

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS
FOR 1st Quarter of 2012-13**

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	572/17.04.2012	M/s. Jagadamba Boiled & Raw Rice Mill Elec. Service Connection Nos. 211/61, 129 and 55 (clubbed into single service) KAPAVARAM village, Biccavolu Mandal, East Godavari District	Not complied with W.P.No. 25824/10 & 30959/11 so far and abnormal bill was issued in December, 2011 against SC.No. 211/61, 125 and 55, Kapavaram, East Godavari District.	<ul style="list-style-type: none"> Hon'ble High Court Orders against W.P.No. 30959/11 have been complied with by the respondents with marginal delay (as per directions of 6 Weeks from the receipt of Orders) duly done the dismantlement of one service as per request of consumer and other two services are being billed under LT Category. The Respondents are herewith directed that the directions of Hon'ble High Court against any W.P. should be followed and completed within the stipulated time allowed in future to avoid contempt case of Court. 	Resolved	
2	528/16.04.2012	Sri Adari Appa Rao Siva Sai Sweet Stall Opp: Railway Station Main Road Tuni – 533401 East Godavari District SC.No. 12006, Cat - II	Though they are paying the CC bills regularly for the last 6 months, the amount of Rs. 3816-70ps. Shown as arrears against SC.No. 12006, Cat – II, Tuni Town, East Godavari District.	<ul style="list-style-type: none"> The Grievance of the complainant against SC.No. 12006, Cat – II, Tuni Town, East Godavari was resolved duly attending and rectified the arrears shown in CC bills. There are no dues after attending the same. 	Resolved	
3	492/18.04.2012	Sri D. Satyanarayana Rao, Godavari Veedhi, Opp: Padma Theater, Jangareddygudem, W.G.Dist.	Sagged line at Godavari Veedhi, Opposite to Padma Theater, J.R.Gudem.	<ul style="list-style-type: none"> The Grievance at Godavari Street, Jangareddygudem was resolved duly erecting 1 No. of intermediated pole and tightening the existing line. 	Resolved	
4	552/19.04.2012	CVNR & LN Charitable Trust, OLD AGE HOME, D.No.1-15, Poolapalli, Palakol Mandal, W.G.Dist Dist. Sc.No.1394.	Requesting for Category change from II to VII as all the documentary evidences produced except 5 Years audited accounts as the Trust is commenced since 2008 at Poolipalli Village, Palakol Mandal, W.G.Dist.	<ul style="list-style-type: none"> After through verification of all records available, the following Order is herewith passed for implementation. The insistence for production of the documents is not at all sustainable and same is liable to be set a side as stated above. The respondents are herewith directed to provide the Electricity supply as incorporated under LT Cat – VII (A) against SC.No. 1394/ Cat – II of Poolapalli Village, as it deals with public Charitable Trust. The respondents are also directed that the change of Category from II to VII (A) should be effected from the date of release of supply i.e. from 02.11.2010. 	Resolved	
5	600/19.04.2012	Smt. Yalamanchili Subbayamma, W/o.Satyam, D.No.5-193/74, Thimmapuram, Avanthinagar, Kakinada Rural, E.G.Dist. Sc.No.1846	Fire accident was occurred on 13-10-2010 and though the fire certificate produced, the service connection was not restored so far against Sc.No.1846, Cat-I, Thimmapuram, Avanthi Nagar, Kakinada	<ul style="list-style-type: none"> The Grievance of complainant regarding restoration of power supply to the damaged house in fire accident occurred on 13-10-2010 against Sc.No.1846. Thimmapuram, Kakinada has been resolved duly restoration of power supply to the existing said service utsupra. 	Resolved	

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6	645/19.04.2012	Sri V. Narasimharaju, S/o Satyanarayana Raju, Relangi, Iragavaram Mandalam, W.G.Dist	Though he paid necessary charges on 14-03-2012 for Cat-II service at Relangi (V), Iragavaram (M), W.G.Dist the new service is not released so far, and they are asking kick bags for releasing the service.	<ul style="list-style-type: none"> The Grievance of complainant regarding releasing of new service connection under Cat-II at Relangi (V), Iragavaram (M), W.G.Dist has been resolved and released new service connection No.3050 after settling the dispute between the neighbors. There is no other intentional delay as stated above. 	Resolved	
7	634/30.04.2012	Sri U. Ramu, Kummara Veedhi, Nellimarla (M), Venkannapalem, Vizianagaram Dist. Sc.No.14.	Requesting for replacement of LT line which is passing on the houses.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance duly providing an Intermediate pole and the long span was rectified and the LT loose spans existing were also rectified by restringing. 	Resolved	
8	615/30.04.2012	Sri S. Simhadri Dimili Village Rambilli Mandalam Visakhapatnam District SC.No. 538	Requesting for replacement of broken poles, as dangerous to the public.	<ul style="list-style-type: none"> The 2nd Respondent is hereby directed to complete the works within the stipulated time as per the estimate. The Complainant Consumer is hereby advised to submit his rejoinder in case the said works are not completed. 	Resolved	
9	623/30.04.2012	Sri Kannam Ramana Rao Mamidi Vada Village Ramabilli Mandalam Visakhapatnam District SC.No. 24	Requesting for replacement of damaged poles and rectify the loose spans.	<ul style="list-style-type: none"> The 2nd Respondent is hereby directed to complete the works within the stipulated time as per the estimate. The Complainant Consumer is hereby advised to submit his rejoinder in case the said works are not completed. 	Resolved	
10	616/30.04.2012	Sri Agrakarapu Babu Rao, Kottubolu Village, Dimili Post, Rambilli Mandalam, Visakhapatnam Dist. Sc.No.14	Requesting for replacement of broken poles, rectify the loose spans as dangerous to the public.	<ul style="list-style-type: none"> The 2nd Respondent is hereby directed to complete the works within the stipulated time as per the estimate. The Complainant Consumer is hereby advised to submit his rejoinder in case the said works are not completed. 	Resolved	
11	627/28.04.2012	Sri Vanapalli Nageswara Rao, S/o. Late Chowdarayya, Oonagatla Village, Chagallu Mandalam, West Godavari Dist.	Non release of agricultural service connection at Unagatla (V), Chagallu (M), W.G.Dist.	<ul style="list-style-type: none"> The Grievance of complainant will be redressed for releasing of new agricultural service at Unagatla (V), Chagallu (M), W.G.Dist shortly as per the standards of performance schedule approved by Hon'ble APERC. 	Resolved	
12	563/28.04.2012	Sri R.S.S.R. Mohana Rao, 4-163, Parvathi Nagar, Ullamparru, Palkol Mandalam, West Godavari District. Sc.No.9884	Proper spot billing is not being done causing every monthly going to ERO and get the bills and paying CC bills against SC.No.9884, Palkol Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 9884, Ullamparru, Palkol Mandalam is treated as redressed because the new Spot Billing Agency is fixed in place of old one to avoid the said above problems utsupra. In this regard the complainant has given his rejoinder stating that he is so happy as the bills are being received regularly every month and no problem is faced by him at present. Hence, there is no issued for giving another order. 	Resolved	

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13	617/30.04.2012	Sri Baddi Satyanarayana Kappugundu Palem Rambilli Mandalam Visakhapatnam District SC.No. 03	Requesting for examining the line already erected poles of HT and LT and replace the same and laying the poles on the side of road and also requested for replacement of the broken poles which is dangerous to the public.	<ul style="list-style-type: none"> The 2nd Respondent is hereby directed to complete the works within the stipulated time as per the estimate. The Complainant Consumer is hereby advised to submit his rejoinder in case the said works are not completed. 	Resolved	
14	35/28.04.2012	Smt. S. Swathi Ramanayya Peta (G.P) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concurrence of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
15	31/28.04.2012	Sri Pathivada Appa Rao, S/o. Krishna, Ramanayya Peta, Markandeya Puram Colony, Yeleswaram – 533 429, East Godavari District.	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concurrence of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
16	34/28.04.2012	Sri Korada Narasimha Murthy S/o. Govindu Ramanayya Peta (G.P) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concurrence of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
17	33/28.04.2012	Smt. Meenavalli Sai Madhavi Ramanayya Peta Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concurrence of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
18	42/28.04.2012	Sri Eepi Appala Suri Narayana Ramanayya Peta (Post) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concurrence of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	

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19	41/28.04.2012	Sri Yeleti Tata Rao S/o. Venkata Rao Ramanayya Peta (Post) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
20	32/28.04.2012	Sri Korada Lachi Rao, S/o. Govindu, Ramanayya Peta, Markandeya Puram Colony, Yeleswaram – 533 429, East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
21	40/28.04.2012	Smt. Serakani Satyavathi W/o. Subba Rao Ramanayya Peta (Post) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
22	39/28.04.2012	Sri Korada Siva S/o. Krishna Ramanayya Peta (Post) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
23	38/28.04.2012	Sri S. Surya Narayana Ramanayya Peta (Post) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
24	37/28.04.2012	Sri Kakara Prabhudasu S/o. Jaggayya Ramanayya Peta (Post) Markandeya Puram Colony Yeleswaram – 533 429 East Godavari District	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	

