to be decided by the Licensee duly getting mutual consent in between Licensee and Lift Irrigation authorities. Accordingly further course of action will be decided.</li> </ul>	Resolved	-
25	190/20.10.2011	Sri Bandangi Sreenivasa Naidu, Konthili Village & Post, Hukumpeta Mandalam, Visakhapatnam Dist. Sc.No.000110.	Abnormal bill issued against SC No. 110, Konthili, Hukumpeta (M).	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to pay the revised amount of Rs.2042/- immediately</li> <li>All the Respondents shall collect the revised amount and shall issue the CC bills in time and as per check readings</li> <li>Hence the grievance of the Complainant Consumer is redressed.</li> </ul>	Resolved	-
26	270/21.10.2011	Sri B.G.S.N. Kotilingam Ex. Member. Coir Board Ministry of Industry (Govt. Of India) Chairman: A.P. cocobrooms Mfirs Asson. Prop:Sri Prahladaprabhu Fibers Jaggannapeta – 533249 East Godavari District. SC.No. 021358	Requesting for supply from Mogalikuduru Line instead of existing line against SC.No. 21358, Mogalikuduru Village, Nagaram Section.	<ol style="list-style-type: none"> <li>If he wants 24 hours supply to his Coir Industry located in Rural Area, he should register an application at Call Centre for preparing an estimate for proceeding further course of action of respondents Utsupra.</li> <li>The existing capacitors may be rectified or replaced with new one for improvement of power factor.</li> </ol>	Resolved	-
27	263/20.10.2011	Sri T.V.R. Reddy D.No. 8-7, Narayana Well's Street Old Town, Anaparthi – 533342 East Godavari Dist. SC.No. 11	Despite of repeated requests for the last year, they have not attended the following: 1) No replacement of damaged poles causing frequent interruptions. 2) No replacement of damaged conductor at Nallamalli Village, Rangampeta Mandalam.	<ul style="list-style-type: none"> <li>The execution of HVDS works by the contractor in that particular area i.e. SS10, Nallamalli Village, Rangampeta Mandal should be given priority to complete the replacement of damaged poles and conductor as the complainant is requesting many times and he is suffering in fact.</li> <li>All the respondent s are herewith directed that they should ensure the above work is to be attended on top priority under HVDS Scheme.</li> </ul>	Resolved	-
28	269/20.10.2011	Sri V. Subbayya Lingam D.No. 1-35/1, Sai Krupa Parvathi Nagar Mandapeta – 533308 East Godavari District SC.Nos. 1248, 1249	Demand Notices are not being received from 7/2011 against SC.Nos. 1248, 1249, Maredubaka Village, Mandapeta Mandalam, East Godavari District.	<ul style="list-style-type: none"> <li>The Grievance of complainant is resolved duly serving the demand notices for the SC.Nos. 1248 and 1249, Maredubaka Village, Mandapeta Mandal and complainant expressed his satisfaction.</li> </ul>	Resolved	-

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29	264/18.10.2011	Sri Er. D. Bhaskara Ramakrishna (B.E) Deputy Executive Engineer S.A.C.B. Sub Division Dowlaiswaram East Godavari Dist. HT. SC.No. RJY - 690	Request to attend the rectification of 11KV Metering cubicle at Peddapuram Lift Irrigation Scheme against SC.No. HT RJY – 690.	<ul style="list-style-type: none"> <li>The grievance of complainant is resolved against SC.No. HT RJY 690, Peddapuram Lift Irrigation Scheme duly attending the existing metering cubicle problem and new metering cubicle was also kept ready to replace existing one to avoid inconvenience.</li> <li>The complainant is herewith advised that the aluminum sheet should be provided on top of the metering cubicle existing as requested by the Second respondent.</li> </ul>	Resolved	-
30	298/25.10.2011	Sri Karthika Raj Kiran (Y.S.R. Congress), Banglavalasa Village, Sunkarimetta Post, Araku Valley Mandalam, Visakhapatnam Dist. Sc.No.5.	Low voltage problem at Sunkarametta, Santhavalasa, Jaddipanasa and Nisanivalasa Villagers at Araku (M).	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the above said work to avoid low voltage problem at Sunkarametta, Santhavalasa, Jaddipanasa and Nisanivalasa Villages should be taken up immediately duly getting proper sanction of the said estimate.</li> <li>A compliance report should be submitted to Forum with in 15 days from the date of receipt of this order after completion of above said work.</li> </ul>	Resolved	-
31	300/25.10.2011	Sri Pangi Venkat and Others, S/o Dambhu, Badayapadu, Sovva (P), Dumbriguda Araku Valley Mandalam, Visakhapatnam Dist.	Requesting for poles and DTR at Samadapadu and Badayapadu (V), Sovva Panchayat, Dumbriguda (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the above said work towards erection of Distribution Transformer and 0.3KM of LT AB cable on existing network at Samadapadu and Badayapadu (V), Sovva Panchayat, Dumbriguda (M), Visakhapatnam should be taken up on war footing basis duly getting approved from competent authority.</li> <li>A compliance report should be submitted to Forum with in 15 days from the date of receipt of this order.</li> </ul>	Resolved	-
32	273/17.10.2011	Sri Penumarthi Satyanarayana S/o. China Veeranna Vella (Valluri Vari Street) Ballavaka Village Ramachandrapuram Mandalam East Godavari District	Low voltage problem at Balavaka Village, Rowthulapudi Mandalam, East Godavari District.	<ul style="list-style-type: none"> <li>The Grievance of complainant is redressed duly attending the tree cutting at Palm Oil garden at ballavaka Village, Rowthulapudi Mandalam, East Godavari District against SC.No. 316 in the name of Sri P. Satyanarayana, S/o. Chinna Veeranna.</li> </ul>	Resolved	-
33	306/25.10.2011	Sri Baka Laykon, S/o Rama Rao, Lotheru (P), Lotheru Gramam, Araku Valley Mandalam, Visakhapatnam Dist. Sc.No.39	Not working existing meter against Sc.No.39, Lotheru Village, Araku Mandalam	<ul style="list-style-type: none"> <li>The complainant is herewith advised that the burnt meter charges are to be paid at Call Centre Araku duly registering an application immediately.</li> <li>After paying the same the existing burnt meter will be replaced.</li> </ul>	Resolved	-
34	303/25.10.2011	Sri Rama Chandra and Others, Sirlamamidivalasa Village, Yendapallivalasa, Padmapuram (P), Araku Mandalam, Visakhapatnam Dist.	Requesting for new DTR at Sirlamamidivalasa (V), Padmapuram (P), Araku (M).	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the work of erection of 6.3 KV line, 800 Mts along with 1No. of 15KVA Distribution Transformer at Sirlamamidivalasa (V), Padmapuram (P), Araku (M), should be commenced on war footing basis as per the estimate sanctioned by the 3rd respondent.</li> <li>A compliance report should be submitted to Forum with in 15 days from the date of receipt of this order duly completing the said work.</li> </ul>	Resolved	-
35	211/25.10.2011	Sri Gaddangi Ithanna, Bakkalapanuku Veedhi, Water Area, Paderu Panchayati, Paderu Mandalam, Visakhapatnam Dist.	Service wires are very long from existing pole and requested for intermediate pole at Bakkalapanuku (water tank area), Paderu.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the above said work should be commenced immediately duly entrusting the same to the contract agency through tendering as per the rules in vogue at SS-28, Bakkalapanuku Village, Paderu (M).</li> <li>The grievance will be redressed shortly as stated above.</li> </ul>	Resolved	-

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
36	297/25.10.2011	Sri Korukonda Laxmana Rao, S/o. Guru Murthy, Araku Village, Dumbriguda Mandalam, Visakhapatnam Dist. Sc.No.3902- 361.	Requesting correction of load from 40 HP to 25 HP against Sc.No.631, Cat-III, Araku.	<ul style="list-style-type: none"> <li>The 3rd respondent is herewith directed that the change of load particulars as 25HP instead of 40 HP against Sc.No.631, Cat-III, Araku should be effected immediately and intimated the same to the complainant.</li> <li>A compliance report should be submitted to Forum duly effecting the load as stated above.</li> </ul>	Resolved	-
37	299/25.10.2011	Sri K. Rama Rao and Others, Girijana Sangham Mandala Karayyalam, Kanthabhamsugudu, Araku Valley Mandalam, Visakhapatnam Dist. Sc.No.39.	Requesting DTR to Sirisiguda, Kaguvalasa and electricity to un- electrified villages of Byreduvalasa, Dadavalasa and Pedagudduvalasa of Lotheru (P), Araku (M)	<ul style="list-style-type: none"> <li>The grievance of extension of supply to Sirisiguda and Kaguvalasa villages has been resolved duly providing Distribution Transformer.</li> <li>The Grievance of electrification for un-electrified villages of Byreduvalasa, Dadavalasa and Pedagudduvalasa of Lotheru (P) will be resolved after sanctioning the estimate by the Corporate Office.</li> <li>All the respondents are herewith directed that deep pursuance to be made for sanctioning of electrification to the said un-electrified villages.</li> </ul>	Resolved	-
38	301/25.10.2011	Sri H.B. Gasinaidu, C.E.O/ E.O, Girimitra, Kanchumanda, Dumbriguda, Araku Valley Mandalam, Visakhapatnam Dist. Sc.No.55	Frequent interruptions at Kithalangi, Kinchumanda and Korra Village, Dumbriguda Mandal, Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The frequent interruptions at Kithalangi, Kinchumanda and Korra Villages have been attended duly providing a separate AB Switch on Kinchumanda side of 11 KV line.</li> </ul>	Resolved	-
39	296/25.10.2011	Sri S. Sankar Rao, S/o. Babu Rao, Kinchumanda Village, Dumbriguda Mandalam, Visakhapatnam Dist. Sc.No.35.	Abnormal bill is issued to Sc.No.35, Kinchumanda Village, Dumbriguda Mandal, Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The 3rd respondent is herewith directed that as per the recommendation of 1st respondent against Sc.No.35, Kinchumanda village, Dumbriguda Mandal, the revision of bill is to be prepared immediately duly apportioning the total reading and intimate to the complainant for paying same.</li> <li>Complainant is liable to pay the revision of bill as communicate by the 3rd respondent.</li> </ul>	Resolved	-
40	288/28.10.2011	Sri Chilukuri Satyanarayana, Dr.No.3-20 Dwaraka Tirumala, W.G.Dist SC.Nos. 872, 873, 886, 1048, 1050	Though the existing meters were removed for bill stopping the same against SC.No. 872, 873, 886, 1048 and 1050 but against the same against SC.No. 872 is being continued and appearing arrears and requesting for withdrawing the arrears.	<ul style="list-style-type: none"> <li>The grievance of complainant is resolved duly bill stopping the SC.No. 872, Dwaraka Tirumala and the arrears, Security Deposit available and connected load were transferred to the SC.No. 1040 which is present existing in the same premises after clubbing all services.</li> </ul>	Resolved	-

