

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS
for 4th 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	557/03.01.2013	Sri Korra Chinna Rao and Others, S/o. Balanna, Nandhigaruvu Village, Vantla Mamidi Panchayat, Paderu Mandalam – 531024, Visakhapatnam District.	For electrification of village at Nandhigaruvu Village, Paderu.	The respondents are hereby directed to complete the work soon on receipt of approval. As soon as the scheme sanctioned the electrification may be completed.	Resolved	
2	548/03.01.2013	Smt. Jumbu Gannikamma W/o. Srinivasa Rao Salugu Village and Post Paderu Mandal - 531024 Visakhapatnam District	For electrical supply.	The respondents are hereby directed that where there is no feasibility for electrification, the same villages mentioned are to be proposed under SOLAR Scheme. As soon as the scheme sanctioned the electrification may be completed.	Resolved	
3	462/03.01.2013	Sri Nageswara Rao and 3 Others, Boddaputtu Village, Pathakota Panchayati, Hukumpeta Mandal, Visakhapatnam Dist Sc.Nos.4, 9, 10, 12.	Low voltage problem at Boddaputtu Village, Pathakota (P), Hukumpeta (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> The respondents are hereby directed to conduct detailed load survey and identify the valid reasons for low voltage. If the consumers of the particular area are suffering from low voltage, prepare an estimate under improvement works and get it complete within 30 days after sanction of the same to avoid future inconvenience to the consumer. The respondents should submit the compliance report within 7days after completion of the work. 	Resolved	
4	547/03.01.2013	Sri Bailapudi Venkata Ramana, Chintala Veedhi Post, Nadimi Veedhi Jn. Paderu Mandal – 531024, Visakhapatnam District.	Requested for 24 Hrs power supply.	The respondents are hereby directed to examine the feasibility of extending Town feeder to the said village and do so accordingly. As per the existing guideline issued by the Hon'ble APERC and submit the compliance report within one month.	Resolved	
5	569/03.01.2013	Sri G.Somasekhara Rao, D.No.22/162, Prasanthinagar, Polaki road, Narasannapeta, Srikakulam district.	Billing problem.	<ul style="list-style-type: none"> The grievance is redressed since, the spot billing reader has promised that such mistakes will not repeat. The petitioner is advised to bring to the notice of the respondents immediately if such mistakes occurred in future. The respondents are hereby directed to take stringent action on the spot billing agency besides replacing them if such incident occurred in future. 	Resolved	
6	571/03.01.2013	Sri B.Murali Krishna, Journalist Colony, Narasannapeta 532421, Srikakulam District.	Billing and meter problem.	<ul style="list-style-type: none"> The grievance is redressed since, the check reading was taken and revised bill was issued. Such action of the respondents is appreciated. However, even in the absence of the CGRF or any other higher officers, such type of swift response is expected from all the employees of the APEPDCL. 	Resolved	
7	575/03.01.2013	Sri Yatham Sobhan Babu, C3, GIL GAL, East Point Colony, Visakhapatnam 530017	Transfer of title.	<ul style="list-style-type: none"> The grievance is redressed since the title transfer is affected with a delay of six months which is not acceptable in future. The second respondent and fourth respondents are hereby WARNED and advised not to repeat such type of delays. 	Resolved	
8	576/03.01.2013	Sri B.Ravi Patnaik, Malla Sateesh Complex, F.No.202, 2nd Floor, Near Narasimha Theatre, Gopalapatnam, Visakhapatnam.	Billing problem.	<ul style="list-style-type: none"> The petitioner is advised to contact the 1st and 2nd respondents immediately if there is any problem in the billing. The respondents are hereby directed to act swiftly on such representations if any to avoid any inconvenience to the consumers. 	Resolved	

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9	572/04.01.2013	Sri T.V.K.GRANITES Pro: T.Arjun, Gottipalli village Narasannapeta 532421, Srikakulam District.	Billing and R&C measures problem.	<ul style="list-style-type: none"> The petitioner is informed that as per Clause 5.1 (Company's Duty to Supply) of General Terms and Conditions of Supply read with Section 43 of the Electricity Act 2003 the licensee is bound to release supply to the new connection. Any benefits shall be equal to all the consumers. The petitioner is further advised to send the recorded proof of receipt of the notices to the 2nd respondent immediately with claim. The respondents are hereby directed to re-examine the penalty and revise the same duly seeking approval from the appropriate authority within 15 days from the date of receipt of this order. 	Pending	The Consumer paid the penalty amount. It is to be advised to the consumer for restrict the load at peak load hours during the R&C period.