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25	36/28.04.2012	Sri Palacharla Jagadesh Ramanayya Peta Markandeya Puram Colony Yeleswaram – 533 429 East Godavari Distret	Requested for replacement of 11 KV line which is passing on the roof of the houses at Markandayapuram Colony, Yeleswaram (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> All the respondents are herewith directed that the detailed survey has to be conducted on war footing basis at Markandeyapuram Colony, Yeleswaram (V), and if necessary an estimate for shifting of 11 KV line may be got sanctioned under improvements to avoid electrical accidents of concourse of people in that colony. A compliance report should be submitted to Forum within 15 days from the receipt of orders duly implementing the above directions. 	Resolved	
26	442/29.05.2012	Sri Polumati Rambabu Dr.No. 3-180/A Bommuru – 533124 East Godavari District	New domestic service connection at bommuru, Venkatagiri Konda is not released so far though the necessary charges paid on 02.12.2011.	<ul style="list-style-type: none"> The respondents are herewith directed that the joint inspection by revenue authorities as stated above should be done on war footing basis to establish the fact of ownership against survey No. 42/3 (61 Yards), Venkatagiri Konda, Bommuru. The delay in submitting written submission is not acceptable in future. The complainant is herewith directed to produce cogent evidences i.e. register document copy and not enough the Veelunama copy. The new service connection will be released after establishing the fact of ownership by the revenue authorities. 	Resolved	
27	10/30.05.2012	Sri Maramatla Marku Raju S/o. Mahankali Dharmapuram Village Akiveedu Mandalam West Godavari District SC.No. 0076	Abnormal bills received for Rs. 22,000/- against SC.No. 76, Dharmapuram Village, Akiveedu Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 76, Dharmapuram Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning total units recorded for the period from 07/2009 to 04/2012 and excess demand has been withdrawn duly taking the check reading. 	Resolved	
28	72/29.05.2012	Sri P. Divakar Rao D.No. 39-22-8/20/1 Kalinga Nagar, Madhavadhara Visakhapatnam - 530007	Cancellation of Proposed 11KV line near by Apartment and which is to be passing their narrow street.	The respondents are herewith directed not to lay any proposed 11KV line over the narrow street in future.	Resolved	
29	580/03.05.2012	Sri Manchala Eswara Rao, S/o Late Tatayya, Kasp Bobbili Street, Ichapuram, Srikakulam Dist	New domestic under Indiramma Scheme is not released so far at Ichapuram, Srikakulam.	<ul style="list-style-type: none"> The 1st Respondent has resolved the grievance duly releasing the service on 21-04-12 with SC No. 0273-008148. Hence the grievance is redressed. The Forum is herewith direct the Superintending Engineer/Operation/ Srikakulam to disciplinary action against 1st respondent for not releasing the new service connection within the resolving time. 	Resolved	
30	614/03.05.2012	Sri Nakaraboyina Srinivasa Rao, S/o Pydayya, Z. Chintuva Village, Kondavara Palem, Rambilli (M), Gorapudi Post, Visakhapatnam Dist. Sc.No.1.	Release of the new agriculture service to already digged bore.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register an application at the Call Centre, Achutapuram for new agriculture service connection along with all relevant documents and shall pay the necessary estimate charges All the Respondents shall take necessary action after receipt of the all the documents along with estimate charges and released the service collecting all the documents and charges with in resolving time. 	Resolved	

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31	618/03.05.2012	Sri D.K. Bhupathi Raju, Rambilli (M), Visakhapatnam Dist. Sc.No.60.	Requested for restoration of supply and the conductor was stolen by unknown persons.	<ul style="list-style-type: none"> The 2nd Respondents has resolved the grievance duly replacing badly damaged cable and supply was restored to the Consumer of SC No. 60. Hence the grievance is redressed. 	Resolved	
32	644/03.05.2012	Smt V. Prasanna, S/o Baskara Rao, Chembulavari Street, Jami Mandalam, Vizianagaram Dist, Sc.No.607	Abnormal bill issued and rectify the same.	<ul style="list-style-type: none"> The 3rd Respondent has withdrawn the excess surcharge levied wrongly vide RJ No.33/4-2012 for Rs.1412/-. All the Respondents are hereby directed not to repeat such issues and shall take precautionary measures that the surcharge will not be repeated in the next bill also. 	Resolved	
33	624/03.05.2012	Sri Singampalli Rambabu, Appannapalem Village, Rambilli Mandalam, Visakhapatnam Dist. Sc.No.159	Requested to release the new agriculture service to already digged bore.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register an application at the Call Centre, Achutapuram for new agriculture service connection along with all relevant documents and shall pay the necessary estimate charges. All the Respondents shall take necessary action after receipt of the all the documents along with estimate charges. 	Resolved	
34	619/03.05.2012	Sri Killada Appa Rao (Surpanch, Velchuru), V.R.P. Agraharam Village, Rambilli (M), Visakhapatnam Dist. Sc.No.14.	Requesting for erection of new DTR so as the existing DTR over loaded and no sufficient supply was distributed.	<ul style="list-style-type: none"> The 2nd Respondent has resolved the low voltage problem duly balancing the load and earthing at DTR was strengthened and the voltage between ph to neutral has come to 240 V. Hence the grievance is redressed. 	Resolved	
35	621/03.05.2012	Sri Kannam Ramana Rao, Mamidivada Village, Rambilli (M), Visakhapatnam Dist. Sc.No.24.	Requested the change of name on the actual consumer i.e. K.Rama Rao.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register an application at the Call Centre, Achutapuram for change of name along with all relevant documents. The Respondents shall take necessary action after receipt of all the documents relevant with in resolving time. 	Resolved	
36	622/03.05.2012	Sri Baddi Satyanarayana, S/o Guruvulu, Koppugudu Palem Village, Rambilli Mandalam, Visakhapatnam Dist. Sc.No.3.	Requested the change of name, the CC bill issued on the name of B. Guruvulu who was expired and now the consumer requested for issue the CC bill on the name of B. Satyanarayana, S/O. B. Guruvulu.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register an application at the Call Centre, Achutapuram for change of name along with all relevant documents The Respondents shall take necessary action after receipt of all the documents relevant. 	Resolved	
37	630/03.05.2012	Sri B. Suryanarayana, Santhinagar, Jarajapu Peta, Nellimarla Mandalam, Vizianagaram Dist. Sc.No.487.	Abnormal bill issued.	<ul style="list-style-type: none"> The 1st and 3rd Respondents have resolved the grievance duly revising the bill and withdrawn an amount of Rs.1240/- vide RJ No. 66/4-12. Hence the grievance is redressed. 	Resolved	

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38	635/03.05.2012	Sri A. Varahallu, S/o Jammayya, Atmaramuni Agraharam, Nellimarla Mandalam, Vizianagaram Dist.	Requested for rectify loose spans.	<ul style="list-style-type: none"> The 1st Respondent has resolved the grievance duly rectified by restringing the LT loose spans and also tree clearance was done on 2-04-12. Hence the grievance is redressed. The Complainant Consumer is hereby advised to submit his rejoinder in case the said works are not completed. 	Resolved	
39	637/03.05.2012	Smt Taturu Ramulamma, Raja Veedhi, Atmaramuni Agraharam, Nellimarla Mandalam, Vizianagaram Dist. Sc.No.116.	Abnormal bill issued.	<ul style="list-style-type: none"> The 1st and 3rd Respondents have resolved the grievance duly revising the bill and withdrawn an amount of Rs.75/- vide RJ No. 65/4-12. Hence the grievance is redressed. 	Resolved	
40	54/03.05.2012	Sri Nelluri Raghavendra Rao, S/o Bulli Veeranna, Gavara Varam Village, Koyyalagudem Mandalam, W.G.Dist.	Requested to stop the releasing of new service connection to Saw Mill in the name of M/s Sri Varasai Durga Saw Mill, Parimpudi (V), Koyyalagudem (M), W.G.Dist.	<ul style="list-style-type: none"> As requested by the complainant, the new electrical connection to the Saw Mill, Parimpudi (V), Koyyalagudem (M), W.G.Dist will be released only after getting documents of registered lease agreement and certificate from Pollution Control Board. The Forum is herewith "WARNED" all the respondents as they have not obtained statutory documents before processing and sanction of the estimate. If the respondents repeat the same to any category of prospective consumer, the concerned respondents will be recommended for suitable stern disciplinary action in future. The material drawn against the said work may be devaluated to the stores immediately if the prospective consumer failed to submit the required registered documents within 10 days. The compliance report must be submitted to the Forum within 15 days in detail. 	Resolved	
41	626/03.05.2012	The Head Master, M.P.U.P. School, Kalingapalem Village, Chinamillipadu Chivaru, Akividu Mandalam, W.G.Dist. Sc.No.500	Abnormal bill is issued against Sc.No.500, M.P.U.P. School, Chinamillipadu, Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> The 3rd respondent is herewith directed that the revision of CC bill for the month of January, 2012 and March, 2012 should be made immediately as per the recommendation of 1st and 2nd respondent against Sc.No.500, Cat-7, M.P.U.P. School, Chinamillipadu (V), Akiveedu (M). 	pending	Check reading required against sc.no. 500/Chinimillipadu, Letter addressed to AE/O/Akiveedu vide Ir.no. AAO/ERO/BVRM/JAO/ D.No. 1630/12 dt: 21.11.12
42	636/04.05.2012	Smt Jammu Laxmi, W/o Late Prasad Rao, Raja Veedhi, Atmaramuni Agraharam, Nellimarla Mandalam, Vizianagaram Dist. Sc.No.37.	Abnormal bill issued and rectify the same.	<ul style="list-style-type: none"> The 3rd Respondent has withdrawn an amount of Rs.29/- vide RJ No.67/4-12. Hence the grievance is redressed. 	Resolved	
43	597/04.05.2012	Sri B. Satyanarayana, (Senior Manager – IOB – Vizianagaram), Dr.No.20-18-35, Sree Ram Nagar Colony, Dharmapuri Road, Near Bhargavi Mess, Vizianagaram Dist.	Replacement of unauthorized iron pole in front of his residence of Sri Ram Nagar Colony, Dharmapuri Road, Vizianagaram.	<ul style="list-style-type: none"> The 1st Respondent has removed the unauthorized iron pole on 22-03-12 and the Consumer has acknowledged. Hence the grievance is redressed. 	Resolved	