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
41	289/28.10.2011	Sri Chilukuri Balarama Swamy, Dr.No.3-20 Dwaraka Tirumala, W.G.Dist SC.Nos. 872, 873, 886, 1048, 1050	Though the existing meters removed for bill stopping against SC.No. 872, 873, 886, 1048 and 1050 but against SC.No. 1040, Cat-II, the single phase meter removed and 3-Ph meter fixed in place of that, but CC bills are not received so far even after lapse o	<ul style="list-style-type: none"> <li>The Grievance of Complainant is resolved duly effecting the meter change slip of 3-Phase meter and regularizing the loads against bill stopped services. The shortfall demand against the said service No. 1040, Dwarakanagar Tirumala was also raised accordingly and regular CC bills will be issued from November, 2011 onwards.</li> <li>The complainant is liable to pay the shortfall demand.</li> <li>The respondents are herewith WARNED that such type of mistakes should not be repeated in future or otherwise such mistakes will attract disciplinary action against concerned Officers.</li> </ul>	Pending	-
42	302/28.10.2011	Smt Patta Appala Narasamma, Aruna Rice Mill, Yendapallivalasa, Padmapuram (P), Araku Mandalam, Visakhapatnam Dist. Sc.No.86	Abnormal bill is issued to Sc.No.3705-272 and frequent interruptions at Distribution Transformer at Yendapalli valasa Village, Padmapuram (P), Aruku Mandalam.	<ul style="list-style-type: none"> <li>The Grievance of complainant are resolved duly renovating old HT/LT Fuse wires at Distribution Transformer, Yendapalli Village, Padmapuram (P), and the actual readings with KVAH details are sent to ERO/Narasipatnam for proper billing as stated above.</li> <li>The 3rd respondent is herewith directed that the proper billing against the SC.No. 3705-272, Yendapalli Village, is to be done as per the recommendation of 1st and 2nd Respondents and communicate to the complainant immediately.</li> </ul>	Resolved	-
43	305/28.10.2011	Sri Buridi Dasaradh and Others, S/o Guru, Guggadu Gramam, Baski Panchayati, Araku Valley Mandalam, Visakhapatnam Dist.	Requesting for replacement of existing single lead conductor at Various villages in Baski Panchayat, Araku Vally (M), Visakhapatnam District.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the detailed survey should be completed on war footing basis and prepare an estimate to be getting sanction the same. After sanction of the estimate, the work will be commenced at various villagers in Baski (P) as stated above.</li> </ul>	Pending	-
44	293/28.10.2011	Sri Bh.N.S. Radha Krishna, Flat No.B-2, Sagar Apartments, Santhi Nagar, Kakinada, E.G. Dist.	Requesting for reconnection to the SC.No. 4501-3128, Gaigogulapadu, Kakinada, East Godavari District.	<ul style="list-style-type: none"> <li>The grievance of complainant is resolved duly removing existing meter against SC.No. 4501-3128, Gaigogulapadu, Kakinda and adjusted the arrears from existing Security Deposit.</li> <li>Now the complainant is entitled to apply for new service connection in the same premises by submitting clearance certificate issued by 3rd respondent.</li> <li>The 3rd Respondent is herewith directed that the balance Security Deposit available against bill stopped service No. 4501-3128 of Gaigogulapadu, Kakinada is to be adjusted to the CC bills of new service in the same premises in the name of complainant.</li> </ul>	Resolved	-
45	215/28.10.2011	Sri Kamidi Bhaskara Rao, Dumbriguda Village and Post, Dumbriguda Mandalam, Araku. Visakhapatnam Dist. Sc.No.140	New service under Cat II is not released due to another service connection bill stopped in the same premises and requesting for reducing the arrears of bill stopped service connection against SC No. 140, Dumbriguda, Araku.	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to pay the balance amount of Rs.7934/- immediately.</li> <li>All the Respondents are hereby directed to collect the arrears immediately.</li> </ul>	Resolved	-



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
46	258/29.10.2011	Sri P.V.S. Manikanta, S/o P. Srinivasa Rao, Krishnapuram, Amadalavalasa, Srikakulam Dist, Sc.No.007414	Abnormal bill is issued in October'10 and as per his request the existing meter replaced but functioning of existing meter is not known. Request for justification duly conducting detailed enquiry.	<ul style="list-style-type: none"> <li>The CC bill for the month of 10/10 was revised duly taking the average consumption from 11/09 to 10/10 and the amount of Rs.443/- was withdrawn vide RJ No. 19/10. Hence the grievance is redressed.</li> </ul>	Resolved	-
47	174/29.10.2011	Sri Mundru Srihari Charkrapani M/s. Laxmi Sai Sago Factory Kamarau Peta Gokavaram Mandalam East Godavari District. SC.No. 162-000996, Cat - III	RMD exceeds CMD and billing is being done under HT without enhancing physical load of cat – III service No. 996, Kamarajupeta, Gokavaram (M), Rajahmundry.	<ul style="list-style-type: none"> <li>After through verification of records, written submission, details of complainant and hearing at Circle Office Rajahmundry, the following order is herewith passed for implementation.</li> <li>As seen from the billing pattern, the bills raised so far against Service No. 996, Cat – III, Kamarajupeta (V) Gokavaram (M), East Godavari District towards exceeding CMD charges are in order. The complainant is liable to pay the demand charges raised so far.</li> <li>The Second and Third respondents are herewith directed that the physical inspection against the said service should done immediately and a Notice shall be served for regularization of load as per the Clause No. 12.3.3.1 of General Terms and Conditions of Supply or otherwise if load is not exceeded CMD, the consumer may be advised to apply for reduction of load.</li> </ul>	Resolved	-
48	255/29.10.2011	Sri Boddupalli Ramakrishna Rao, LIG-139, Alakananda Colony, Behind Sai Baba Temple, Cantonment (PO), Vizianagaram Dist. Sc.No.013947.	Though the challenging fee paid on 9.6.2011, the existing meter is not changed as it is being running speedy against SC No 13947, Alakananda Colony, Vizianagaram.	<ul style="list-style-type: none"> <li>The Forum is hereby direct all the respondents to test the energy meter again and revise the bill according to test results.</li> <li>The Superintending Engineer/Operation/Vizianagaram hereby directed to take disciplinary action against Assistant Engineer/LTM, Assistant Divisional Engineer/LTM, Assistant Engineer/D3/ and Tester/LTM, as they mislead the Forum by hiding the test results of energy meter No.8623021 of Elymer IR port meter capacity SQ5-30 Amps.</li> <li>The grievance is to be redressed only after 2nd time testing.</li> <li>Testing of meter is to done with in Seven Days.</li> </ul>	Resolved	-
49	274/05.11.2011	Sri M. Sridhar Raju, Flat No.102, "Creative Towers", D.No.53-17-45/13, Dr. VS Krishna College Road, Maddilapalem, Visakhapatnam, Sc.No.306588.	Requesting for correct Door No. on CC bills as per property tax return against SC No. 306588, Maddilapalem, Visakhapatnam.	The 3rd Respondent has rectified the Door No. duly obtaining the Municipal Tax demand from the Consumer and the Consumer has expressed most satisfaction for redressing his grievance.	Resolved	-
50	249/05.11.2011	Sri P. Tirupathi Rao, 2F6, Raviteja Towers, Chinna Bondilipuram, Srikakulam Dist, Sc.No.42893	Abnormal bill is issued in December'2010 against SC No. 42893, Chinna Bondilipuram Srikakulam.	<ul style="list-style-type: none"> <li>The excess CC bill has been withdrawn for Rs.2994/- vide RJ No.33/8.11 based on the recommendation of the AAE and the balance amount of Rs.783/- for the month of 8/2011 has been paid on 12.9.2011. Hence the grievance is redressed.</li> </ul>	Resolved	-