10	533/04.01.2013	B. Naga Raju (Ex. Surpanch) Kindangi Village and Post Paderu - 531024 Visakhapatnam District	Shifting of DTR to the Village.	<ul style="list-style-type: none"> The petitioner is hereby advised to intimate the respondents if they notice any low voltage. The respondents are hereby directed that to make surprise checks at the DTR area and curb any illegal activities/thefts. To avoid any type of voltage problems in the village. The respondents are herewith directed to construct fencing around the DTR to avoid illegal operation immediately. The compliance report should be submitted to the Forum within 30 days failing which section 142 of Indian Electricity Act will attract. 	Resolved	
11	555/04.01.2013	Sri Garthudi Manikyam and Others, Vankarai Village, Gomangi Panchayat, Pedabayalu Mandal, Visakhapatnam District.	Rectification of Failed DTR and New service connections not released.	The respondents are hereby directed to attend such complaints immediately to provide reliable supply to any category of consumers.	Resolved	
12	588/04.01.2013	Smt Bammidi Paidi Ratnam, Door No.8-18/120, Plot No.203 Sri Karthikeya Enclave, Pradeep Nagar, Industrial Estate PO Vizianagaram 535004	Title transfer.	<ul style="list-style-type: none"> The grievance is redressed since change of name is updated in the E-Seva server as stated by the respondent. The respondents are further directed to take necessary action for updating the E-Seva server in a periodic manner to avoid hardship to such consumers henceforth. 	Resolved	
13	589/04.01.2013	Sri G.G.Sankara Rao, Smt G.Lakshmi, W/o Chinnayya Maradam Village and post Dattirajeru mandal Vizianagaram District	Non release of Agricultural service.	<ul style="list-style-type: none"> The 3rd respondent is hereby directed to see that the HVDS works are completed within stipulated time without any delay. Soon on completion of the same the said service shall be released within 7 days and report compliance with the details of the HVDS works done date wise. 	Pending	The HVDS work was not yet started. Soon after completion of HVDS work the service will be released.
14	590/07.01.2013	Sri R. Dudisti Rao, Plot No. 12, Visakha 'B' Colony, Srikakulam.	Non taking readings and not issued CC bill to the consumer.	<ul style="list-style-type: none"> The respondents are hereby clarified that the consumer will not come to office and make complaint if everything goes correctly. Since, he was suffered he has approached this office for redressal of his grievance. The same shall be kept in mind before addressing this office or dealing with any consumer. The respondents are further directed to make surprise check on the billing details and see that no consumer is suffered. The petitioner is advised to check the reading once they receive the bill on spot. If any discrepancy observed the same shall be brought to the notice of the respondents immediately so that they can redress the grievance and do justice. 	Resolved	As per the instructions The AE/D1/Srikakulam inspect in some areas and taken the check readings and the same was transmitted to AAO/Srikakulam for verification. And instructed the readers to get the Acknowledgement from the consumers after issuing the bill

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15	528/07.01.2013	Sri Boyina Balanna, S/o. Machayya, Lingaputtu Village, Paderu Mandal – 531024, Visakhapatnam District, SC.No.07.	Arrange another Transformer.	<ul style="list-style-type: none"> The respondents are hereby directed to get the estimate sanctioned and complete the work within one month. And compliance report should be submitted within one month. The petitioner is advised to approach the respondent 1 and 2 if there is low voltage problem after erecting the said new transformer. 	Pending	
16	386/06.12.2012	INDIAN CONSUMER SERVICES Sri V. Venkateswara Rao (Consumer Activist) 55-1-19/7, Flat No. 06, FF, Taruni Apartment, J.R. Nagar, Old Venkojipalem, Visakhapatnam - 530 022 SC.No.11242 – M025 - 11792	Requesting for the payment of CC bills through E.C.S as previously the same was being continued through E.C.S against Sc.No.N025.	<ul style="list-style-type: none"> The FORUM really appreciated the effort put forth by the petitioner in bringing the inconvenience caused to him. The grievance is redressed since, the 1st respondent has taken steps to recover the amount from December 2012 onwards. The petitioner is hereby advised to intimate the 1st respondent if the problem recurs, immediately. The respondents are hereby directed to act swiftly on such representations to avoid inconvenience to the consumers. 	Resolved	
17	539/07.01.2013	Sri Nerella Srinivasa Rao, S/o. Koteswara Rao (Late), Lochiliputti Village, Degree College Road, Paderu – 531024, Visakhapatnam District.	Low voltage problem at Lochiliputti Village.	<ul style="list-style-type: none"> The respondents are hereby directed to get the estimate sanctioned and complete the work within one month. And compliance report should be submitted immediately after completion of the work. The petitioner is advised to approach the respondent 1 and 2 if there is low voltage problem after erecting the said new transformer. 	Resolved	
18	593/08.01.2013	Sri S.K. Sharma, 4-61-7, Lawsons Bay Colony, Visakhapatnam - 530017.	Malpractice in Dates and reading while taking meter reading by meter reader in Lawsons Bay Colony.	<ul style="list-style-type: none"> The respondents are hereby directed to take suitable action against the billing agency to avoid repetition this kind of inconvenience to any consumer. The grievance is deemed redressed as per the statements. 	Resolved	Penalty imposed from the monthly bills regarding wrongly issued CC Bills and instructed to not to repeat such things in future.