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44	45/10.05.2012	Sri Talla Chandrasekhar, S/o Visveswara Rao, D.No.1-141/1, Vempadu, Kalla Mandalam, W.G.Dist. Sc.No.393.	Abnormal bill issued against Sc.No.393, Vempadu (V), Kalla (M), W.G.Dist.	<ul style="list-style-type: none"> The grievance of complainant against Sc.No.393, Vempadu (V), Kalla (M), W.G.Dist has been resolved duly withdrawing excess demand. The complainant paid the balance CC charges. 	Resolved	
45	642/17.05.2012	Sri P. Rama Krishna and Others, Rellivalasa, Pusapatirega Mandalam, Vizianagaram Dist,	Arrange DTR to agricultural services under HVDS Scheme.	<ul style="list-style-type: none"> All the Respondents shall take up the work under HVDS Scheme immediately and also arrange smaller capacity Distribution transformers to the SS-V as stated. 	pending	The HVDS scheme was sanctioned and work allotted to M/s Katakam contractors. The problem will be rectified after completion of HVDS works
46	495/17.05.2012	Sri Yelike Vara Prasada Rao and 2 Others, Srinivasapuram (P), Jangareddygudem, W.G.Dist	Though they paid necessary estimated charges on 12-03-2008, the 3 new agricultural services are not released so far at Srinivasapuram (V), Jangareddygudem, W.G.Dist.	<ul style="list-style-type: none"> "No Doubt" there is an abnormal delay in releasing of new agricultural services though the prospective consumers paid estimated charges on 12/03/2008 at Srinivasapuram (V), J.R.Gudem (M) in the following names. <ol style="list-style-type: none"> Sri Yelika Vara Prasada Rao, S/o China Somanna, Srinivasapuram (V) Sri Yelika Venkata Appa Rao, S/o Sarvaiah, Srinivasapuram (V) Smt Polanati Satyavathi, W/o Krina Murthy, Srinivasapuram (V) There is a lapse of more than 4 years in releasing new agricultural services to the above prospective consumers which attracts compensation payable as per guaranteed standards of performances specified in schedule-II under regulation no.7 of 2004 issued by Hon'ble APERC. Superintending Engineer/Operation/Eluru is herewith directed that the said issue needs detailed enquiry and suitable draconian disciplinary action should be taken against erring officers. The respondents shall be liable to pay the compensation specified as above to the affected consumers duly arriving the amount of compensation in the following lines. <ol style="list-style-type: none"> Date of payment of estimated charges – 12/03/2008. New agricultural services to be released–within 60 days from date of payment. Actual due date of supply–11/05/2008. Badly delayed period calculate upto 31.02.2012 – 1480 days. Compensation payable @ Rs.50/- per day as per SOP Norms – Rs.74000/- (upto May, 2012). If exceeds the date of releasing of supply to that extend days will also be calculated @ Rs.50/- per day. The total compensation payable as stated above should be paid to the said prospective consumers duly distributing equally. The respondents are herewith directed that the above new agricultural services should be released immediately without any delay. A compliance report should be submitted to Forum within 15 days from the date of receipt of this order duly implementing as directed. 	pending	The Consumer paid estimate charges the service is not released due tot he then AAE/O/Taduvai ACB trapped and docket not handed overed to the successor that estimate is also manual estimate . Hence no record found sucesor AE. The
47	633/18.05.2012	Sri B. Siva Prasad Reddy, Lanka Veedhi, Dr.No.19-7-6/A, Vizianagaram. Sc.No.6965.	The CC bill issued only with service number and not incorporated the consumer name, hence requested to issue CC bill along with details.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to produce to the Call Centre, Vizianagaram the ownership documents pertaining to the service connection immediately. All the Respondents shall take necessary action immediately after receipt of all the relevant documents. 	Resolved	

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48	585/17.05.2012	Sri Sanapathi Suresh, C/o Bhavani Lodge, Gajapathinagaram Mandalam, Vizianagaram Dist,	Request for re registration for applying service connection for brick industry.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance duly entering EPIMRS login. An estimation was prepared and the consumer has paid the estimate charges. Hence the grievance is redressed. 	Resolved	
49	508/15.05.2012	Sri G. Purna Chandra Rao, Lakshmpuram Village, A.Polavaram (PO), Jillugumilli Mandalam, W.G.Dist Sc.No.81.	Though the total arrears are cleared with RC fees in May, 2007 against Sc.No.81, A.Polavaram, Taduvai Section, Jillugumilli (M), W.G.Dist.	<ul style="list-style-type: none"> Superintending Engineer/Operation/Eluru is herewith directed that an enquiry should be conducted immediately against Sc.No.81, Cat-V A.Polavaram, Jillugumilli (M), W.G.Dist as the complainant paid all dues and security deposit along with RC fees on 07-06-2007 but the supply is not restored so far Utsupra in findings. No Doubt there is a deficiency of service against all respondents. Suitable disciplinary action should be taken against all erring officers after conducting detailed enquiry. Field inspection should be conducted on war foot basis far knowing physical condition of said service at present. After enquiry Utsupra, the said service should be regularized in ERO records as well as restoration of power supply as per the rules in vogue. A compliance report should be submitted to Forum within 15 days from the date of receipt of this order duly implementing the order as stated. 	Resolved	
50	584/22.05.2012	Sri P.V. Narayana Raju, M. Venkatapuram Village, Gajapathinagaram Mandalam, Vizianagaram Dist. Sc.No.77.	Requesting for issue of CC bills regularly and not to collect the RC fee.	<ul style="list-style-type: none"> All the Respondents are hereby directed to take all precautionary measures to issue all the AGL CC bills in time without inviting complaints. The respondents are herewith "WARNED" for this negligence as they have failed to serve the CC bills regularly within the stipulated time. 	Resolved	
51	551/22.05.2012	Sri T. Satish, Dairy I, Q.No.23, Dr.No.18-69-26, A.P.H.B. Colony, Pedagantyada, Visakhapatnam Dist. Sc.No.836	Requesting for correct billing in the month of Dec'11 against SCNo. 836, Pedagantyada, Visakhapatnam.	<ul style="list-style-type: none"> The 3rd Respondent has redressed the grievance duly adjusting the DL status and arrear. The Consumer has paid Rs.357/- after adjustment. Hence the grievance is redressed. All the Respondents are hereby directed to take necessary action on the Billing Agency as per the terms of agreement and also on the concerned Meter Reader. 	Resolved	
52	603/22.05.2012	Sri T. Dhanunjaya Rao, S/o Satyalingachari, Varadavari Quarters, Back Side of Ravindra Bharathi School, Amadalavalasa, Srikakulam Dist.	Request to erect pole and set right the loose span lines.	<ul style="list-style-type: none"> As there was already the Indiramma service released. The Complainant Consumer is hereby directed to pay the estimated amount as informed. All the Respondents are hereby directed to take necessary action after receipt of the estimated amount. 	Resolved	
53	602/22.05.2012	Sri G. Trinadha Rao, Market Road, Dr.No.10-2-81, Ward No.30, Srikakulam, Sc.No.1464.	Request for refund of the CC amount and do justice.	<ul style="list-style-type: none"> The 1st and 3rd Respondents have redressed the grievance duly revising the bill for 18 months and posting Credit RJ vide RJ No. for Rs.1787/- arrived and was withdrawn and the same was transferred and adjusted. Hence the grievance is redressed. 	Resolved	