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
51	283/05.11.2011	Sri V. Ramakrishna and 3 Others, Pasupam Village, Pusapatirega Mandalam, Vizianagaram Dist,	The new agriculture services are not released so far though they paid necessary charges on 16-4-2010 at Pasupam (V), Pusapatirega (M), VZM.	<ul style="list-style-type: none"> <li>• “No Doubt” there is a deficiency of service of respondents which attracts compensation though the complainant are not ready to release new service if the respondents act in time, the question of readiness does not arise. The Respondents have also not issued any Notice so far.</li> <li>• The Respondents are liable to pay compensation @ 50/- per each over and above 60 days from the date of payment to date of release of new services to the complainants as per the schedule – II, Standards Of Performance under Regulation No.7 of 2004 issued by APERC.</li> <li>• The above said compensation should be paid to all 4 consumers as per estimate sanctioned equally duly dividing the same ut supra.</li> <li>• The Respondents are herewith directed that the above said new services in favour of Sri V. Ramakrishna, Sri Mahanti Narsing Rao, Sri Mugidi Ramu and Sri V. Naramnaidu should be released on war foot basis duly erecting required Distribution Transformer as per estimate sanctioned.</li> <li>• The Complainant Consumers are directed to complete the shed and allied works duly after receipt of the notices.</li> <li>• The Superintending Engineer/Operation/Vizianagaram shall send a compliance report within 15 days after receipt of this order duly implementing the above order. He shall take immediate action for providing the service connections to stop further loss to the crops.</li> <li>• Regarding implementation of work, the respondents have not intimated to the complainants in advance to take service connections.</li> <li>• As per the written submission of 2nd respondent the Agriculture Services said to have been released on 19.04.2011, but he failed to submit the proof of evidence regarding release of New Service connections such as drawl of materials, Test reports etc. It clearly indicates that there is gross negligence of duty and short coming of service of the respondents to the consumers as the respondents totally violated the Standards Of Performance and they are liable for disciplinary action as per rules in vogue as they hidden the factual position and mislead the Forum.</li> <li>• The CGM/HRD is hereby requested to take necessary disciplinary action on all the concerned Respondents for the lapses stated above.</li> </ul>	Resolved	-
52	221/19.11.2011	Sri K. Satyanarayana and 4 Others, Barmanaguda Village, Konthili Post, Hukumpeta Mandalam. Visakhapatnam Dist.	CC bills are not being issued though the meters are fixed for the last 2 Months at Barmanaguda Village, Hukumpeta Mandal.	<ul style="list-style-type: none"> <li>• The Grievance of the complainants, Barmanaguda Village, Hukumpeta Mandal is treated as redressed as the billing is being continued from second group of this month i.e. November, 2011 onwards.</li> <li>• Hereafter, the CC bills will be issued regularly under bi-monthly billing.</li> </ul>	Resolved	-
53	218/19.11.2011	Sri Tangula Padma Rao and 10 Others, S/o Bujjam Naidu, Kotnapalli Village and Post, Hukumpeta Mandalam, Visakhapatnam Dist.	Requesting for replacement of damaged APSIDC DTR at Kotnapalli Village, Panchayat, Hukumpeta Mandal.	<ul style="list-style-type: none"> <li>• The respondents are herewith directed that the said work should be commenced on war footing basis after getting proper sanction for replacement of damaged APSIDC DTR at Kotnapalli Village, (P), Hukumpeta Mandalam.</li> <li>• Hence, the Grievance of said villagers will be redressed shortly as stated above.</li> </ul>	Pending	-
54	217/19.11.2011	Sri Sidiri Raja Rao and 6 Others, Pandigunta Village, Devapuram Panchayati, Paderu Mandalam, Visakhapatnam Dist.	Requesting for healthy Distribution Transformer in place of Damaged Distribution Transformer at Pandigunta Village, Devapuram (P), Paderu (M).	<ul style="list-style-type: none"> <li>• The Grievance of Pandigunta (V), Paderu (M), was resolved duly replacing the failed Distribution Transformer on 06-09-11 with healthy Distribution Transformer.</li> </ul>	Resolved	-
55	212/19.11.2011	Sri K. Balanna and 11 Others, Munchungiputtu Mandalam, Pedaguda Panchayati, Visakhapatnam Dist.	Low voltage problem and requesting for removal of damaged poles and new DTR at Pedaguda (V&P), Munchingiputtu (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>• The respondents are herewith directed that the said work should be commenced on war footing basis after getting proper sanction to avoid voltage problem at Pedaguda Village and (P), Munchingiputtu (M), Visakhapatnam Dist.</li> <li>• Hence, the Grievance of said villagers will be redressed shortly as stated above.</li> </ul>	Pending	-
56	209/19.11.2011	Sri Majji Simhachalam, Isuku Garavu Village, Badimela (P) Paderu Mandalam, Visakhapatnam Dist. Sc.No.04.	Low voltage problem at Isukagaruvu (V), Badimela (P), as supply is being given from 4 KMs away.	<ul style="list-style-type: none"> <li>• The Grievance of Isukagaruvu (V), Paderu (M), has resolved duly replacing the failed Distribution Transformer on 10-09-11 no there is no voltage problem.</li> </ul>	Resolved	-

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
57	185/19.11.2011	Sri Mattammukki Babu Rao, Gummasiragamput (V), Munchigiput (M), Kinchayput Panchayat, Visakhapatnam Dist.	Low voltage problem at Gummasiragam Puttu (V), Kinchaiputtu (P), Munchingiputtu Mandal, Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work towards rectification of low voltage problem at Gummasiragamputtu Village, Munchingiputtu (M) should be commenced immediately as state above and redress the above problem.</li> <li>The compliance report should be submitted to Forum within 15 days from the receipt of orders duly completing the said work.</li> </ul>	Pending	-
58	268/19.11.2011	Sri T.HC. Rajapal Reddy, D.No. 8-7, Narayya's Well Street, Old Town, Anaparthi – 533342 East Godavari Dist. SC.No. 1110-500137	Though it is minus bill shown against agriculture Sc.No.137, Duppalapudi (V), Anaparthi (M), E.G.Dist but asking for paying the demand charges.	<ul style="list-style-type: none"> <li>The Grievance of complainant is resolved duly showing the arrears as minus balance against Sc.No.137, Duppapudi (V), Anaparthi (M), E.G.Dist and the complainant is not necessary to pay the customer charges bills issued once in six months until clearance of minus arrears against the said service.</li> <li>The 3rd respondent is directed that the minus arrears may be verified immediately and confirmed before giving the adjustment.</li> </ul>	Resolved	-
59	205/19.11.2011	Sri J. Banju Babu and 7 Others, Galipadu Village, Gatham Panchayati, Hukumpeta Mandalam, Visakhapatnam Dist.	Requesting for reliable supply to 9 Nos of villagers as said at Gatham (P), Hukumpeta Mandal.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work should be commenced on war footing basis after getting proper sanction for providing reliable supply at 9 Villagers of Gatham (P), Hukumpeta Mandalam.</li> <li>Hence, the Grievance of said villagers will be redressed shortly as stated above.</li> </ul>	Pending	-
60	204/19.11.2011	Sri S. Sanyasi Rao and 5 Others, S/o Bojana, Billaputtu Village, Gatham Panchayati, Hukumpeta Mandalam, Visakhapatnam Dist.	Requesting for healthy DTR in place of damaged DTR at Billaputtu (V), Gatham (P), Hukumpeta (M).	<ul style="list-style-type: none"> <li>The Grievance of Billaputtu Village, Hukumpeta (M), was resolved duly replacing the failed Distribution Transformer on 06-09-2011 as per the request of villagers.</li> </ul>	Resolved	-
61	194/19.11.2011	Sri G. Appala Konda and 22 Others, Koppara Majji Village Salugu Post, Paderu Mandalam, Visakhapatnam Dist.	Requesting for electrification at Kapparamajji Village, Salugu (P), Padedru (M).	<ul style="list-style-type: none"> <li>The villagers of Kapparamajji Village, Salugu (P), Paderu (M) have to be awaited up to sanctioning of 250 Nos. conventional scheme for electrification of un electrified habitations as the same villagers are also covered in the said scheme. The said scheme is under active consideration.</li> </ul>	Pending	-
62	193/19.11.2011	Sri Vanthala Bhemeswara Rao and 5 Others, Dallapalli Gramam Salugu Post, Paderu, Visakhapatnam Dist.	Requesting for electrification at Dallapalli Village, Salugu (P), Padedru (M).	<ul style="list-style-type: none"> <li>The villagers of Dallapalli Village, Salugu (P), Paderu (M) have to be awaited up to sanctioning of 250 Nos. conventional scheme for electrification of un electrified habitations as the same villagers are also covered in the said scheme. The said scheme is under active consideration.</li> </ul>	Pending	-
63	189/19.11.2011	Sri Kasina Eswara Rao, Kasirajupeta, Matam Panchayati, Dasampeta Mandalam Visakhapatnam Dist. Sc.No.4.	Speedy meter is to be changed against Sc.No.4, Kasiraju Peta Village, Matam (P), Dasampeta (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The existing meter against Sc.No.4, Kasiraju Peta Village, Dasampeta (M), Visakhapatnam Dist is need not be changed as it is being worked satisfactory as stated by the 1st respondent after conducting physical inspection of above service.</li> </ul>	Resolved	-
64	187/19.11.2011	Sri Kangata Eswara Rao and 4 Others, Mulagalapalem, Devapuram Panchayat, Paderu, Visakhapatnam Dist.	Burnt transformer not replaced for the last 2 Years at Mulagalapalem (V), Devapuram (P), Paderu (M).	<ul style="list-style-type: none"> <li>The Grievance of Mulagalapalem Village, Paderu (M), was resolved duly replacing the failed Distribution Transformer on 06-09-2011.</li> </ul>	Resolved	-