19	536/08.01.2013	Smt. Olibiri Kasulamma, W/o. Sri Olibiri Balaraju, Barmana Guda Village, Konthili Post, Hukumpeta Mandal, Visakhapatnam District, SC.No.12.	Allotment of new poles for electrification at Barmana Guda Village.	<ul style="list-style-type: none"> The petitioner is advised to act as suggested by the 1st respondent and the petitioner is advised to approach the Assistant Engineer/C&O/ Paderu. The respondents are hereby directed to take necessary action to release the supply as early as possible as a special case under Indiramma scheme duly obtaining approval from Superintending Engineer/Operation/ Visakhapatnam. 	Resolved	
20	549/08.01.2013	Smt. Gondem Nagalaxmi, W/o. Gangadhara C/o. Karranna, Opp: Modukondamma Temple, Old Bus Stand, Paderu Mandal, Visakhapatnam District, SC.No.4011.	Abnormal bill issued against Sc.No.4011.	<ul style="list-style-type: none"> Since, there is no abnormal bill the grievance is redressed. The petitioner is hereby informed that in cases of struck up status in the meter, the same would be replaced by a new meter. Hence, she is advised to pay the CC bill accordingly. 	Resolved	
21	554/08.01.2013	Sri Madela Kondababu, S/o. Sinkanna, Kotlagaruvu Village, Vanthapalli Panchayat, Minumuluru Post, Paderu Mandalam, Visakhapatnam District	Erection of new poles at Kotlagaruvu Village, Paderu.	<ul style="list-style-type: none"> The respondents are hereby directed to get the estimate sanctioned immediately and see the work is done. 	Resolved	

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22	565/08.01.2013	Sri P. Rama Rao Naidu (Ex. Surpanch), Tadigiri Village, Hukumpeta Mandal and Post, Paderu Division, Visakhapatnam District.	Requesting for electrification at Barribanda Village, Thadigi (P), Hukumpeta Mandal, Visakhapatnam Dist.	<ul style="list-style-type: none"> The 3rd respondent shall inspect the area within 3 days from the date of receipt of this order and take appropriate action for release of supply to the consumers on war footing basis. A report shall receive by this office within fortnight in this regard. The Chief General Manager/O&CS is requested to enquire the matter and see that necessary action taken on the erring officers and staff without fail. 	Resolved	
23	552/08.01.2013	Sri Lake Suri Babu, Old Paderu Village, Paderu Post and Mandal, Visakhapatnam District.	For electrical supply in Indiramma Scheme.	<ul style="list-style-type: none"> The petitioner is advised to take necessary action as suggested by the respondent for registration. The petitioner is advised to approach the Assistant Engineer/C&O/ Paderu. The respondents are hereby directed to take immediate action on registration as early as possible as a special case under Indiramma scheme duly obtaining approval from Superintending Engineer/Operation/ Visakhapatnam. 	Resolved	
24	535/08.01.2013	Sri Pangi Appanna,S/o. Gasanna Lampalli Village,Gondeli Panchayat Paderu Mandal,Visakhapatnam District SC.No.24	Low voltage at Lampalli Village.	<ul style="list-style-type: none"> The respondents are hereby directed to get the estimate sanctioned and complete the work within one month. The petitioner is hereby advised if he observe low voltage after erection of DTR as ordered above, he may intimate the respondents immediately. 	Resolved	
25	553/08.01.2013	Sri Korra Bonju Babu and Others, Chintala Veedhi Village and Post, Paderu Mandal – 531024, Visakhapatnam District.	Low voltage problem at Chintala Veedhi Village and Post.	<ul style="list-style-type: none"> The respondents are hereby directed to get the estimate sanctioned at the earliest and see that work is completed within one month. The respondents are also directed to measure the voltage at the tail end point after erection of the DTR and report compliance to this office. The petitioner is advised if the low voltage problem persists even after erection of new transformer as ordered above, he may intimate the same to the respondents immediately. 	Resolved	
26	551/08.01.2013	Sri Pangi Bangaraiyah,S/o. Ramanna, Lampalli Village,Gondeli Post, Paderu Mandalam, Visakhapatnam District.	For Electrical Supply.	<ul style="list-style-type: none"> The petitioner is advised to act as suggested by the 1st respondent and the petitioner is advised to approach the Assistant Engineer/C&O/ Paderu. The respondents are hereby directed to take necessary action to release the supply as early as possible as a special case under Indiramma scheme duly obtaining approval from Superintending Engineer/Operation/ Visakhapatnam. 	Resolved	