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54	61/22.05.2012	Sri G. Subba Raju, H.No.C-36, LIC Apartments, HB Colony, Visakhapatnam Sc.No.11248-HB05-073482.	Requested for revision of CC bill against SC No. 73482 for Dec' 11.	<ul style="list-style-type: none"> The 1st and 3rd Respondents have redressed the grievance duly apportioning the demand of the consumer is from 1/11 to 12/11 and an amount of Rs.1531/- is adjusted vide RJ No. 33/02-12 in the bill of the service. Hence the grievance is redressed. The respondents are herewith directed to replace the existing meter with new electronic energy meter if there is no electronic meter in the premises. After changing of the meter, the energy meter readings may be observed for 2 or 3 months. If his consumption with in the limits of average consumption already arrived in the previous month, there is no need to revise previous average bills, because at the time of testing of meter at MRT lab no error was found in the functions of meter. 	Resolved	
55	640/22.05.2012	Sri Sessa Rama Rao, S/o Surayya, Akkivalasa, Seshapeta Gramam, Srikakulam Dist.	Providing of DTR and releasing the new agricultural service.	<ul style="list-style-type: none"> The SE/O/Srikakulam and DE/O/Srikakulam are hereby directed to release the agricultural Service as per the norms in vogue immediately. The respondents are herewith directed to conduct load survey, if the registered load is more than 80% capacity of Distribution Transformer, propose additional Distribution Transformer in addition to the existing one or replace with higher capacity Distribution Transformer. If the connected load is more than contracted load advise the consumer to regularize the additional loads immediately duly register at Call Centre. All the Respondents are hereby directed to install the DTR proposed as per the written submission submitted immediately if necessary and shall send a compliance within 15 days from the date of receipt of this order. 	Resolved	
56	46/22.05.2012	Sri B. Ramanna, D.No.4-27, Indira Nagar Colony, Srikakulam Dist - 532001. Sc.No.13917.	Not taking meter readings properly and reader not attending properly	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance duly serving the April' 12 CC bill to the Consumer and the CC bill has paid by the consumer on 17-4-12 and has expressed his satisfaction. Hence the grievance has been redressed. 	Resolved	
57	47/22.05.2012	Smt Darmana Suryakantham, W/o Bharathudu, Opp: Indiravignana Bahavanam, Arasavilli Junction, Srikakulam Dist - 532401. Sc.No.39546, Cat-II.	Not effected the change of Cat from II to III ph even though paid the charges to the department.	<ul style="list-style-type: none"> As per Reg. 4/2007 it is quite clear that there is 'deficiency of service'. An amount of Rs.10/- per day from 1-8-09 to till the date of rectification is to be paid by the Licensee to the Consumer. The Superintending Engineer/Operation/Srikakulam shall call for explanations of the all the concerned and take suitable disciplinary action against the concerned. All the Respondents shall take all the precautionary measures not to repeat such type of issues in future. 	pending	The implementation report was called from the respondents vide this office Memo.No.SE/O/SKL/DE-T/PO/JAO/Adm/A2/D.No.3887/22.06.2012. awaiting for the complinace report.
58	73/23.05.2012	B.B. CASHEWS, Plot No.5, Industrial Park, Ananthapuram Village, Palasa Post, Srikakulam Dist.	Delayed in providing of DTR even though paid all the departmental charges and rectify the same.	<ul style="list-style-type: none"> The 1st and 2nd Respondents have redressed the grievance was confirmed by the Consumer when contacted on 14/05/12 and the consumer has expressed satisfaction. 	Resolved	
59	48/22.05.2012	Sri N.A. Kumar, D.No.2-5-346, GAN Colony, Chinna Bondili Puram, Srikakulam Dist Sc.No.42168.	Requested for rectify the low voltage problem at GAN Colony, Chinnabondilipuram (V), Srikakulam.	<ul style="list-style-type: none"> The respondents are hereby directed conduct load survey, if additional loads detected may be regularized duly collecting development and security deposit charges from the concerned consumers who are getting supply form this Distribution Transformer. All the Respondents are hereby directed to take up work of the 1 No. 100KVA transformer immediately to avoid low voltage problem and compliance report should be submitted within 15 days. 	Resolved	

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60	6/22.05.2012	Sri Ch. Kali Prasad D.No. 21.79 Srinivasanagar Simhachalam Post Visakhapatnam – 530028	Replacement of pole with 9.1 mtrs pole.	<ul style="list-style-type: none"> • The Complainant Consumer is hereby directed to pay the estimate charges immediately for providing of intermediate pole. • All the Respondents are hereby directed to take further necessary action after receipt of the estimate charges accordingly. • The respondents are hereby directed to take suitable permanent solution as a precautionary measure to avoid future electrical accidents. 	Resolved	
61	586/22.05.2012	Sri Meesala Satyam Kopangi Village and Post Meritada Mandal Vizianagaram District SC.No. 12	Request for replace the LT line which is passing on the roof of the house.	The 1st Respondent has redressed the grievance duly rectifying by removing the conductor of 1 No. span which is passing on the roof by arranging alternate feeding from another emanating point of DTR. Hence the grievance is redressed.	Resolved	
62	74/23.05.2012	Sri Dr. A.A. Chowdary M.B., MRC Ophth. (UK), DO(London), DO(Dublin) F-302, Vaistnavi Apt. 25-7-11/9, Jayakrishnapuram Rajahmundry – 533 105 East Godavari District SC.No. 1432044104 117345	Requested for CC bills not issued properly, not received and rectify the same against SC.No. 117345, Jayakrishna Puram, Rajahmundry, East Godavari District.	<ul style="list-style-type: none"> • The inconvenience regarding non-issuing of monthly CC charges bills against SC.No. 117345, in favour of Smt. A. Jansi Rani, W/o. Abbulu Chowdary has been rectified utsupra and it is treated as redressed. 	Resolved	
63	26/24.05.2012	Sri K. Panduranga Rao (Head Master), M.P.U.P. School, Kalingapalem Village, Chinamillipadu Chivaru, Akividu Mandalam, W.G.Dist. Sc.No.500	Abnormal bill is issued against Sc.No.500, M.P.U.P. School, Chinamillipadu, Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> • The 3rd respondent is herewith directed that the revision of CC bill for the month of January, 2012 and March, 2012 should be made immediately as per the recommendation of 1st and 2nd respondent against Sc.No.500, Cat-7, M.P.U.P. School, Chinamillipadu (V), Akiveedu (M). 	Resolved	
64	79/22.05.2012	Sri Jaka Narsamma W/o. Bhulokam Indiramma Colony Opp: Govt. High School Pusapatirega Village and Mandal Vizianagaram District	Not released the new domestic service connection even though paid the departmental charges.	<ul style="list-style-type: none"> • The Complainant Consumer is hereby directed to pay the estimate amount immediately as informed. • All the Respondents shall take necessary action soon after receipt of the estimated amount as per Standards of Performance. 	Resolved	
65	66/23.05.2012	Sri J.K. Viswanadham, D.No.15-9-66, Satyavathi Nagar, Kovvuru, West Godavari Dist, Sc.No.6570.	Abnormal bill issued and rectify the same against Sc.No.6570, Kovvuru, W.G.Dist.	<ul style="list-style-type: none"> • The respondents are herewith directed that any shortfall or bunt meter cost what ever amounts payable by the consumer, the same should be informed to said consumer before including in the CC bill as arrears or otherwise the same complainants will be repeated in future. Against Sc.No.6570, Kovvuru, W.G.Dist. • The arrear amount included in CC bill is the cost of burnt meter and the same was intimated. Hence, the grievance is resolved. 	Resolved	

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66	631/06.06.2012	Sri V. Ramesh Naidu and 19 Others, Dr.No.19-7-3, Sai Enclave Apartments, Lanka Veedhi, Vizianagaram.	Requested for replacement of non relating of services on DTR pertaining to Sai Enclave Apartments.	The 1st Respondent has redressed the grievance by re-shifting onto the SS-178 DTR duly removing the services tagged onto SS-269. Hence the grievance is redressed.	Resolved	
67	632/06.06.2012	Sri B. Siva Prasad Reddy, Ward Member, Lanka Veedhi, Vizianagaram.	Requested for rectification of excess load on DTR at Sanskrit College, Vizianagaram.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance by replacing the damaged LT busing rod was with new one and the load balancing was also done. The consumer has also expressed satisfaction when he was contacted on 5-6-12. Hence the grievance is redressed. 	Resolved	
68	643/07.06.2012	Sri M.A. Kondala Rao, M. Vijayarampuram, Kotha Veedhi, Nellimarla Mandalam, Vizianagaram Dist,	Requested for replacement of damaged pole.	<ul style="list-style-type: none"> The Consumer has paid the estimate charges for shifting the pole on 25/05/2012 and the 1st Respondent has completed the work on 30/05/2012. Hence the grievance is redressed. 	Resolved	
69	01/08.06.2012	Sri K. Harish Babu D.No. 3-11-32 Chapala Street Junction Bachayyapeta Srikakulam District SC.No. 37214	Replacement of pole which is leaning one side.	<ul style="list-style-type: none"> The Forum with great displeasure has come to a conclusion that the Respondents have not shown any interest towards redressing the grievance even after lapse of 2 months of time which comes under deficiency of service. The Superintending Engineer/ Operation/ Srikakulam shall take necessary disciplinary action and shall take all the necessary steps to redress within 15 days from the date of receipt of this order. The 3rd Respondent shall send the compliance within 10 days from the date of completion of the said work. The Complainant Consumer is hereby informed that if the said grievance is not redressed within end of the June'2012 he shall send a rejoinder. 	Resolved	
70	595/13.06.2012	Smt Betha Pydithalli and, Sri Betha Balaram Naidu, Arikathota Village, Ramabhadrapuram Mandalam, Vizianagaram Dist.	For new agricultural services at Aarikithota, Rambhadrapuram Mandal, VZM Dist applied and registered in Call Centre on 30-12-2008 duly paying Rs.25/- per each application but so far no estimate is sanctioned and orally informed Rs.1,00,000/- for two services.	<ul style="list-style-type: none"> The Complainant Consumer is hereby advised to approach the authorities i.e. Divisional Engineer/Operation/Bobbili immediately for preparing the revised estimate. The 3rd Respondent is hereby directed to advise the Consumers accordingly. 	Pending	Estimate amount was not paid by the consumer till date.