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
65	240/19.11.2011	Sri S. Nagabushanam (Surpanch) and 7 Others, Grama Panchayati, OLDA, Hukumpeta Mandalam, Visakhapatnam Dist.	No reliable supply in 60 Villages of Mathyapuram (V), Durgam, Rapa and Olda (P) in Hukumpeta (M).	<ul style="list-style-type: none"> <li>The existing distribution network may be sufficient for giving reliable supply in 60 Villages of Hukumpeta (M) as stated by the 1st respondent in his written submission but villagers of above mandal who are suffering in particular arrears i.e. school in Uppa Village and Damaged poles in Olda. These issues are not attended by the respondents.</li> <li>Hence, the respondents are herewith directed that the Special attention should be made against the issues clearly mentioned in their complaint and attend on war footing basis.</li> <li>A compliance report should be submitted to Forum within 15 days from the receipt of this order duly attending the above issues mentioned by the villages.</li> </ul>	Pending	-
66	239/19.11.2011	Sri Ch. Appa Rao, S/o Illanna, Vantlamamidi (V) & (P), Paderu Mandalam, Visakhapatnam Dist.	Low voltage problem at Vantlamamidi Village, Paderu (M).	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work towards rectification of low voltage problem at Vantlamamidi Village, Paderu (M) should be commenced immediately as stated above and redress the above problem.</li> <li>The compliance report should be submitted to Forum within 15 days from the receipt of orders duly completing the said work.</li> </ul>	Resolved	-
67	234/19.11.2011	Sri Sulama Laxmana Rao, S/o Atchayya, Vantlamamidi Panchayati, Aratibanda Village, Nandigarvu, Paderu Mandalam, Visakhapatnam Dist.	Requesting for new DTR in place of damaged DTR Aratibanda, Nandigarvu (V), Vantlamamidi Panchayat, Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The two villagers of Aratibanda, Nandigarvu, Vantlamamidi (P), Paderu have to be awaited up to sanctioning of 250 Nos. conventional scheme for electrification of un electrified habitations as the same villagers are also covered in the said scheme. The said scheme is under active consideration.</li> </ul>	Pending	-
68	213/18.11.2011	Sri S. Neelakantam Raju and 5 Others, Gondipeta Village, Santhari (PO), Hukumpeta Mandalam, Visakhapatnam Dist.	Low voltage problem at Gondipeta Village, Santhari (P), Hukumpeta (M).	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work towards rectification of low voltage problem at Gondipeta (V), Hukumpeta (M) should be commenced immediately as stated above and redress the above problem.</li> <li>The compliance report should be submitted to Forum within 15 days from the receipt of orders duly completing the said work.</li> </ul>	Resolved	-
69	210/18.11.2011	Sri V. Yerranna and 4 Others, S/o Bojjanna, Vangarahi Gramam, Vanthadapalli Panchayati, Kidangi Post, Paderu Mandalam, Visakhapatnam Dist.	New services are to be released under Indiramma Scheme at Vanthapalli (P), Paderu (M).	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work towards releasing of new services under Indiramma Scheme duly providing new poles at Vanthapalli Village, and Vangara Village, Paderu Mandal, should be commenced immediately as state above and redress the above problem.</li> <li>The compliance report should be submitted to Forum within 15 days from the receipt of orders duly completing the said work.</li> </ul>	Resolved	-
70	199/18.11.2011	Sri G. Vasudeva Rao, S/o Andanna, Tumpada Gramam, Paderu Mandalam, Visakhapatnam Dist. Sc.No.67.	Due to service wire so long from existing pole and requested for intermediate pole at Tumpada Village, Paderu (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work towards providing intermediate pole and replacement of damaged poles in Tumpada Village, should be commenced immediately as state above and redress the above problem.</li> <li>The compliance report should be submitted to Forum within 15 days from the receipt of orders duly completing the said work.</li> </ul>	Resolved	-
71	235/25.11.2011	Sri Guda Somanna and 7 Others, Korakaputta, Gonduru Village, Paderu Mandalam, Visakhapatnam Dist.	Requesting for replacement of damaged poles and rectification of sagged lines at Karakaputtu Village, Paderu Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the said work should be completed immediately as stated above at Gonduru Village, Karakaputtu (P), Paderu Mandal, Visakhapatnam towards replacement of damaged poles and Distribution Transformer.</li> <li>A compliance report should be submitted to Forum within 15 days duly completing the said work.</li> <li>A compliance report should be submitted to Forum with in 15 days from the receipt of Orders duly completing the above said work.</li> </ul>	Pending	-
72	188/25.11.2011	Sri B.V. Ramana, Lochaliputtu Veedhi, Near Boys Hostel, Paderu, Visakhapatnam Dist. Sc.No.2060	Low voltage problem at Lochaliputtu Village, Paderu Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the above said work should be completed on war footing basis to avoid Low voltage problem at Lochaliputtu village, Paderu Mandalam, Visakhapatnam District should be commenced and complete as stated above.</li> <li>A compliance report should be submitted to Forum with in 15 days from the receipt of Orders duly completing the above said work.</li> </ul>	Resolved	-

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
73	225/25.11.2011	Sri CH. Ganapathi, Aradakota (Village and Post), Pedabayalu Mandalam, Visakhapatnam Dist.	LT Line crossing the houses and bottom rusted poles – Requesting for removal at Aradukota Village, Pedabayalu Mandalam, Visakhapatnam.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the said work for removal of Bottom rusted poles and providing Single Phase 15 KVA Distribution Transformer avoid Low voltage problem at Aradikota Village, Pedabayalu Mandalam should be commenced immediately and complete as stated above.</li> <li>The compliance report should be submitted to Forum with in 15 days from receipt of orders duly completing above said work.</li> </ul>	Pending	-
74	228/25.11.2011	Sri L. Sanyasinaidu, Dr.No.15-41/4, Neelakantam Nagar (Chakalipeta), Paderu Mandalam, Visakhapatnam Dist. Sc.No.2499.	Existing Meter is not working and not replaced so far against Sc.No.2499 at Paderu Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> <li>The Grievance of Complainant is resolved duly proving new meter in place of defective meter against Sc.No.2499, Paderu, Visakhapatnam on 27/08/11.</li> </ul>	Resolved	-
75	230/25.11.2011	Sri CH. Srinivas Padalu (Teacher) and 5 Others, Dr.No. 19-43 A, Modamamba Temple Street, Paderu, Visakhapatnam Dist. Sc.No.2123.	Low voltage problem at Modakondamma Temple Street, Paderu Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the said work should be commenced and complete as stated above to avoid low voltage problem at Modakondamma Temple Street, Paderu.</li> <li>A compliance report should be submitted to Forum with in 15 days from the date of receipt of Orders duly completing the above said work.</li> </ul>	Resolved	-
76	233/25.11.2011	Smt B. Rama Devi (Surpanch) and 5 Others, Vanthadapalli (P), Kotlagarvu Village Paderu Mandalam, Visakhapatnam Dist. Sc.No.04.	Low voltage problem at Kotlagaruvu Village, Paderu Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the above said work should be completed at Kotlagaruvu Village, Paderu Mandalam, Visakhapatnam Dist as stated above to avoid low voltage problem.</li> <li>A compliance report should be submitted to Forum with in 15 days from the date of receipt of this Order duly completing the above said work.</li> </ul>	Pending	-
77	347/13.12.2011	Sri K.V. Swamy Raju, Superintendent (Retd.), P.R. Dept, 57/1, P.V.R. Colony, Gayatrinagar, Vizianagaram – 2, Sc.No.55815.	Receiving the CC bills for huge amounts for the last 3 months.	The 3rd Respondent has redressed the grievance by adjusting the CC bill 10/10 under NIL consumption status to DL was effected in 10/2010 CC bill and the 12/10 CC bill which was issued under DL status was also adjusted in the month of 1/11 for an amount of Rs.1117/- vide RJ No.05/8/9-11. Hence the grievance has been redressed.	Resolved	-
78	348/13.12.2011	Sri D.S. Seshadri and 4 Others, Plot No.2, Ramakrishna Nagar, Opp: Civil Supplies Godown, Dasannapeta, Vizianagaram, Sc.Nos.34751, 42214 and 37271.	Low voltage problem due to line shifting from existing at Ramakrishna Nagar, Vizianagaram.	<ul style="list-style-type: none"> <li>The 1st and 2nd Respondents have balanced the load of Distribution Transformer No.SS-144 and the services which are being feeding from the Ramakrishna Nagar changed over to B Ph. The end voltages have been improved to 238 V after load balancing of the Distribution Transformer.</li> <li>The Grievance of the consumers has been redressed.</li> </ul>	Resolved	-
79	338/13.12.2011	Sri CH. Varadharaju (Pan Shop), D.No.122, Contonment, Pavani Nagar, Ganesh Temple, Vizianagaram.	Requesting for rectification of sagged pole on the domestic house at Cantonment, Ganesh Temple, Vizianagaram.	<ul style="list-style-type: none"> <li>All the Respondents are hereby directed to restring the sagged LT conductor between the pole Nos.27-ECF-27 and re-erect the leaned pole No.SS-1-32-A on war footing basis to avoid future electrical un towards incidents as precautionary measure by 25.12.2011 and a compliance shall be sent within 10 days from the date of receipt of the Order.</li> </ul>	Resolved	-

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
80	352/13.12.2011	Arun Plywoods Pvt Ltd., S. Gowtham (Managing Director), B-14, Industrial Park, Pedagantyada, Visakhapatnam – 530 044, Sc.No.HT – VSP 739.	Requesting for power restoration to Dooras Ply Products against SC No. HT VSP 739.	<ul style="list-style-type: none"> <li>The Complainant Consumer shall register an Application at the Call Center, for shifting the HT Service along with all the concerned documents</li> <li>All the Respondents shall take necessary action immediately after receipt of the all the documents.</li> <li>The Superintending Engineer/Operation/Visakhapatnam shall send a compliance report within 7 days from the date of action taken by the Respondents.</li> </ul>	Resolved	-
81	295/13.12.2011	Sri Gandham Venkata Kesava Rao, Thokalapudi Village, Veeravasaram Mandalam, W.G. Dist. Sc.No.314.	Requesting for not clubbing the both the SC.Nos. 314, 239 Tokalpudi Village, Veeravasaram Mandalam as the back billing notice issued as the both the services are utilizing supply in common premises.	<ul style="list-style-type: none"> <li>After through verification of records, written submissions, proof of documents and argument of complainant during personal hearing the following order is herewith passed for implementation.</li> <li>Smt. G. Nagaprasanna Rani and G.V. Kesava Rao are not belonging same family as she is the daughter of complainant and she got married on 16.02.2005. The same said property was given to his daughter at the time of Marriage as per the proof of documentary evidences. Hence no necessity to merge the SC.No. 239 and 314 though they are in the same premises.</li> <li>Against SC.No. 314 in the name of G.V. Kesava Rao, exceeding contracted load Utsupra. He is liable to pay the back billing charges.</li> <li>Hence the provisional assessments notice issued by the 2nd Respondent vide Lr.No. 1386/11, dt. 19.06.2011 is in order.</li> <li>As per the inspection report of 2nd Respondent, SC.No. 314 infavour of G.V. Keswava Rao is not exceeding contracted demand at present and the same service may be continued in the existing billing pattern under Pisciculture Tariff.</li> <li>In future, any time the SC.No. 314 infavour of complainant exceeds contracted demand or the monthly average consumption exceeds 1410 Units, the same service should be billed under industrial Tariff without giving any further Notice.</li> <li>The 3rd Respondent is directed to ensure the contracted load against SC.No. 239 infavour of Smt. G.N. Prasanna Rani as the same service is being billed under Industrial Tariff. Hence contracted load must be more than 10 HP.</li> <li>A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions.</li> </ul>	Pending	-
82	323/14.12.2011	Sri Mahanthi Narasinga Rao Pasupam Gramam Pusapatirega Mandalam Vizianagaram District.	The new agriculture services are not released so far though they paid necessary charges on 16-4-2010 at Pasupam (V), Pusapatirega (M), VZM.	<ul style="list-style-type: none"> <li>“No Doubt” there is a deficiency of service of respondents which attracts compensation, though the complainant are not ready to release new service if the respondents would have been acted on time, the question of consumer readiness does not arise. The Respondents have also not issued any Notice so far.</li> <li>The Respondents are liable to pay compensation @ 50/- per each over and above 60 days from the date of payment to date of release of new services to the complainants as per the schedule – II, Standards Of Performance under Regulation No.7 of 2004 issued by APERC.</li> <li>The above said compensation should be paid to all 4 consumers as per estimate sanctioned equally duly dividing the same utsupra.</li> <li>The Respondents are herewith directed that the above said new services in favour of Sri V. Ramakrishna, Sri Mahanti Narsing Rao, Sri Mugidi Ramu and Sri V. Naramnaidu should be released on war foot basis duly erecting required Distribution Transformer as per estimate sanctioned.</li> <li>The Complainant Consumers are directed to complete the shed and allied works before receipt of the notices from the respondents.</li> <li>The Superintending Engineer/Operation/Vizianagaram shall send a compliance report within 15 days after receipt of this order duly implementing the above order. He shall take immediate action for providing the service connections to stop further loss to the crops.</li> <li>Regarding implementation of work, the respondents have not intimated to the complainants in advance to take service connections.</li> <li>As per the written submission of 2nd respondent the Agriculture Services said to have been released on 19.04.2011, but he failed to submit the proof of evidence regarding release of New Service connections such as drawl of materials, Test reports etc. It clearly indicates that there is gross negligence of duty and short coming of service of the respondents to the consumers as the respondents totally violated the Standards Of Performance and they are liable for disciplinary action as per rules in vogue as they hidden the factual position and mislead the Forum.</li> <li>The CGM/HRD is hereby requested to take necessary disciplinary action on all the concerned Respondents for the lapses stated above (present as well as predecessors).</li> </ul>	Resolved	-