27	608/08.01.2013	Sri Boiyana Satyanarayana, Varadavari Quarters, Amadalavalasa - 532185, Srikakulam District SC.No.4242.	Abnormal bill issued against Sc.No.4242.	<ul style="list-style-type: none"> The grievance is redressed since rectified. The consumer is advised to pay the balance if any. The respondents are hereby directed to inform the consumer to register at Call Centre if he wants new service in place of no billing service. 	Pending	After revise the bill balance amount was intimated to consumer. But not respond the consumer.present outstanding amount is 5496.
28	602/08.01.2013	Sri U. Prabhakara Rao, Kotha Agraharam Street, Mettakivalasa,Amadalavalasa, Srikakulam Districtn SC.No.5168.	Abnormal bill issued against Sc.No.5168.	<ul style="list-style-type: none"> The grievance is redressed since the category was changed. 	Resolved	
29	603/10.01.2013	Sri P. Ramesh Naidu D.No.4-3-30 Pujaripeta,Amadalavalasa Srikakulam District, SC.No.7370	Wrongly meter reading taken against SC.No.7370.	<ul style="list-style-type: none"> The grievance is redressed since rectified. However, the respondents are hereby directed to instruct the billing agency to be careful while taking readings. Else the same will cause un-necessary inconvenience to the consumers. They are also directed to impose penalty on the billing agency on recurrence of such incident even once. 	Pending	bill was revise. Consumer get negative balance.

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30	545/10.01.2013	Sri Moda Simhadri Rao, Ramalayam Temple Street, Sundru Puttu Village, Paderu Mandal – 531024, Visakhapatnam District, SC.No.3012.	Erection of pole due to sagged line at Ramalayam Temple Street.	<ul style="list-style-type: none"> The respondents are hereby directed to get the estimate sanctioned improvement works and see that the work is completed within one month. 	Resolved	
31	583/10.01.2013	Sri Boddu Ganga Raju, S/o. Sarvayya Venkata Krishna Puram Post, Dwaraka Tirumala Mandal West Godavari District – 534 426 SC.No. 106	Abnormal bill issued against Sc.No.106, Venkata Krishna Puram Village, Dwaraka Tirumala (M), W.G.Dist.	<ul style="list-style-type: none"> Assistant Accounts Officer/ERO/Rural/ Eluru is herewith directed that the revision of bill should be done immediately as per the recommendation of 2nd respondent against Sc.No.106, Venkata Krishna Puram Village, Dwaraka Tirumala (M), W.G.Dist and impose penalty on spot billing agency utsupra. 	Resolved	
32	604/10.01.2013	Smt B. Surya Kumari, Boddepallipeta Village, Palakonda Road, Opp: SVS Public School, Amadalavalasa, Srikakulam District. Sc.No.9266	Abnormal bill issued against Sc.No.9266 at Boddepallipeta Village.	<ul style="list-style-type: none"> With action of the respondents the bill is rectified and hence, the grievance is redressed. The respondents are hereby directed to instruct the concerned to avoid recurrence of such incidents. 	Resolved	
33	526/10.01.2013	Veera Venkata Satyanarayana Modern Rice Mill, Prop: V.V.V. Satyanarayana, Maddi Village, Padmanabham Mandal, Visakhapatnam.	Requesting for withdrawing the shortfall amount levied regarding MF 1 instead of MF 2 against Sc.No.824, Cat-III, Maddi Village, Padmanabham (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> Though it is a clear cut negligence of the then and present respondents, the complainant is liable to pay the unbilled 50% consumption recorded due to MF wrong utsupra for which the final order of 4th respondent towards back billing for the period from May/2009 to October/2012 is in order. This is clear cut procedural lapse while updating wrong MF (instead of MF2, MF1 being continued) into LAMPEX Spot billing version for High value services utilized at that time at In house billing centre, Corporate Office for which a detailed enquiry is needed. The Superintending Engineer/Operation/Visakhapatnam is therefore directed that the above issue (due to wrong MF causing heavy revenue loss) should be enquired in detail duly appointing a suitable enquiry officer immediately for knowing above lapses and for taking disciplinary actions against erring officers and for indecent behavior of present 2nd respondent while issuing Provisional Assessment notice as mentioned in the complainant. The above back billing amount shall be collected within 60days from receipt of this order without surcharge as a special case under natural justice. A compliance report should be submitted to FORUM within 15 days from receipt of this order duly implementing the said directions. 	Resolved	