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71	23/14.06.2012	Smt. K.V.N. Sujatha W/o. Venkateswarlu Door No. 56-3-10 Vidyanagar, D-4 Rajahmundry - 5 East Godavari District SC.Nos. 115792 and 115692	Requesting for releasing the new service to newly constructed Portion at Vidya Nagar, D4 Section, Rajahmundry.	After though verification of records instructions form Corporate Office and details of complaints the following order is herewith passed for implementation. 1. All 5Nos. of existing electrical service connections are not in the same name though it is a common premises. 2. They are having two different door numbers for common premises as they registered on portion as gift deed to their daughter. 3. The existing contracted load for all 5Nos. of services is only below 5.00KW's. utsupra. 4. Hence the respondents are herewith directed to release the 6th service in the name of Smt. K.V.N. Sujatha, W/o. Venkateswarlu, Vidyanagar, Rajahmundry without insisting Distribution Transformer as well as panel board utsupra as a special case. Provided that before releasing of new additional connection i.e. 6th one, the respondents are herewith directed to conduct load survey during peak load hours and analyze the technical feasibility condition whether the existing Distribution Transformer capacity is adequate or not. 5. If there is no technical feasibility advise the prospective consumer to install new Distribution Transformer. 6. If it is technically feasible the respondents are herewith directed to release the service for this incident only but not for other areas prospective consumers. 7. The compliance report may be submitted to this office with in 7 days failing which it will be viewed seriously otherwise	Resolved	
72	24/14.06.2012	Smt. K. Ramalakshmi W/o. K. Subhashu Door No. 56-3-9 Vidyanagar, D4 Rajahmundry - 5 East Godavari District	Requesting for releasing the new service to newly constructed Portion at Vidya Nagar, D4 Section, Rajahmundry.	After though verification of records instructions form Corporate Office and details of complaints the following order is herewith passed for implementation. 1. All 5Nos. of existing electrical service connections are not in the same name though it is a common premises. 2. They are having two different door numbers for common premises as they registered on portion as gift deed to their daughter. 3. The existing contracted load for all 5Nos. of services is only below 5.00KW's. utsupra. 4. Hence the respondents are herewith directed to release the 6th service in the name of Smt. K.V.N. Sujatha, W/o. Venkateswarlu, Vidyanagar, Rajahmundry without insisting Distribution Transformer as well as panel board utsupra as a special case. Provided that before releasing of new additional connection i.e. 6th one, the respondents are herewith directed to conduct load survey during peak load hours and analyze the technical feasibility condition whether the existing Distribution Transformer capacity is adequate or not. 5. If there is no technical feasibility advise the prospective consumer to install new Distribution Transformer. 6. If it is technically feasible the respondents are herewith directed to release the service for this incident only but not for other areas prospective consumers. 7. The compliance report may be submitted to this office with in 7 days failing which it will be viewed seriously otherwise will be recommended to concerned competent authority for disciplinary action.	Resolved	
73	57/15.06.2012	Sri Undamatla Subrahmanyam and 3 Others, D. Kesavaram Village Mandapeta Mandalam East Godavari District	Though they paid necessary charges for an amount of Rs.4,97,113/- on 01/10/2010 towards releasing of new agricultural services to 9 prospective consumers of D.Kesavaram (V), Mandapeta (M), E.G.Dist and asking for kick backs without mercy".	<ul style="list-style-type: none"> • Finally, after long time, the grievance has been resolved duly completing the execution of balance work for releasing 4 nos. of prospective consumers at D.Kesavaram, Mandapeta (M), E.G.Dist with erection of 40 KVA conventional DTR. • The respondents are herewith "WARNED" for not proper planning to execute the said work as it is long length line work involved with providing conventional DTRs Utsupra. • Further, the respondents are herewith directed that the total service numbers may be allotted to all prospective consumers duly charging the said DTRs and getting test reports on war footing basis without any problems. • A compliance report should be submitted to Forum within 15 days from the receipt of this order duly implementing the above direction. 	Resolved	