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
83	207/13.12.2011	Sri Padi Pothu Raju and 11 Others, Kimidi Puttu Village, Gattam Panchayati, Hukumpeta Mandalam, Araku (R.S), Visakhapatnam Dist.	Requesting for electrification at Kimidiputtu Village, Gattam (P), Hukumpeta (M).	<ul style="list-style-type: none"> <li>The Grievance of villagers of Kimidiputtu, Gattam (P), Hukumpeta (M) has been resolved duly replacing the failed Distribution Transformer on 05-09-11.</li> </ul>	Resolved	-
84	320/14.12.2011	Sri Mugidi Ramu Pasupam Gramam Pusapatirega Mandalam Vizianagaram District.	The new agriculture services are not released so far though they paid necessary charges on 16-4-2010 at Pasupam (V), Pusapatirega (M), VZM.	<ul style="list-style-type: none"> <li>“No Doubt” there is a deficiency of service of respondents which attracts compensation, though the complainant are not ready to release new service if the respondents would have been acted on time, the question of consumer readiness does not arise. The Respondents have also not issued any Notice so far.</li> <li>The Respondents are liable to pay compensation @ 50/- per each over and above 60 days from the date of payment to date of release of new services to the complainants as per the schedule – II, Standards Of Performance under Regulation No.7 of 2004 issued by APERC.</li> <li>The above said compensation should be paid to all 4 consumers as per estimate sanctioned equally duly dividing the same ut supra.</li> <li>The Respondents are herewith directed that the above said new services in favour of Sri V. Ramakrishna, Sri Mahanti Narsing Rao, Sri Mugidi Ramu and Sri V. Naramnaidu should be released on war foot basis duly erecting required Distribution Transformer as per estimate sanctioned.</li> <li>The Complainant Consumers are directed to complete the shed and allied works before receipt of the notices from the respondents.</li> <li>The Superintending Engineer/Operation/Vizianagaram shall send a compliance report within 15 days after receipt of this order duly implementing the above order. He shall take immediate action for providing the service connections to stop further loss to the crops.</li> <li>Regarding implementation of work, the respondents have not intimated to the complainants in advance to take service connections.</li> <li>As per the written submission of 2nd respondent the Agriculture Services said to have been released on 19.04.2011, but he failed to submit the proof of evidence regarding release of New Service connections such as drawl of materials, Test reports etc. It clearly indicates that there is gross negligence of duty and short coming of service of the respondents to the consumers as the respondents totally violated the Standards Of Performance and they are liable for disciplinary action as per rules in vogue as they hidden the factual position and mislead the Forum.</li> <li>The CGM/HRD is hereby requested to take necessary disciplinary action on all the concerned Respondents for the lapses stated above (present as well as predecessors).</li> </ul>	Resolved	-

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
85	321/14.12.2011	Sri Valle Narum Naidu Pasupam Gramam Pusapatirega Mandalam Vizianagaram District.	The new agriculture services are not released so far though they paid necessary charges on 16-4-2010 at Pasupam (V), Pusapatirega (M), VZM.	<ul style="list-style-type: none"> <li>• “No Doubt” there is a deficiency of service of respondents which attracts compensation, though the complainant are not ready to release new service if the respondents would have been acted on time, the question of consumer readiness does not arise. The Respondents have also not issued any Notice so far.</li> <li>• The Respondents are liable to pay compensation @ 50/- per each over and above 60 days from the date of payment to date of release of new services to the complainants as per the schedule – II, Standards Of Performance under Regulation No.7 of 2004 issued by APERC.</li> <li>• The above said compensation should be paid to all 4 consumers as per estimate sanctioned equally duly dividing the same ut supra.</li> <li>• The Respondents are herewith directed that the above said new services in favour of Sri V. Ramakrishna, Sri Mahanti Narsing Rao, Sri Mugidi Ramu and Sri V. Naramnaidu should be released on war foot basis duly erecting required Distribution Transformer as per estimate sanctioned.</li> <li>• The Complainant Consumers are directed to complete the shed and allied works before receipt of the notices from the respondents.</li> <li>• The Superintending Engineer/Operation/Vizianagaram shall send a compliance report within 15 days after receipt of this order duly implementing the above order. He shall take immediate action for providing the service connections to stop further loss to the crops.</li> <li>• Regarding implementation of work, the respondents have not intimated to the complainants in advance to take service connections.</li> <li>• As per the written submission of 2nd respondent the Agriculture Services said to have been released on 19.04.2011, but he failed to submit the proof of evidence regarding release of New Service connections such as drawl of materials, Test reports etc. It clearly indicates that there is gross negligence of duty and short coming of service of the respondents to the consumers as the respondents totally violated the Standards Of Performance and they are liable for disciplinary action as per rules in vogue as they hidden the factual position and mislead the Forum.</li> <li>• The CGM/HRD is hereby requested to take necessary disciplinary action on all the concerned Respondents for the lapses stated above (present as well as predecessors).</li> </ul>	Resolved	-
86	285/16.12.2011	President, Devarapalli PACS Ltd., Devarapalli Village, Visakhapatnam Dist. Sc.No.514.	Wrong bills are being issued with wrong readings against SC No. 514, Devaapalli (V), Anakapalli (M), VSP.	<ul style="list-style-type: none"> <li>• The Complainant Consumer is hereby directed to pay the balance amount of Rs.9720/- immediately.</li> <li>• All the Respondents are hereby directed to collect the balance amount and shall send a compliance to the Forum within 15 days from the date of receipt of the payment</li> </ul>	Resolved	-
87	291/15.12.2011	Sri Kanakala Gowrinarudu, Vinayaka Tractor Repair Works, Opp: Electrical Section Office, Gajapathinagaram, Vizianagaram Dist. SC.Nos. 948.	Requesting for reconnection of power supply against bill stopped SC No. 3948, Gajapathinagaram as he paid all arrears before bill stopping service.	<ul style="list-style-type: none"> <li>• The Consumer has paid the amount of Rs.3585/- (CC Rs.3283/- + ACD Rs.252/- + RC Rs. 50/-) vide PR No. 222 3017870 dt.31.10.2011. Hence the grievance is redressed.</li> <li>• The report submitted is not having any clarity.</li> <li>• The Assistant Account Officer has not collected the amounts and not observed the department rules.</li> <li>• Service was released and payment not collected. Hence, both Assistant Engineer and Assistant Accounts Officer have combined responsibility.</li> <li>• The Superintending Engineer/Operation/ Vizianagaram shall take necessary disciplinary action against them and collect the security deposit and development charges from the respondents 1 and 3.</li> </ul>	Resolved	-
88	259/16.12.2011	M/s Sri Lakshmi Rolling Mills, Represented by the Managing Partner, Bora Govinda Rao, Son of late Suryanarayana, Hindu, Industrial Estate, Chinthada, Amadalavalasa, Srikakulam Dist, Sc.No.7752.	Though the necessary amounts paid for installation of new 100 kVA DTR, the 2nd hand DTR erected causing that frequent troubles. They request detailed enquiry against SC No.7752, m/S. Sri Laxmi Gowri Rolling Mills, Amadalavalasa, Srikakulam.	<ul style="list-style-type: none"> <li>• The DTR at the SC No. 7752 / Amadalavalasa and the Amorphouse DTR at SS/67 / Palakonda are interchanged on 3.11.11 and the Complainant Consumer has submitted their letter dated 3.11.11 i.e. date of erection of the transformer has expressed his satisfaction. Hence the grievance has been redressed.</li> <li>• The Superintending Engineer/Operation/Srikakulam shall take necessary disciplinary action on all the Respondents for not submitting the written submission within time as per the instructions of APERC.</li> <li>• The Forum is here by directed the respondents to revise the CC bills from date of complaint registered to date of replacement and submit the compliance report within 15 days after receipt of this order.</li> </ul>	Resolved	-
89	351/16.12.2011	Sri Koduru Sanyasi Naidu, Chalivendaram Village, Veeraghottam Mandalam, Srikakulam Dist, Sc.No.142.	Not attending Distribution Transformer repairs in a proper way by the staff at Chalivendra Village, Veeraghattam (M), Srikakulam Dist.	<ul style="list-style-type: none"> <li>• The 1st Respondent and his staff have immediately resolved the grievance after receipt of the complaint and the Complainant Consumer has also given the satisfaction report. Hence the grievance has been redressed.</li> </ul>	Resolved	-