34	613/17.01.2013	Sri Davala Jagannadham S/o. Raja Rao Vanjangi Village Amadalavalasa Mandal Srikakulam District	Requesting for new Agricultural Service connection on existing DTR at Vanjangi Village, Amadalavalasa, Srikakulam District.	<ul style="list-style-type: none"> The respondents are herewith directed to cancel the estimate already sanctioned and release the new agricultural service connection from the nearest pole on the existing Distribution Transformer i.e SS-I, 63 KVA, Vanjangi. As per the condition 3rd of instructions issued by the Chief General Manager/ O&CS/ Corporate Office, Visakhapatnam vide Lr.No.2706/12, dt.12.07.2012 and written submission of Assistant Divisional Engineer/ Operation/ Amadalavalasa the new Agricultural service can be released from the existing 63KVA Distribution Transformer. The respondents are herewith directed to conduct load survey of each and every existing Agricultural service which were already been connected to same Distribution Transformer before releasing this new Agricultural service connection and submit the compliance report with in 15 days. 	Resolved	The estimate was revised and new estimate charges were paid by the consumer and Service was released with SC NO 670
35	541/17.01.2013	Sri P. Rama Rao Naidu (Ex. Surpanch) Tadigiri Panchayat Paderu Visakhapatnam District	Requesting for Electrification of Goppagaruvu Village.	<ul style="list-style-type: none"> The FORUM is hereby directs to the respondents to complete the electrification work at Goppagaruvu Village within the stipulated time and after completion the work the compliance report shall be submit within 7 days to this Office. 	Resolved	

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36	505/17.01.2013	Sri Sobha Vodhrohb and Others Boddputtu Village Pathakota Panchayat Hukumpeta Mandal Paderu Division Visakhapatnam District	Low voltage problem at Boddaputtu Village, Pathakota (P), Hukumpeta (M), Visakhapatnam Dist.	<ul style="list-style-type: none"> The grievance of complainant (CG.No.462/12-13) was already disposed. The FORUM had given an Order on 03.01.2013 is as follows: The respondents are hereby directed to conduct detailed load survey and identify the valid reasons for low voltage. If the consumers of the particular area are suffering from low voltage, prepare an estimate under improvement works and get it complete within 30 days after sanction of the same to avoid future inconvenience to the consumer. The above Order suffice the request of the present petitioner. The respondents should submit the compliance report within 7days after completion of the work. 	Resolved	
37	597/17.01.2013	Sri P. Subhadra Raju M.Venkatapuram Village Gajapathinagaram Mandal Vizianagaram District, SC.No.36	Abnormal bill issued against SC.No.36 at M.Venkatapuram Village, Gajapathinagaram Mandal, Srikakulam District.	<ul style="list-style-type: none"> The 3rd respondent has solved the grievance by withdrawing the customer charges in addition to the fixed charges vide RJ.No.58/06-2012. The same should have intimated to the consumer to know the exact amount to be paid. The FORUM is hereby directed the respondents to avoid such type of wrong bills, in future. The FORUM advised the consumer to pay the arrears for the month of 11/2011, 05/2012 and 11/2012. The Grievance of the Complainant is redressed. 	Resolved	
38	456, 457 & 601/19.01.2013	Sri K. Siva Prakash Reddy, Sri Jagadamba Boiled & Raw Rice Mill, Kapavaram Village, Biccavolu Mandalam, E.G.Dist, Sc.No.211, 129 & 55.	Abnormal bills are being issued against Sc.Nos.129 and 55, Kapavaram, Biccavolu (M), E.G.Dist.	