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74	84/15.06.2012	Smt Koripella Sreerama Satyadevi, 1-91, Post Office Street, Kundururu Village, K. Gangavaram Mandalam, East Godavari District, SC.No.150.	Name transfer application rejected due to there is no lines and existing agricultural service in S.F.No.94/4 against Sc.No.150, Cat-V, Kunduru (V), K.Gangavaram (M), E.G.Dist.	<ul style="list-style-type: none"> The said issue against Sc.No.150, Kunduru, K.Gangavaram (M), and agricultural land SF.No.94.4 along with sketch available in office records needs a detailed enquiry. The Divisional Engineer/Operation/R.C.Puram is herewith directed that an enquiry officer is to be appointed immediately to know the real picture as per field conditions as well as office records against the said issue. After finalization of above issue duly conducting an enquiry Utsupra, the name transfer will be taken up accordingly. A compliance report should be submitted to Forum within 15 days from the date of receipt of order duly finalizing the said issue. 	Resolved	
75	03/22.06.2012	INDUS TOWERS LIMITED, 3rd Floor, USHA 36, Jubilee Town, Road No.36, Jubilee Hills, Hyderabad – 500 033.	Requesting for withdrawing the short billing made erroneously against service number not released at CC Pudi (V), Denduluru (M), in Eluru (Rural), W.G.Dist.	<ul style="list-style-type: none"> The 1st respondent is herewith WARNED for not updating the said service for the last two years form 10/05/2010. It is clear cut deficiency of service which attracts suitable disciplinary action against erroring officer in future. The short billing period taken from 31/03/2010 is slightly to be changed as 10/05/2010 Utsupra and revised the short billing amount from 10/05/2010 to 16/01/2012 is to be calculated and intimate immediately. The regular CC bills from the said period to upto date against Sc.No.964, Cat-II CC Pudi, Denduluru (M), W.G.Dist, should be issued immediately and hereafter it is to be continued as usual without any problem. 	Resolved	
76	64/22.06.2012	Smt. T. Parvathi, W/o. T. Venkateswara Rao, C/o. T. Ravi, D.No. 1-96, Konithiwada Post, Veeravasaram Mandal, West Godavari District – 534240.	Fixed stuck-up meter and CC bills not issued properly, abnormal bill issued and requested for rectify the same against Sc.No.1615, Cat-I, at Konithiwada (V), Veeravasaram Section, W.G.Dist.	<ul style="list-style-type: none"> After through verification of records in ERO the following order is herewith passed for implementation without file. <ol style="list-style-type: none"> The back billing notice vide D.No.133, Dt.29/01/11 due to burnt meter identified Utsupra is not in order. Hence, the assessment may be arrived only with contracted load i.e. 1000 watts instead of 3800 watts from the date of release of supply to date of inspection i.e. 28/01/11 and issued revised back billing notice accordingly duly withdrawing excess units/ amount Utsupra. The first bill issued after fixing of new meter in the month of January, 2011 is also calculated wrongly from the date of release of supply. The revised CC bill for the period from January, 2011 to December, 2011 for the total consumption of 1216 units in new meter should be issued to the consumer on war-footing basis. All the respondents are herewith directed that the said revision of back billing and revision of CC bill Utsupra should done immediately and intimate to the consumer with full details. All the respondents are WARNED and not to repeat such type of mistakes in future. A compliance report should be submitted to Forum with in a week from the date of receipt or order duly implementing the above order accordingly. 	Pending	As per the CGRF order revised back billing notice issued to sc.no. 1615.of Konithiwada village for an amount of Rs:6,305/-vide Proceedings No. DEE?O/BVRM/Ae.coom 1-1/D.No. 2675/12 dt: 30.11.12
77	85/22.06.2012	Smt Mallipudi Malleswari, W/o Ramachandra Rao, D.No.3-2/1, Palla Colony, Kovvada, Kakinada Rural, E.G.Dist. Sc.No.1454443223034561 & 31841.	Not to transfer the electrical service connections to other persons against Sc.No.34561 and 31841, Pallcolony, Kovvada, Kakinada (Rural) E.G.Dist.	<ul style="list-style-type: none"> No name change transfer against Sc.No.34561 and 31841 is done so far as there is no any correspondence from Call Centre/Kakinada. That too the Call Centre was already instructed in this regard. The same name i.e. Smt M.Malleswari, W/o. Ramachandrao is being continued in ERO records. 	Resolved	
78	144/22.06.2012	Sri T. Ramanaidu, S/o Ramulu, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.190.	Abnormal bill issued against SC.No. 190, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 190, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1787/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	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
79	145/22.06.2012	Smt Gurtula Kumari, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.344	Abnormal bill issued against SC.No. 344, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 344, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.2202/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
80	149/22.06.2012	Sri Arthi Pydiyya, S/o Venkataswamy, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.197.	Abnormal bill issued against SC.No. 197, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 197, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.2034/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
81	150/22.06.2012	Smt Kandhi Mutyalamma, S/o Sanyasi, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.187.	Abnormal bill issued against SC.No. 187, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 187, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. Nil The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
82	139/22.06.2012	Sri Bachee Nasayama Rao, S/o Seetha Ramayy, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.440.	Abnormal bill issued against SC.No. 440, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 440, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.6372/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
83	148/22.06.2012	Smt. Gedala Bangaramma, W/o Pydaiah, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.403.	Abnormal bill issued against SC.No. 403, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 403, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1607/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
84	124/22.06.2012	Sri Bandaru Koteswara Rao, S/o Somayya, Kollaparru, Akiveedu Mandalam, W.G.Dist, Sc.No.380.	Abnormal bill issued against SC.No. 380, Kollaparru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 380, Kollaparru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.4282/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
85	177/22.06.2012	Sri Bunga Yesesu, S/o Raja Rao, Harijanapeta, Azzamurru, Akiveedu Mandalam, W.G.Dist, Sc.No.443.	Abnormal bill issued against SC.No. 443, Harijanapeta, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 443, Harijanapeta, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1229/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	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
86	143/22.06.2012	Sri Matta Pakeeru, S/o Venkanna, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.409.	Abnormal bill issued against SC.No. 409, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 409, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.2206/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
87	146/22.06.2012	Smt Namburi Santam, W/o Siva Krishna, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.419.	Abnormal bill issued against SC.No. 419, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 419, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.429/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
88	27/21.06.2012	Smt. Samavedam Ramalakshmi W/o. Ramanadham D.No. 5-64/1 Kakarla vari Veedhi Akiveedu Village and Mandal – 534 235 West Godavari District SC.No. 6816	Abnormal bill issued and rectify the same against SC.No. 6816, Akiveedu Town and Mandal, West Godavari District.	<ul style="list-style-type: none"> The 3rd respondent is herewith directed that the proposals for withdrawing excess demand which exceeds more than Rs. 5000/- against SC.No. 6816, Akiveedu, Cat – I, West Godavari District sent by 4th respondent may be approved immediately for withdrawing the same and for intimation of balance amount to the consumer. The 4th respondent is herewith directed that the said approvals may be got immediately and rectify the same on war-footing basis and balance amount may be intimated to the consumer. 	Resolved	
89	142/22.06.2012	Sri Tirunalla Venkateswara Rao, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.258.	Abnormal bill issued against SC.No. 258, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 258, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.2339/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
90	141/22.06.2012	Sri Majji Satyanarayana, S/o Appalaswami, Azzamuru, Akiveedu Mandalam, W.G.Dist, SC.No.189.	Abnormal bill issued against SC.No. 189, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 189, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1978/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
91	169/22.06.2012	Sri B.R. Koteswara Rao, Dr.No.17-105, Jawahapeta, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.2154.	Abnormal bill issued against SC.No. 2154, Jawahapeta, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 2154, Jawahapeta, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.3319/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	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
92	166/22.06.2012	Sri Saka Gopi, Dr.No.3-112, Pedapeta Street, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.1252.	Abnormal bill issued against SC.No. 1252, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 1252, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.893/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
93	158/22.06.2012	Smt. Vajram Durga, Old State Bank Street, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.6064.	Abnormal bill issued against SC.No. 6064, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 6064, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.6038/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
94	165/22.06.2012	Sri Pampana Mokhalingam, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.6185	Abnormal bill issued against SC.No. 6185, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 6185, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1074/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
95	170/22.06.2012	Smt. S. Suvarthamma, Saibala Veedhi, Chinnamasidhu, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.5643.	Abnormal bill issued against SC.No. 5643, Chinnamasidhu, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 5643, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1745/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
96	152/22.06.2012	Sri Ellapu Appala Naidu, S/o Sanyasi Rao, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.268.	Abnormal bill issued against SC.No. 268, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 268, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1061/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
97	184/22.06.2012	Sri Kottada Suribabu, S/o Ramulu, Srinagar Colony Railway Station Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.9011.	Abnormal bill issued against SC.No. 9011, Srinagar Colony, Railway Station Road, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 9011, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.Nil. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	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
98	161/22.06.2012	Sri A. Ramachandra Kumar, Opp: M.D.O. Office, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.1721.	Abnormal bill issued against SC.No. 1721, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 1721, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.889/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
99	147/22.06.2012	Sri Aleting Satyam, S/o Satavaram, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.236.	Abnormal bill issued against SC.No. 236, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 236, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1863/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