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
90	280/16.12.2011	Sri Sattaru Narayana Murthy, S/o Late Appanna, Fareedpeta Gramam, Etcharla Mandalam, Srikakulam Dist.	Requesting for restoration of supply to the agriculture connection at Fareedpeta Village, Etcherla Mandalam, Srikakulam.	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to register a fresh application for the new service connection at the Call Centre, Srikakulam as per the rules in vogue, the bill stopped service cannot be restored</li> <li>All the Respondents shall take necessary action after receipt of the new application registered at the Call Centre, Srikakulam.</li> </ul>	Pending	-
91	339/23.12.2011	Smt R. Appalarasamma, S/o Payiditali, Kottavalasa 202 Colony, Kottavalasa Mandalam, Vizianagaram Dist. Sc.No.1438.	Payment of Rs.1225/- was paid against SC No. 1438 but not appeared in the service connection number receipt.	<ul style="list-style-type: none"> <li>The 1st &amp; 2nd Respondents have redressed the grievance of the Consumer by crediting Rs.1225/- to SC No. 1434 and the Consumer has acknowledged that the amount has been credited to his SC No. 1434. Hence the grievance has been redressed.</li> </ul>	Resolved	-
92	396/23.12.2011	Sri Pakalapati Subhadra Raju, M. Venkatapuram Gramam, Gajapathinagaram Mandalam, Vizianagaram Dist. HT. Sc.No.53.	1) Bill pertaining to SC No. 53 payment not accepting at Gajapathinagaram 2) Request to accept payment at Gajapathinagaram, instead of Vizianagaram.	<ul style="list-style-type: none"> <li>The 1st Respondent has redressed the grievance of the Consumer by registering in the EPIMRS through RAS.</li> <li>The Complainant Consumer is hereby directed to pay at nearby Rajive Call Centre at Gajapathinagaram.</li> </ul>	Resolved	-
93	319/23.12.2011	Sri G.V. Ramaprasad, S/o. G.V. Sanyasi Rao, Plot No. 14, Radha Krishna Nagar, Srikakulam - 532001	DTR erected in front of vacant Plot No. 2 & 3 for utilizing the power supply to the opposite Plot No. 14 & 15, Chepuram (P), Varam Colony near Srikakulam.	<ul style="list-style-type: none"> <li>The Forum is hereby directed the respondent to issue notice to the consumers of Saivilla Apartment to pay the estimate charges immediately for replacement of the existing Distribution Transformer which is causing inconvenience to the complainant.</li> <li>All the Respondents shall take necessary action if the payment is not received within 10 days from the date of receipt of this order.</li> <li>Compliance report should be submitted within 15 days after receipt of this order.</li> </ul>	Pending	-
94	355/23.12.2011	Sri Sai Balaji Cashew Industries, Prop: Bagadi Ramadevi, Radhavallabhapuram Village, Tekkali Mandal, Srikakulam District SC.No.141.	Abnormal bills are being issued in, August'11 without utilizing supply and abnormal bills are being issued in September'11 and without seeing the meters the bills are being issued against SC NO 141, Radhavallabhapuram village, Tekkali.	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to pay the balance amount of Rs.4589/- immediately</li> <li>The Respondents shall take necessary action on the Spot Billing Agency and on the Meter Reader and shall collect fine as per agreement terms.</li> </ul>	Pending	-
95	313/23.12.2011	Sri Kotra Anand Rao, S/o Seetharamayya, Vasudevapuram, Haripuram Gramam, Mandasa Mandalam, Srikakulam Dist. Sc.No.17.	Abnormal bills are being issued in July'11, August'11 & September'11 against SC No. 17, Cat-III, Sri Shiridi Stone Crusher, Vasudevapuram, Mandasa (M), Srikakulam.	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to replace the defective capacitor and shall submit the CC bills of Jan'2012 &amp; Feb'2012 to the Respondents to have comparison with the previous abnormal bills.</li> <li>The Respondents shall take necessary action after receipt of the same from the Consumer.</li> </ul>	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
96	349/23.12.2011	Sri Tadu Ramachandra Reddy (Advocate), S/o Suryanarayana Reddy, Tungapadu Puntha, Vemulapalli Village, Rayavaram Mandal, E.G.Dist.	Though the necessary charges paid on 22-02-11 towards release of new agricultural service at Vemulapalli (V), Dwarapudi (M), E.G.Dist.	<ul style="list-style-type: none"> <li>• “No Doubt” there is a deficiency of service in releasing of new agricultural service with 30 HP connected load at Vamulapalli Village, in the name of Sri T. Ramachandra Reddy, S/o Suryanarayana Reddy.</li> <li>• The compensation to the affected consumer shall be paid as per guaranteed standards of performance in schedule II of regulation No.7 of 2004 issued by APERC as per the following procedure.</li> <li>• 1) Date of payment of necessary charges - 22-02-2011.</li> <li>2) Period of release of service as per SOP - 60 Days.</li> <li>3) Actual date of release of service - 23-04-2011.</li> <li>4) Delay in releasing of service upto 09-11-2011 - 179 Days.</li> <li>5) Compensation payable @ Rs.50/- per day of default - Rs.8950/-</li> <li>• The payment of compensation shall be made within 90 days or by way of adjustment against future CC bills the compensation amount is to be recovered from the then 1st respondent.</li> </ul> <p>A compliance report should be submitted to Forum after implementation of above orders.</p>	Pending	-
97	281/23.12.2011	Sri Dr.K.Sridhar, Consultant Neuro Surgeon, Apex Hospital, Naval Coast Battery Road, Visakhapatnam - 2.	In the same premises having two services and consumption of 2nd service included in 1st service causing double bill is being done and excess amounts paid against SC No. 209217 and 272771, Apex Hospital, VSP.	<ul style="list-style-type: none"> <li>• Hence the Chief General Manager/HRD shall take necessary disciplinary action on the Assistant Accounts Officer/ERO/East/VSP for not adhering the above.</li> </ul> <p>The Superintending Engineer/Operation/Visakhapatnam shall take necessary action to redress the grievance within 15 days and shall send a compliance report in 7 days.</p>	Pending	-
98	318/23.12.2011	Sri Srinivasa Rao, D.No. 6-80-4, Datta Sai Nagar, Chinna Gantayada, Gajuwaka, Visakhapatnam Dist. – 530026 SC.No. 11139 – 0007 - 005378.	11 kV line very nearer to the house building premises which is in panic condition at Data Sai Nagar, Chinagantayada, Visakhapatnam.	<ul style="list-style-type: none"> <li>• The respondents are hereby directed to shift the to new location that should not cause inconvenience to any category of consumer and there should not have any disputes to the particular new locations.</li> <li>• The 1st Respondent is hereby directed to complete the work by 20th December’ 11 and shall send a compliance report immediately after completion of the said work.</li> </ul>	Resolved	-
99	335/23.12.2011	Sri A.V. Satyanarayana, Dr.No.1-60-20/3, Sector - II, MIG II, Plot No.157, MVP Colony, Visakhapatnam, Sc.No.129647.	Abnormal bill is issued in the month of September 11 against SC No. 129647, MVP, Colony, Sector II, Visakhapatnam.	<ul style="list-style-type: none"> <li>• The Consumer is liable to pay Rs.4136/- which included in ‘D’ list for 11/2011.</li> <li>• The 3rd Respondent has redressed the grievance of the Consumer by the wrong reading amount has been journalized vide RJ No. 241/11-2011 for Rs.69921/- and credit given to the Consumer. Hence the grievance has been redressed.</li> </ul>	Resolved	-
100	392/23.12.2011	Sri Arasavalli Satyam, S/o Narayana, Near Bottling Unit, Nellimarla Mandalam, Vizianagaram Dist. Sc.No.004246.	1) Abnormal bill recorded for Rs.6607/-. 2) Even after meter changed, old meter reading shown with DL status.	<ul style="list-style-type: none"> <li>• The Complainant Consumer shall pay an amount of Rs.5630/- immediately.</li> <li>• All the Respondents shall take necessary action immediately after receipt of the amount.</li> </ul>	Resolved	-
101	316/23.12.2011	Sri Nunnam Ramavishnu, S/o. Appa Rao Kothapalli Village, Gokavaram Mandalam, E.G. Dist.	Rectification of sagged HT line which is under Panic Condition. 2) Separate DTR is not provided to the Indiramma Services are being released. 3) Frequent interruptions at Main Road from Santhi Theater to Cell Tower, Kothapalli Village, Gokavaram (M), E.G.Dist.	<ul style="list-style-type: none"> <li>• The Grievance of Kottapalli Village, Gokavaram (M) are resolved duly rectifying the HT sagged line, 11 KV loose spans, and jungle clearance; tree cutting was also done to avoid interruptions. As well as additional distribution transformer will also be erected shortly as it is already sanctioned to release the services under RGGVY. The idle poles were also erected under RGGVY infrastructure scheme.</li> </ul>	Resolved	-