<ul style="list-style-type: none"> The complainant has not submitted any details against his industrial service No. of 55, 61 and 129 of Kapavaram Village Biccavolu (M), E.G.Dist which is incorrect. There was a big history in detailed utsupra. There is a court case, W.P.No.10472/2009 for finalization of theft of energy case is still pending for which the complainant paid 50% amount only. At present, whatever amounts shown as arrears against all industrial services including bill stopped service should be cleared along with regular CC bills for which the complainant is liable to pay the dues shown. Assistant Accounts Officer/ERO/Ramachandrapuram is herewith directed that CC bills issued under HT Cat-I from August/2009 to February/ 2012 against Sc.No.61 after merging three services may be reexamined once again and if any amount excess billed during above period may be adjusted against bill stop service without fail. The one and two respondents are herewith directed that of the complainant is not cleared the present balances mentioned in the above findings, the live services along with alternative services may be disconnected duly issuing a notice in detail within a week from receipt of this order. A compliance report should be submitted to FORUM within 15days from receipt of this order duly implementing the said directions. 	Resolved	<p>1) Detailed report submitted Chair person,CGRF vide D.No.38/13, Dt.08.01.13.</p> <p>2)Pending in Court the case maintained by ADE/O/ANP</p> <p>4)Excess bills not issued during the period 08/2009 to 02/2012.</p>
39	577/19.01.2013	Sri Maddala Peda Satyanarayana, S/o. Suryanarayana, Ganti Pedapudi, P.Gannavaram Mandalam, East Godavari District, SC.Nos. 390 & 770.	Abnormal bills are issued against Sc.No.390 & 770, Ganti Pedapudi Village, P.Gannavaram (M), E.G.Dist.	<ul style="list-style-type: none"> "No Doubt" there is a suppression of meter reading against both the service connection numbers of 390 and 770 Cat-I, G.Pedapudi Village, P.Gannavaram (M), E.G.Dist. The additional loads identified against both said services should be regularized immediately. Assistant Accounts Officer/ERO/Razole is herewith directed that the total consumption from January/2010 to November/2012 against both the said services may be apportioned and arrived monthly average and accordingly the revision of CC bill is to be done and if any excess amount already billed, the same is to be adjusted in future bills as a special case. 	Resolved	
40	628/19.01.2013	Sri Chikkala Venkata Satyanarayana, 25th ward, D.No.21-12-8, Tanuku (M), W.G.Dist, Sc.No.9106.	Refund of S.D amount against Sc.No.9106, Tanuku (T) & (M), W.G.Dist.	<ul style="list-style-type: none"> Superintending Engineer/Operation/Eluru is herewith directed that the proposal for the refund of the available security deposit against Sc.No.9106, Tanuku (T) & (M), W.G.Dist may be accorded sanction immediately along with interest charges as the balance of security deposit is available in our books since August/2010. Divisional Engineer/Operation/T.P.Gudem is herewith directed that available security deposit should be refunded immediately duly applying LOC. Assistant Accounts Officer/ERO/Tanuku is herewith directed that the security deposit amount along with interest charges up to releasing the same should be proposed to refund through Divisional Engineer/Operation /T.P.Gudem after getting proper sanction from Superintending Engineer/ Operation/Eluru. 	Resolved	
41	484/29.01.2013	Sri D. Bhaskara Rao and Others, Garikipalem, J.R.Puram, Ranastalam, Srikakulam Dist.	Though they paid shifting charges on 07/02/2009, the work is not completed so far at J.R.Puram, Ranastalam (M), Srikakulam Dist.	<ul style="list-style-type: none"> The grievance is redressed as the said work is completed. The respondents are directed to inspect the site before preparing the estimate in all such cases and intimate the consumer about the problem as occurred above so that the consumers may also pursue or do otherwise. As such they will not have opinion that the licensee is not doing the work intentionally. 	Resolved	

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42	609/29.01.2013	Sri M. Atchuta Ramaiah Manapuram Finance Ltd. Amadalavalasa Varadavari Building Above SHI Bank Srikakulam District SC.No.9254	Huge amount bill issued; request installments for payment.	<ul style="list-style-type: none"> The grievance is redressed since the consumer has got the installments and paid the amount. 	Resolved	Install ments were issued to the consumer and the consumer paid the amount
43	610/29.01.2013	Sri K. Satyanarayana, D.No.17-1-208, Vengalarao Colony, Amadalavalasa, Srikakulam District. Sc.No.8720	Abnormal bill issued against Sc.No.8720 at Vengalarao Colony, Amadalavalasa.	<ul style="list-style-type: none"> The grievance is readdressed since the bill was revised. The respondents are hereby directed to act carefully while dealing with such applications. 	Resolved	