100	140/22.06.2012	Sri S. Adinarayana, S/o Appalanaidu, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.184.	Abnormal bill issued against SC.No. 184, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 184, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.2175/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
101	151/22.06.2012	Sri Pampana Nagulu, S/o Gani Raju, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.213.	Abnormal bill issued against SC.No. 213, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 213, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.1318/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
102	53/21.06.2012	FEDERATION OF W.G.DIST. CONSUMER ASSOCIATIONS B. BANGARAI AH (President) Akiveedu – 534 235 West Godavari District SC.No. 6816	Abnormal bill issued and rectify the same against SC.No. 6816, Akiveedu Town and Mandal, West Godavari District.	<ul style="list-style-type: none"> The 3rd respondent is herewith directed that the proposals for withdrawing excess demand which exceeds more than Rs. 5000/- against SC.No. 6816, Akiveedu, Cat – I, West Godavari District sent by Assistant Accounts Officer/ ERO/ Bhimavaram may be approved immediately for withdrawing the same and for intimation of balance amount to the consumer. The Assistant Accounts Officer /ERO/ Bhimavaram is herewith directed that the said approvals may be got immediately and rectify the same on war-footing basis and balance amount may be intimated to the consumer. 	Resolved	
103	22/25.06.2012	Sri Venkateswara Rice Mill Pro: Smt. N. Meena Kumari Kotikesavaram Korukonda Mandalam East Godavari District SC.No. 318	Requested for adjustment of CC bill against SC.No.318, Cat – III, Kotikesavaram Village, Korukonda Mandal, East Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.318, Cat – III, Kotikesavaram Village, Korukonda Mandal, East Godavari District has been resolved duly apportioning the total actual consumption for the period from September, 2011 to February, 2012 due to Non-updation of New meter particulars in the system. 	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
104	11/25.06.2012	FEDERATION OF W.G.DIST. CONSUMER ASSOCIATIONS Sri B. Bangaraiah (President of Consumer Organization) Akiveedu – 534 235 West Godavari District SC.No. 0076	Requested to modify the old bill, even though meter changed lapses still continuing against SC.No. 0076, Akiveedu Town, West Godavari District.	<ul style="list-style-type: none"> The respondents are herewith WARNED and not repeat such type of mistakes in future which attracts suitable disciplinary action erroring Officers. The First & Second respondents are herewith directed that the consumption from June, 2010 to January, 2010 should be arrived on connected load basis and recommend for revision of CC bill once against SC.No. 0076, Akiveedu Town and Mandal, West Godavari District as many lapses in updation of meter change particulars as well as actual readings taking every month for billing ut supra. No doubt there is a deficiency of service in this regard. The 4th respondent is herewith directed that the above particulars should be obtained immediately and get the revision of bill as the matter is very serious and exceeded demand should be withdrawn once again accordingly duly obtaining approval from the competent authority. The Divisional Engineer / Operation/ Bhimavaram is herewith directed to follow up the issue and settle the matter as stated above on war footing basis otherwise disciplinary action should be initiated against erroring Officers. A compliance report should be submitted to Forum within 7 days from receipt of this order duly implementing the above directions. 	Resolved	
105	178/25.06.2012	Smt Chinnamsetti Krishna Kumari, W/o Venkata Satyanarayana, Sammaturu Center, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.6806.	Abnormal bill issued against SC.No. 6806, Sammaturu Centre, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 6806, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. Nil. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
106	172/25.06.2012	Sri Kottada Suribabu, S/o Ramulu, Srinagar Colony, Railway Station Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.9010.	Abnormal bill issued against SC.No. 9010, Srinagar Colony, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 9010, Srinagar Colony, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. 13.00. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
107	180/25.06.2012	Smt Chintala Marymani, Gollaveedhi, Panchiyati Office Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.9223.	Abnormal bill issued against SC.No. 9223, Gollaveedhi, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 9223, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. Nil. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
108	183/25.06.2012	Sri Vakada Sanyasi Rao, S/o Pedaappa Rao, Railway Station Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.4582.	Abnormal bill issued against SC.No. 4582, Railway Station Road, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 4582, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. Nil. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	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	153/25.06.2012	Sri MD. Azaruddin, Muslim Street, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.1436	Abnormal bill issued against SC.No. 1436, Muslim Street, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 1436, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. 731/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
110	226/22.06.2012	Sri M. Chandra Rao, S/o Appa Rao (Late) Kintali (V) & (PO), Madugulla (M) Visakhapatnam Dist, Sc.No.145	Requested for rectifying the loose spans.	<ul style="list-style-type: none"> The Assistant Engineer/Operation/Madugulla and Assistant Divisional Engineer/Operation/Vaddadi are hereby instructed to rectification the loose spans and provide poles where it necessary immediately without any delay to avoid accidents. It is hereby instructed to submit compliance report within 15 days from the date of receipt of this order. If not solve in this above problem the disciplinary action proposed from this office. 	Resolved	
111	223/27.06.2012	Sri D.R.N.U.L. Swami, S/o Jagga Rao (Ex Surpanch), K.J.Puram Village and Post, Gandhi Street, V.Madugulla (M) Visakhapatnam Dist, Sc.No.1680.	Requested to rectify low voltage problem and issue 24 Hrs supply.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order and shall submit compliance report immediately after completion of the work. The respondents are hereby directed conduct load survey during peak hour period to assess correct load requirement. If the existing line is single phase 3 wire line, the same may be converted into 3 phase 5 lines. If any additional loads detected during inspections may regularized duly collecting Security Deposit and Development charges from the concerned consumer. Verify the tail end voltages also during peak load hour time. The Complainant Consumer is hereby informed that power supply for 24 hrs is a Policy matter to follow as per Govt. Orders 	Resolved	
112	58/28.06.2012	Smt. K. Satya Bharathi, W/o. K.V. Mohan (Late), Door No. 58-20-17/8, Flat No. 204, Sri Krishna Towers, NAD Kotha Road, APSEB Colony, Visakhapatnam – 530 027	Requested for rectify the earthing problem at her Apartments.	<ul style="list-style-type: none"> The 1st and 2nd Respondents have redressed the grievance of the Complainant Consumer. Hence the grievance is redressed. 	Resolved	
113	225/28.06.2012	Sri G. G. Musalli Naidu, S/o Naidu Machiraju Veedhi, Madugulla (M) Visakhapatnam Dist, Sc.No.2154	Transformer not working due to the problem sufficient lighting not coming requested for rectifying.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register at Call Centre/ Vaddadi. The Complainant Consumer is hereby directed that he shall pay the shifting of charges as per Clause 5.3.4 of General Terms & Conditions of Supply vide Proceedings No. Secy/01/2006 dt.6-1-2006. All the Respondents shall collect the shifting charges as per rules in vogue and shall take necessary action. They shall submit compliance report within 15 days from the date of receipt of the estimated costs. 	Resolved	
114	28/28.06.2012	Sri Jalaram Timber & Playwood D.No. 39-26-88, Opp. Punjab Hotel, Rajeevnagar, NH – 5 Road, Mairipalem, Visakhapatnam – 530 018	Requested for rectify the hanging of loose spans.	<ul style="list-style-type: none"> All the Respondents are hereby directed to prepare the estimation immediately and shall inform the Consumer accordingly. The Complainant Consumer is hereby directed to register at Call Centre and pay the charges as per estimate. The 1st and 2nd respondents are hereby directed to complete the work within 10 days from the date of receipt of the payment. It is hereby instructed to submit compliance report within 7 days from the date of completion of the work. 	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
115	61/28.06.2012	Sri Kuriti Sankar Rao, S/o. Appalaswamy, P. Chakarapalli, Balajipeta Mandalam, Vizianagaram District, SC.No. 218.	Requested for issue of CC bill to Agricultural Service properly.	<ul style="list-style-type: none"> The 1st respondent has redressed the grievance duly issuing the CC bill to the consumer. The consumer has been contacted on 22-06-12 at 12 PM and he has expressed his satisfaction stating that he has received the bill and paid.. Hence the grievance is redressed. 	Resolved	
116	228/28.06.2012	Sri M. Suresh Kumar (President), PALM OIL RYTHU SANGHAM, Sankaram (P), V. Madugula (M), Tatiparthi, Visakhapatnam Dist.	Requested for rectifying the low voltage and provide AB Switches and appoint Junior Line Man.	<ul style="list-style-type: none"> All the Respondents are hereby directed to rectify the low voltage problem immediately without delay and shall complete the work as per the estimate. They shall submit compliance report within 15 days from the date of receipt of this order. The respondents are hereby directed conduct load survey during peak hour period to assess correct load requirement. If the existing line is single phase 3 wire line, the same may be converted into 3 phase 5 lines. The CGM/HRD is hereby informed to take necessary action to post one suitable JLM at V. Madagula Mandal as the Rythu Sangham have represented that there is no JLM for the last 2 years. 	Resolved	
117	230/28.06.2012	Sri Karanam Siva Kumar, S/o Trinadh M.K. Vallapuram, V. Madugulla (M), Visakhapatnam Dist. Sc.no.402	Requested for issue CC bills for agricultural services regularly, and requested for to follow the supply timings in correct timings.	<ul style="list-style-type: none"> The CGM/O&CS is hereby informed to see that the two spells of supply to agriculturists of Visakhapatnam, Srikakulam and Vizianagaram districts may be followed on par with that of East and West Godavari districts to arrest the unrest of Visakhapatnam, Srikakulam and Vizianagaram agriculturists. The CGM/O&CS is hereby informed that a Circular Memo to the SEs of the above 3 districts may issued for adherence of the two spell timings strictly to avoid death accidents and loss of life The Assistant Engineer/Operation/Madugulla and Assistant Divisional Engineer/Operation/Vaddadi are hereby instructed to issue CC bills for above agricultural services regularly without any delay in future. All the Respondents are hereby instructed to submit compliance report within 15 days from the date of receipt of this order. 	Resolved	
118	229/28.06.2012	Sri S.Kondala Rao, M.Kotapadu, V. Madugulla (M), Visakhapatnam Dist.	Requested for provide the poles where the loose spans.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order on war footing basis and shall submit compliance report immediately after completion of the work 	Resolved	
119	222/27.06.2012	Sri Dasari Suryaprakesh Rao and 1 Other, Kurmanadhapuram, Madugulla (M) Visakhapatnam Dist, Sc.No.78, 44.	Requested for provide fuse box to the Transformer.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order on war-footing basis and shall submit compliance report immediately after completion of the work. 	Resolved	