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
102	315/23.12.2011	Sri Undapalli Veera Venkata Satyanarayana Murthy, Dr.No.6/114 Kurramavari Street, Kapikeswarapuram, E.G. Dist Sc.No.1655.	Abnormal bill is issued against Sc.No.1655 Kapileswarapuram Village, E.G.Dist.	<ul style="list-style-type: none"> <li>The Grievance of complainant has been resolved against Sc.No.1655, Kapileswarapuram Village, E.G.Dist duly withdrawing the demand of suppressed consumption for the period from 06/07 to 11/2010 as the meter behavior is erratic as per test results.</li> <li>The balance amount after rectification was also paid by complainant Utsupra.</li> </ul>	Resolved	-
103	336/23.12.2011	Smt R. Gaddeshamma, Dr.No.23-17-18, Lalitha Nagar, Rajahmundry - 5, E.G. Dist, Sc.No.60868.	Abnormal bill is issued and for that meter testing fee paid on 20-09-11 but result not communicated so far against 60868, Lalitha Nagar, Rajahmundry -5.	<ul style="list-style-type: none"> <li>The grievance of complainant has been resolved against Sc.No.60868, Cat-I, Lalitha Nagar, Rajahmundry, E.G.Dist duly appropriating the suppressed consumption for the period from January, 2011 to August, 2011 and excess demand has been withdrawn and balance amount of Rs.9800/- to end of November, 2011 has been communicated to the complainant.</li> <li>The Forum is hereby directed the respondents to impose penalty against the billing agency for suppression of meter reading and issue warning notice for not recurring such thing to any category of the consumers.</li> <li>The complainant is liable to pay the balance amount as communicated by the 3rd respondent.</li> </ul>	Resolved	-
104	262/23.12.2011	Sri N. Bheemeswara Rao, 20-1125, Indira Swarna Nagar, Dowleswaram, Rajahmundry Rural, East Godavari Dist. SC.Nos. 536, 5917, 5917, 3247	Low voltage problem at Indira Nagar, Dowleswaram, E.G.Dist.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the work should be completed on war footing basis duly removing the coconut tree with the help of local colony people to avoid low voltage problem at Indira Swarna Nagar, Dowleswaram, E.G.Dist.</li> <li>A compliance report should be submitted to Forum within 15 days from the date of receipt of orders duly completing the said work as stated above.</li> </ul>	Resolved	-
105	381/23.12.2011	Sri Osuri Devendra Phanikar, S/o Gangadharam, H.No.11-4-37, S.V.Nilayam, Osuri Mansion, 21st ward, Peechupalem, Narsapur - 534275, W.G.Dist. Sc.No.533.	Without intimation of frequent power cut and facing lot of troubles against Narsapur Town, W.G.Dist.	<ul style="list-style-type: none"> <li>The pre schedule of power supply due to power shortage, it is also published in daily news paper as it is a policy matter of Licensee.</li> <li>The consumption details and remittance details of any service, the month wise details for the last three years are available in the concerned ERO.</li> <li>The respondents are hereby directed to publish the schedule of power cuts well in advance in all the daily news papers or through local CT cable network.</li> </ul>	Pending	-
106	329/23.12.2011	Sri B. Satyanarayana, Dr.No.2-24-2/12, Santhi Nagar, Nidadavolu, W.G.Dist, Sc.No.1122,	1) Low voltage problem at Santhi Nagar Area, Nidadavole. 2) Requesting for supply to agricultural services in two times to entire Nidadavole Mandalam.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the execution of said work to avoid low voltage problem at Santhi Nagar area, Nidadavole should be commenced immediately after getting proper sanction from higher authorities and completed as promised Utsupra.</li> <li>The request for supply to agricultural services in two times can not be considered as it is a policy of APEPDCL.</li> </ul>	Pending	-
107	332/23.12.2011	Sri S. Satyanarayana, Rtd., S.I Office, Dr.No.2-21-4, 2nd ward, Santhi Nagar, Nidadavolu, W.G.Dist, Sc.Nos.6252, 5501,	Low voltage problem at Santhi Nagar Area, Nidadavole	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the execution of said work to avoid low voltage problem at Santhi Nagar area, Nidadavole should be commenced immediately after getting proper sanction from higher authorities and completed as promised Utsupra.</li> </ul>	Pending	-
108	331/23.12.2011	Sri Shaik Mohiddnin, Rayipeta, Nidadavolu, W.G.Dist, Sc.No.6105,	The existing meter was replaced due to Burnt status on 21/06/11 but the new meter reading is not updated so far and minimum bills are being continued against Sc.No.6105, Nidadavole, W.G.Dist.	<ul style="list-style-type: none"> <li>The complainant's Grievance was resolved against Sc.No.6105, Nidadavole, W.G.Dist duly updating the burnt status after replacing the same and regularized the same, now the CC bills are being issued with live status.</li> </ul>	Resolved	-

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
109	380/23.12.2011	Sri Kandavalli Ananda Rao, Ayyaparajugudem Village, Lingapalem Mandalam, W.G.Dist.	Requesting for withdrawal of demand charges for payment of service line charges for releasing of new agricultural service at Bapirajugudem, Pedavegi (M), under Indira Jala Prabha Scheme as the said charges are already paid by the collector Eluru, W.G.Dist.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the new agricultural service at Bapirajugudem in favour of Sri Kandavalli Ananda Rao should be released immediately on war footing basis as there is no need to pay the balance line charges Utsupra.</li> <li>A compliance report should be submitted to Forum within 15 days from the date of receipt of order duly releasing new agricultural service as promised by the 1st respondent.</li> </ul>	Pending	-
110	314/21.12.2011	Smt Velamala Prameela, D.No.10-53-288, LIG 3/IV, Nehru Nagar, Near: Raamnagar, Visakhapatnam. Sc.No.31892.	Wrong bills are being issued duly not taking 3 ph and 5 kW load and commercial consumption against SC No. 31892, Ramnagar, Visakhapatnam.	<ul style="list-style-type: none"> <li>The Complainant Consumer is hereby directed to pay the short fall of Rs.6726/- immediately.</li> <li>The Superintending Engineer/Operation/Visakhapatnam shall take necessary disciplinary action on the Assistant Accounts Officer/ERO for not obeying the orders of APERC for submitting the written submission after 50 days and arrange compensation to the complainant for short coming of service from Assistant Accounts Officer/ERO/East/Visakhapatnam as per Standards of Performance.</li> </ul>	Resolved	-
111	341/20.12.2011	M/s Swamy Printers, Main Road Gajapathinagaram, Gajapathinagaram, Vizianagaram Dist. Sc.No.505.	Though necessary charges paid for additional load on 12-12-08 against SC.No. 505, Cat-II, Gajapathinagaram, VZM dist., is not regularized so far.	The 2nd Respondent has regularized the Additional Load against SC No. 505, Gajapathinagaram, Vizianagaram. Hence the grievance of the Consumer is redressed. The Forum is herewith warned all the respondents for their negligence, before release of service connection they should fill the columns of test report as well as application Form.	Resolved	-
112	373/21.12.2011	Sri K. Papa Rao, Saraswathi Theater Back Side, Ganti Veedhi, Srikakulam Dist. Sc.No.5388.	Abnormal bill is issued against SC No. 5388, D1/Srikakulam.	<ul style="list-style-type: none"> <li>The 2nd &amp; 3rd Respondents have resolved the grievance by revising the CC bill from 8/11 to 11/11 and the excess demand 92 units for an amount of Rs.385/- withdrawn vide RJ No. 12/11.</li> </ul>	Resolved	-
113	311/16.12.2011	Uniparts India Limited, Plot No.47, APIIC, APSEZ, Achuthapuram, Pudimadaka Road, Visakhapatnam Dist Sc.No.661.	Requesting for withdrawal of back billing duly taking for 3 days instead of 3 months average consumption against HT SC No. 661, APSEZ, Achutapuram, VSP.	<ul style="list-style-type: none"> <li>As per the request of the consumer, the Superintending Engineer /Operation/VSP has revised by assessing the consumption during defective period from 14-3-11 to 15-4-11 i.e. for 32 days and revised the assessment amount as Rs.354945/-</li> <li>The assessment amount was included in the CC bill and as such the grievance of the consumer is resolved.</li> </ul>	Resolved	-
114	326/14.12.2011	Sri Medaboyina Satyanarayana, S/o Suryanarayana, Rasalamma Colony, Rajeevnagar, Kurmanapalem, Gajuwaka, Visakhapatnam - 530046.	Though he registered an application for NSC at Rasalamma Colony, Rajeevnagar, Duvvada, VSP on 15-9-11, the service connection is not released so far and telling so many reasons for giving connections.	<ul style="list-style-type: none"> <li>The Complainant Consumer is directed to pay the estimate amount for getting New Service Connection. As there is no direct way to connect the LT service line to the consumer premises.</li> <li>All the Respondents shall take necessary action immediately after receipt of the estimate amount.</li> </ul>	Resolved	-
115	279/21.12.2011	Sri Batchu Appalaswamy, Kunchalalukurmayyapeta, Etcherla Mandalam, Srikakulam Dist.	The new agriculture service is not released so far even though necessary charges paid on 20.1.2009 at Kunchalalukurmayyapeta, Etcherla Mandalam, Srikakulam.	<ul style="list-style-type: none"> <li>As per Reg. 4 of 2007 APERC guidelines an amount of Rs.50/- per day from the date of payment to the date of release of the service is payable to the Consumer as Compensation. But as the service connection was released within 7 days from date of hearing and as per the complainant statement in black and white in the presence of the Forum, the payment of compensation to the complainant does not arise.</li> <li>The grievance of the complainant is redressed.</li> </ul>	Resolved	-