44	631/29.01.2013	Sri V. Murali Mohana Rao, C/o P. Chandra Rao, Back Side of Sri Visakha Gramina Bank, Bhogapuram Post & Mandal – 535 216, Vizianagaram Dist. SC.No.295.	Abnormal bill issued against Sc.No.295 at Main Road, Bhogapuram.	<ul style="list-style-type: none"> The grievance is redressed since, the bill was revised. The respondents are directed to take action on such issues without waiting or expecting directions from higher authorities or FORUM etc., 	Resolved	
45	634/29.01.2013	Sri Nodagala Chinnamma, Ramachandrapeta Village, Bhogapuram Village & Mandal, Vizianagaram Dist. SC.No.136.	Abnormal bill issued against Sc.No.136 at Ramachandrapeta Village, Bhogapuram.	<ul style="list-style-type: none"> The grievance is redressed since the excess bill was revised. The respondents are hereby directed to re-examine such type of cases whenever they approach and act swiftly to render justice. 	Resolved	
46	635/29.01.2013	Sri Nallabanda Venkata Ramana, S/o Chidambaram, SC. BC. Colony, Bhogapuram Village & Mandal, Vizianagaram Dist. SC.No.592.	Wrong meter reading causes abnormal bill issued against Sc.No.592 at BC. Colony, Bhogapuram.	<ul style="list-style-type: none"> The grievance is redressed since the meter was replaced. The consumer is further advised to approach the 1st respondent if he still found any difficulty. The respondents are hereby directed to act swiftly on such complaints. 	Resolved	
47	537/31.01.2013	Smt Kumbidi Subhadra, W/o (late) Swamy Naidu, Barapalli Village, Hukumpeta (M), Visakhapatnam Dist, SC.No.59.	Abnormal bill issued against Sc.No.59 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The 4th respondent is herewith directed to issue one month notice to the then “Billing Agency” and recover the surcharge from them, failing which keep the then billing agency under “Black list”, as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	Resolved	
48	532/31.01.2013	Sri Kumbidi Kanthamma, W/o Mukundu Naidu (Late), Barapalli Village, Hukumpeta Mandal, Visakhapatnam Dist, SC.No.91.	Abnormal bill issued against Sc.No.91 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The 4th respondent is herewith directed to issue one month notice to the then “Billing Agency” and recover the surcharge from them, failing which keep the then billing agency under “Black list”, as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	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
49	531/31.01.2013	Sri Kumbidi Pinnam Naidu, S/o Dharma Naidu, Barapalli Village, Hukumpeta Mandal, Visakhapatnam Dist, SC.No.90.	Abnormal bill issued against Sc.No.90 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The 4th respondent is herewith directed to issue one month notice to the then "Billing Agency" and recover the surcharge from them, failing which keep the then billing agency under "Black list", as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	Resolved	
50	530/31.01.2013	Sri Bonda Nageswara Rao, S/o Lakshayya, Barapalli Village, Hukumpeta Mandal, Visakhapatnam Dist, SC.No.96.	Abnormal bill issued against Sc.No.96 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The 4th respondent is herewith directed to issue one month notice to the then "Billing Agency" and recover the surcharge from them, failing which keep the then billing agency under "Black list", as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	Resolved	
51	529/31.01.2013	Sri Golluru Ramana, S/o Pandanna, Barapalli Village, Hukumpeta Post, Paderu Mandal – 531077. Visakhapatnam Dist, SC.No.00028.	Abnormal bill issued against Sc.No.00028 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The 4th respondent is herewith directed to issue one month notice to the then "Billing Agency" and recover the surcharge from them, failing which keep the then billing agency under "Black list", as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	Resolved	
52	546/31.01.2013	Sri Tarmangi Ramaswamy, Barapalli Village, Hukumpeta (M), Visakhapatnam Dist, SC.No.0047.	Abnormal bill issued against Sc.No.0047 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The 4th respondent is herewith directed to issue one month notice to the then "Billing Agency" and recover the surcharge from them, failing which keep the then billing agency under "Black list", as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	Resolved	