120	227/27.06.2012	Sri P. Ramnaidu, S/o Devanna, Gadirai Village & (P), Madugulla (M) Visakhapatnam Dist,	Requested for replace the damaged poles so as it is dangerous position to the public.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order on war-footing basis and shall submit compliance report immediately after completion of the work. 	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
121	231/27.06.2012	Sri Golli Appa Rao, S/o Nooka Raju, M.Kotapadu (P), Vadapadu, V. Madugulla (M), Visakhapatnam Dist. Sc.No.72	Requested for rectify loose spans and replace the damaged stay wires and fuses.	<ul style="list-style-type: none"> An estimate was prepared for 4 Nos. intermediate PSCC poles, replacement of 34 Sq.mm. AAA conductor and LT AB cable vide estimate number MGL/030612/EST940 and submitted to the Asst. Divisional Engineer vide Lr.No.AE/O/MGL/F.No.D.No.118/12, Dt.03-06-2012. 	Resolved	
122	224/27.06.2012	Sri G. Achinaidu, S/o Kanam Naidu, M. Koduru (Post), V.Madugulla (M), Visakhapatnam Dist,	Requested for replace the iron pole and erected cement pole instead of iron pole so as it was shocking.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order and shall submit compliance report immediately after completion of the work. The respondents are hereby directed conduct load survey dur 	Resolved	
123	220/27.06.2012	Sri D.R.N.U.L. Swami, S/o Jagga Rao (Ex Surpanch), K.J.Puram Village and Post, Gandhi Street, V.Madugulla (M) Visakhapatnam Dist, Sc.No.1680	Requested for replace the damaged poles and provide AB Switches.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order on war footing basis and shall submit compliance report immediately after completion of the work. 	Resolved	
124	232/28.06.2012	Sri S.Kondala Rao, Mandal Congress President, M.Kotapadu (P), V. Madugulla (M), Visakhapatnam Dist.	Requested to provide another DTR due to suffering from low voltage.	<ul style="list-style-type: none"> All Respondents are hereby directed to redress the grievance within 15 days from the date of receipt of this order and shall submit a compliance report immediately after completion of the work. The respondents are hereby directed to conduct load survey during peak hour period to assess correct load requirement. If the existing line is single phase 3 wire line, the same may be converted into 3 phase 5 lines. 	Resolved	
125	76/27.06.2012	Sri Vanchali Raja Rao, S/o. (Late) Pentayya, Near H.P. Petrol Bunk, Sunduputtu Village, Paderu Mandal, Visakhapatnam District.	Requested for rectification of loose spans and raise Poles heights to avoid danger.	<ul style="list-style-type: none"> All the Respondents are hereby directed to rectify the loose spans and shall complete the work as per estimate without any delay. The Complainant Consumer is hereby informed that if the grievance is not redressed within the stipulated time he may send a rejoinder to the Forum All the Respondents are hereby instructed to submit compliance report within 10 days from the date of completion of the work. The Superintending Engineer/ Operation/ Visakhapatnam is herewith directed to issue suitable instructions early for completion. 	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
126	77/25.06.2012	Sri Gabbada Bodam Naidu and 5 Others, Kujjeli Village, Addumanda Post, Paderu Mandalam – 531024, Visakhapatnam District.	Providing Power Supply to the Indiramma Houses.	<ul style="list-style-type: none"> The Chief General Manager/ O&CS/ Corporate Office/ Visakhapatnam is herewith directed look in to the matter and take necessary steps to provide electricity to the newly constructed Tribal Colony, and suitable instructions may be issued to the concerned to take the work after getting sanction from the competent authority. The respondents are herewith directed to take necessary steps for early completion of the work for providing power supply to the Tribal Village. As per regulation No. 3/2004 Clause 3 Sub- Clause 5 the licensee is to provide power supply to village or hamlet or area is not electrified earlier. <p>Sub Clause 5 of Clause 3 as follows: “In cases where the villages or hamlets or area is not electrified earlier, the distribution licensee shall give supply of electricity to such premises after the village or hamlet or area is covered for electrification under any programme of electrification of habitations covered in the investment plan approved by the Commission. The supply shall be extended with in the time frame specified in such investment plan approved by the commission.”</p> <ul style="list-style-type: none"> In this village is not covered under any investment plan, the Forum is herewith directed the licensee to include it in the next investment plan and get it electrified. Compliance report should be submitted to the Forum after completion of the work. If the licensee fails to comply as stipulated in Clause 3 sub Clause (5) of Regulation 3/2004, the Clause 4 of regulations 3/2004 will be applicable. <p>“1) The Distribution Licensee who fails to comply with the time frame for supply of electricity stipulated in clause 3 above shall be liable to pay penalty as may be decided by the adjudicating officer of the Commission in accordance with sub-section (3) of section 43 of the Act. 2) The liability to pay penalty under this Regulation for default if any, does not absolve the distribution licensee from the liability to pay compensation to the affected person as per the regulation notified under</p>	Pending	New village. Untill new scheme is prepared electrification is not possible
127	08/26.06.2012	Sri Nadimpahi Kanka Raju S/o. satyanarayana Raju D.No. 3-2-8/1, Piitnehivari Street Subbaraopet Tadepalli Gudem West Godavari District – 534 101 SC.No. 4811, Cat - V	Conversion of Agriculture Service No. 4811, Tadepalligudem (North), West Godavari District from paying category to Non-paying Category.	<ul style="list-style-type: none"> After through verification of records available, proof of documentary evidences, details mentioned in complaint and written submission furnished by respondents, the following Order is herewith passed for implementation. The present consumers failed to produce the documentary evidences at the time of name change effect for both the services of Sri Nadimpalli Satyanarayana Raju, Tadepalligudem on 31.03.2009 for effecting non – paying Category from pay Category against SC.No. 1796 and 4811 Category V (A) Utsupra. At present the produced documentary evidences of copy of Non-IT Assess Certificate and VRO/Tadepalligudem Certificate, dt. 18.06.2012 have to be verified along with MRO Certification and IT Department confirmation for effecting non-paying Category. The respondents are directed to conduct detailed verification against the above issue and effecting non-paying category from which date should be identified on war-footing basis or other wise fictitious demand is being raised against both the services. A compliance report should be submitted to Forum within a Week from date of receipt this order duly implementing the direction as stated. 	Pending	Proposal for Change of Category of said service from Paying to Non Paying was submitted to Circle Office, Eluru vide D.No.642/12, Dt.26.10.12. Returned for No dues certificate. The consumer had not paid the arrears.
128	49/27.06.2012	Sri N.V. Lakshmana Rao, D.No. 7-4-2, New Colony, Back side of Baddies, Surya Mahal Junction, Srikakulam, SC.No. 1780.	Requested for replacement of damaged Poles.	<ul style="list-style-type: none"> The 1st Respondent has resolved the grievance duly shifting the line from the existing damaged pole to the newly erected pole on 15-06-2012 duly shifting the service wires on to the new pole. Hence the grievance is redressed. 	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
129	52/27.06.2012	Sri K. Ramachandra Rao, S/o. Kameswara Rao, Door No. 13-9-32, Nakka Veedhi, Opp: Z.P. Colony, Srikakulam	Requested for replacement of laid pole in the site.	<ul style="list-style-type: none"> All the Respondents are hereby directed to resolve the grievance within 10 days from the date of receipt of this order and shall submit compliance report. 	pending	The 1st respondent AE/D1/Srikakulam issued one week notice and served to the consumer Sc.No.55744 on 16.06.2012 for showing the right-off way for preparation of estimate for shifting of existing LT line. The Registered consumer did not come forward till to date for showing the right off way for shifting of LT line, hence the service was disconnected on 17.09.2012. The lines shall also be dismantled if the consumer did not come forwarded to show the right off way. Copy of the report is herewith enclosed.
130	29/23.06.2012	Sri A. R. C. Prasad, C/o. Venkateswara Rao, S/o. Pentayya, Medhanarao Palem, Denduluru Mandalam, West Godavari District, SC.No. 326.	Abnormal bill issued are requested for rectification against Sc.no.326, Cat-V, Mundur (V), Pedavegi (M), West Godavari District.	<ul style="list-style-type: none"> “No doubt” there is a deficiency of service as there is no billing for the last 2 years 4 months to the said Agriculture service. Its really unpardonable thing against respondents. Hence the first & second respondents are herewith WARNED and such type of mistakes should not be repeated or otherwise which attracts disciplinary action against erroring Officers. Superintending Engineer/Operation/Eluru is herewith directed that the said proposal towards with drawl of excess demand raised erroneously against Sc.No.326, Cat-V, Mundur (V), Pedavegi (M), W.G.Dist for the period from 05/09 to 08/11 may be sanctioned immediately duly following departmental procedure in vogue and sent to respective respondents for withdrawing the same from records and intimate balance amount to complainant for paying the same. The respondents are herewith directed that the said excess demand should be withdrawn immediately duly getting proper approval form competent authority. 	Resolved	
131	71/26.06.2012	Sri Doddi Surya Rao and Others, Teachers Colony, S. Kota, Vizianagaram District, SC.No. 008335.	Requested for rectify the Low Voltage Problem.	<ul style="list-style-type: none"> All the respondents are hereby directed to resolve the low voltage problem immediately and shall submit compliance report immediately after completion of the work as per the estimate was already been sanctioned by the competent authority. 	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	43/29.06.2012	Smt. Oraganti Aruna Kumari, D.No. 3-135/1, Savithri Nagar, Sujatha Nagar, Pendurthy, Visakhapatnam District.	Requested for releasing of new service.	<ul style="list-style-type: none"> To release of new services of the consumer, the consumer purchased a sited is Panchayati layout. At that time there is no rules for electrification of layouts before 2005, every consumer has right to take electricity as per Electricity rules. The ADE/O/S.Kota hereby instructed the estimate should be prepared upto Consumer premises only and necessary charges should be collected form the consumer. <p>Clause No.5.1:- Company's Duty to supply: The company shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises in accordance with Section 43 of the Act and the APERC (Licensee duty for supply of electricity on request) Regulation, 2004 (No.3 of 2004) as well as the APERC (Licensee Standards of Performance) regulation, 2004 (No.7 of 2004). The applicant must however ensure compliance with the procedure specified in the GTCS. Old Panchayati layouts, the cost of site is also low and the middle and poor people have purchased the above sites even though it is far way from the city. At the time of layouts formed by the owner there is no such rules framed for the electrification of layouts by the licensee (i.e. EPDCL) earlier. The respondent should not treat this as a general rule for all the latest layout formed by the real estate companies.</p> <ul style="list-style-type: none"> Hence this forum is ordered on said clause to release of supply to the consumer immediately. 	Pending	Instructions issued from corporate office vide Memo No CGM/O&CS/APEPDCL/VSP/GM(OP-1)/D.NO 3985/12Dt15-10-12 that supply to this unelectrified layout can be released soon on receipt of the approval from the VUDA in accordance with AP Urban Lay out Act 1975. Notice served to the consumer Vide D.No 896Dt 15-10-2012 to submit all the requied supporting documentaion along with approval from VUDA at S.Kota call cente within 15days. but, even after the lapse of 15 days the consumer didnot produce the required documents along with the approval from VUDA.