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
116	333/27.12.2011	Smt Mallidi Mangayamma, W/o Veera Raghava Reddy, Gollalamamidada Village, Pedapudi Mandal, E.G.Dist, Sc.No.4348	Though the necessary charges already paid on 13.07.2010, the new Agriculture service is not released and on enquiry the said service connection was already released by the then AE/Rajanagaram and Service Number issued 4348 but physically not released at Thokada Village, Rajanagaram Mandalam, EG.Dist.	<ul style="list-style-type: none"> <li>Superintending Engineer/Operation/ Rajahmundry is herewith directed that a detailed enquiry should be conducted duly appointing an enquiry Officer regarding misusing of materials, Distribution Transformers and works at Rajanagaram Section by the then Assistant Engineer/Operation/ Rajanagaram.</li> <li>After detailed enquiry, the compensation payable to complainant may also be decided as per Standards of Performance norms Utsupra duly taking suitable disciplinary actions on erroring Officers.</li> <li>Assistant Accounts Officer/ERO/Rural/Rajahmundry is herewith directed that the test reports and necessary physical documentary evidences against SC.No. 4348, Cat -V, infavour of Mallidi Mangayamma, Thokada Village, Rajanagaram Mandalam should be get it done accordingly the release of service physically should be rectified.</li> <li>The 1st &amp; 2nd Respondents are herewith directed that without releasing new services in the field, the same service details should not be entered in EPIMRS which is very serious lapse on part of Respondents.</li> <li>A detailed compliance report should be submitted to Forum only after conducting detailed enquiry and releasing compensation to the complainant as per Standards of Performance Norms Utsupra.</li> </ul>	Pending	-
117	334/27.12.2011	Sri B.K. Baheti (Tenant), H.No.304, Sampat Residency, Tenetinagar, Muralinagar, Visakhapatnam, Sc.No.212441,	Abnormal bill is issued due to wrong reading furnished against SC No. 212441, H. No. 304, Sampat Residency, Murali Nagar, Visakhapatnam.	<ul style="list-style-type: none"> <li>The 1st &amp; 2nd Respondents have redressed the grievance of the Consumer by revising the CC bill and Rs.650/- was withdrawn and Rs.229/- was kept in credit. Hence the grievance has been redressed.</li> </ul>	Resolved	-
118	382/27.12.2011	Sri Padala Tata Reddy, Padalavari Veedhi, Kunchanepalli, Pentapadu, W.G.Dist. Sc.No.0400005, 15001458 and 24.	Low voltage problem and single wire provided and neutral wire from agricultural Distribution Transformer, causing frequent interruptions and existing meters are being burnt at Pentapadu, T.P.Gudem, W.G.Dist.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the erection work of additional distribution transformer at complainant's are to avoid low voltage problem at Pentapadu, T.P.Gudem will be commenced immediately after getting proper sanction from competent authority and complete as stated by the 1st respondent.</li> </ul>	Pending	-
119	384/27.12.2011	Sri V. Venkata Bupanaiah, Pasalvari Street, Ramaraopeta, Tadepalligudem, W.G.Dist.	Low voltage problem and frequent interruptions at Pasalvari Street, Ramaraopeta, T.P.Gudem, W.G.Dist.	<ul style="list-style-type: none"> <li>The complainant is herewith advised that there is a dispute among the people of that area for providing necessary site at Ramarao Peta, T.P.Gudem for erecting 100 KVA Distribution Transformer already sanctioned and work completed to avoid low voltage problem. Hence, the local area people are liable to show the site for erecting Distribution Transformer.</li> </ul>	Pending	-
120	227/23.12.2011	Sri S. Krishna Murthy, Near Aganavadi Centre, Peddabayalu Visakhapatnam Dist. Sc.No.158	Though the payment is made against CC bills, the same amount is being appeared against SC No. 158, Pedabayalu, VSP.	<ul style="list-style-type: none"> <li>The Superintending Engineer/Operation/Visakhapatnam shall redress the grievance within 15 days of the receipt of this order and shall send a compliance within 7 days to the Forum.</li> <li>The Chief General Manager/HRD shall take suitable disciplinary action against all the concerned Respondents who have failed to submit the required information as desired by the Forum as per the guidelines of Hon'ble APERC and as stipulated above.</li> </ul>	Resolved	-
121	337/27.12.2011	M/s Rangaraju Rice Mill, Prop: V. Rangaraju, Sc.No.HT ELR 492, Poolapalli, Palakol Mandal, W.G. Dist, Sc.No.492.	RMD exceeds CMD of 250 KVA existing with 100KVA without enhancing physically against SC.No. HT ELR 492, Poolapalli Village, Palkole Mandal,	<ul style="list-style-type: none"> <li>After through verification of records, written submissions and provision notices issued by Second Respondent from time to time, the following order is herewith passed for implementation.</li> <li>The provisional Notices dt. 17.02.2008, 20.12.2008, 03.01.2009 and 09.02.2009 regarding RMD exceeds CMD unauthorizedly against HT SC No. 492, M/s. Rangaraju Rice Mill, Poolapalli Village, Palakol Mandal are in order.</li> <li>Hence the complainant is liable to pay the necessary charges mentioned in the above Notices.</li> <li>The complainant paid the necessary charges as per the Notices issued.</li> <li>Hence the Grievance was resolved duly regularizing the additional Load.</li> </ul>	Resolved	-
122	178/29.12.2011	Smt. J.V. Bhavani (Politician), Near Varun Bajaj Show Room, Pudimadaka Road, Anakapalli, Visakhapatnam District. SC.Nos. 17082 and 22400.	Meter readings are being taken wrongly vice versa against SC No. 17082 and 22400, Anakapalli town in the same premises causing abnormal bills are being issued.	<ul style="list-style-type: none"> <li>All the Respondents are hereby "WARNED" not to repeat the metering problems and shall take necessary action on the Billing agency and also on the Meter reader (Penalty may be recovered from billing agency).</li> <li>The Consumer has paid the balance amounts of Rs.18401/- for SC No. 17082 and Rs.26786/- for SC No. 22400 vide PR No. 50304031 dt. 31.10.11. Hence the grievance is redressed.</li> </ul>	Resolved	-

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
123	232/28.12.2011	Smt B. Rama Devi (Surpanch) and 5 Others, Vanthadapalli (V) and (P), Paderu Mandalam, Visakhapatnam Dist.	Requesting for electrification at Vanthadapalli Village Paderu (M).	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the execution of said work for electrification at Vanthadapalli Village, Paderu Mandalam should be commenced immediately and complete as promised Utsupra.</li> </ul>	Resolved	-
124	238/28.12.2011	Sri S. Srinivasa Rao, Tumpada Gramam, Paderu Mandalam, Visakhapatnam Dist.	Requesting for replacement of damaged poles at Tumpada Village Paderu (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the execution of said work for replacement of damaged poles at Tumpada Village, Paderu Mandalam should be taken up immediately and complete as promised Utsupra.</li> </ul>	Resolved	-
125	186/28.12.2011	Smt R. Bhavani, W/o Shiva Prasad, Vanthadapalli Gramam, Kindangi Post, Paderu Mandalam, Visakhapatnam Dist. Sc.No.3.	Requesting for one pole is required as LT line is far-way Vanthadapalli Village, Kindangi (P), Paderu (M).	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the execution of said work for erection of one pole at Vanthadapalli Village, Paderu Mandal should be taken up immediately and complete as promised Utsupra.</li> </ul>	Resolved	-
126	200/28.12.2011	Sri K. Bheema Raju and 1 Other, S/o Appanna, Tumpada Gramam, Paderu Mandalam, Visakhapatnam Dist.	Requesting for replacement of damaged poles at Tumpada Village, Paderu (M) Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the execution of said work for replacement of damaged poles at Tumpada Village, Paderu Mandal should be taken up immediately and complete as promised Utsupra.</li> </ul>	Resolved	-
127	304/28.12.2011	Smt O. Sujatha Kumari, Principal, A.P.T.W.R. School & Jr. College (G), Thalarisingi, Paderu, Visakhapatnam Dist. Sc.No.35	Low voltage problem at APTWR School, Sc.No.35, Paderu.	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the execution of said work to avoid low voltage problem at APTWR School will be taken up after getting proper sanction at an early date.</li> </ul>	Resolved	-
128	192/28.12.2011	Sri T. Rama Swami, Dr.No.7-119, P. Gonduru Colony, Paderu, Visakhapatnam Dist. Sc.No.159.	Abnormal bill issued against Sc.No.159, P.Gonduru Colony, Paderu.	<ul style="list-style-type: none"> <li>The Grievance of complainant against Sc.No.159, P.Gonduru, Paderu was already resolved in the month of May, 2011 duly withdrawing the excess demand and as on to day no balance payable.</li> </ul>	Resolved	-
129	241/28.12.2011	Sri B. Bala Raju, Sriram Nagar Colony, Vanchadapalli Village, Paderu Mandalam, Visakhapatnam Dist.	Low voltage problem at Vanthadapalli Village, Paderu (M).	<ul style="list-style-type: none"> <li>The respondents are herewith directed that the above said work to avoid low voltage problem at Vanthadapalli (V), Paderu (M), will be taken up immediately and complete as promised Utsupra.</li> </ul>	Resolved	-
130	226/28.12.2011	Sri P. Rama Rao Naidu (Surpanch) and 10 Others, Thadigiri Panchayati, Barrigibanda Village, Hukumpeta Mandalam, Visakhapatnam Dist.	Requesting for electrification at Natuvarthi and Baringibanda Villages, Thadigi (P), Hukumpeta (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>All the respondents are herewith directed that the execution of said work for electrification at Natuvarthi and Baringibanda Villages, Thadigi (P), Hukumpeta Mandalam should be commenced after getting proper sanction from higher authorities.</li> </ul>	Pending	-
131	237/28.12.2011	Sri K. Demudu (Surpanch), Inada Panchayati, Konam (PO), Paderu Mandalam, Visakhapatnam Dist.	Request for electrification at Gathapanuku and China Vantlamamidi Villages and replacement of damaged Distribution Transformer at Neralla Village, Paderu (M).	<ul style="list-style-type: none"> <li>Regarding replacement of damaged Distribution Transformer at Neralla Village, Paderu (M), the same was replaced on 18/08/2011 and resolved the same.</li> <li>Regarding electrification of un-electrified habitations at Ghatapanuku Village and China Vantlamamidi (V), the same villages are already covered in 25 Nos. of conventional scheme to be sanctioned. After sanctioning of above scheme the said execution will be commenced.</li> </ul>	Resolved	-

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
132	214/28.12.2011	Sri Kuda Rama Rao, Karakapudi Village, D. Gonduru Panchayati, Paderu Mandalam. Visakhapatnam Dist. Sc.No.23	Abnormal bill is issued against Sc.No.23, Karakaputtu (V), D.Gonduru (P), Paderu (M).	<ul style="list-style-type: none"> <li>The Grievance of complainant against Sc.No.23, Karakaputtu (V), D.Gonduru (P), Paderu (M) was resolved duly withdrawing excess demand through RJ.No.33/September, 2011 the balance amount of Rs.1905/- is payable by the complainant after withdrawing the excess demand.</li> </ul>	Resolved	-
133	201/28.12.2011	Sri Varaboyani Srinivasa Rao and 10 Others, S/o Sukranna, Durgam Panchayati, Bangaram Garuvu Village, Hukumpeta Mandalam, Visakhapatnam Dist.	Requesting for new Distribution Transformer in place of damaged Distribution Transformer at Bangaramgaruvu Village, Hukumpeta (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> <li>The Grievance of villagers of Bangaramgaruvu, Hukumpeta (M), was resolved duly erecting new Distribution Transformer in place of damaged Distribution Transformer.</li> </ul>	Resolved	-
134	368/28.12.2011	Sri Chundru Appa Rao, B.A., M.L (ADVOCATE), Flat No.102, Uday's Sai Mansion, 1-10-227, Ashok Nagar, Hyderabad – 500 020, Sc.No.000977 (Samalkota)	Abnormal bill is issued against Sc.No.977, at Kotturu, Samalkota Town.	The Grievance of complainant against Sc.No.977, at Kotturu, Samalkota Town has been resolved duly excess demand withdrawing already raised in the month of August, 2011 for which the total recorded consumption was apportioning as per the recommendation of 1st respondent.	Resolved	-