53	534/31.01.2013	Sri Vanje Subba Rao, S/o Bhimanna, Barapalli Village, Hukumpeta Mandal, Visakhapatnam Dist, SC.No.62.	Abnormal bill issued against Sc.No.62 at Barapalli Village, Hukumpeta Post, Paderu.	<ul style="list-style-type: none"> The respondents are therefore directed to give reconnection to him immediately and issue the bills from date of connection only. The total bill amount is deducted from the then billing agency as well as present billing agency. As there is no power supply to the complainant since long back, the FORUM is hereby directed the respondents to waive the bills already been issued from 08/2009 onwards. The Superintending Engineer/Operation/Visakhapatnam is instructed to take suitable disciplinary action against the then respondents. 	Resolved	
54	599/02.02.2013	Smt. K. Heleena Rozers, Srikrishna Chaitrika Towers, Flat No. 101, Mairipalem VUDA Lay-out, Visakhapatnam, SC.No.143951, Cat – I.	False additional load case.	<ul style="list-style-type: none"> The 2nd respondent is directed to collect the amount for the additional load excess over 3KW and regularize the same immediately as per the inspection report of DPE wing. The consumer is also advised to pay the charges of additional load for regularization. She is also advised to approach the appropriate statutory body for the allegations leveled against the ADE for which this FORUM has no jurisdiction. A compliance report shall receive within 15 days from the date of receipt of this order. 	Pending	
55	594/02.02.2013	Sri Peketi Suri Babu and Others, Vakadari Peta, Kodada Post, Tondangi Mandal, E.G.Dist – 533 408.	Request for providing cable of existing laid poles at Vakadari Peta (V), Tondangi (M), E.G.Dist.	<ul style="list-style-type: none"> The Grievance has been resolved as the AB cable laying work at Vakadari Peta (V), Tondangi (M), E.G.Dist was completed. 	Resolved	

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56	595/02.02.2013	Sri E. Srinivasa Rao, Sri Raja Rajeswari Residency, Near Satyadeva College, Main Road, Annavaram, E.G.Dist - 533 406	Burnt meter not removed against Sc.No.2532, Cat-II in that same premises and has given another Sc.No.3514; but the previous given Sc.No.2532 now is in live and calculated minimum bills hence requested to withdraw the same.	<ul style="list-style-type: none"> The Assistant Accounts Officer/ERO/ Jaggampeta is herewith directed that the said service connection No.2532, Cat-II, Annavaram should be kept under bill stopped status immediately as per the recommendation of 1st respondent as in the same premises, another Sc.No.3514, Annavaram already released. The grievance is redressed as the AB switch work was also completed. The Superintending Engineer/Operation/ Rajahmundry is directed to initiate disciplinary action on the erring official who have not implemented the orders of this office issued vide CG.No.251/11-12, Dt.20.09.11 and report compliance within 15days. Also instruct the employees to behave curiously with the consumers. 	Resolved	
57	636/02.02.2013	Sri Grandhi Venkata Rao, M.ed (Ret. Lecturer), D.No.20-15-49A, S.P. Street, Bhimavaram, W.G.Dist.	Shifting pole estimate sanction No.BHI-AMR-28/11-12, Dt.24/4/11 action requested at Bhimavaram, W.G.Dist.	<ul style="list-style-type: none"> The 2nd respondent is herewith directed that the said work of alternative way for providing box type side arm for both LT and HT line at S.P Street, Bhimavaram should be completed on war footing basis as it was already badly delayed. 	Pending	Revised Estimate sanctioned due to site objection..but work order application not apperaed in EPIMRS module and is under
58	641/02.02.2013	Sri Cheboyina Bhoga Raju, D.No.10-102/5, Patrin Nagar, Akiveedu Mandal, W.G.Dist. Sc.No.6027.	Readings are not taken by the meter reader and issuing the bills in 'Nil' consumption against Sc.No.6027, Akiveedu (V) & (M), W.G.Dist.	<ul style="list-style-type: none"> The Assistant Accounts Officer/ERO/ Bhimavaram is herewith directed that the revision of CC bills against Sc.No.6027, Akiveedu (V) & (M), W.G.Dist should be done immediately as per the recommendations of 3rd respondent and the balance amount payable may be informed to the complainant for arranging payment. 	Resolved	
59	665/02.02.2013	Sri Yamana Ranga Rao, 8-46-2-3B, Reddyvari Street, Gokavaram Mandal, E.G.Dist. Sc.No.3192.	Request for name change against Sc.No.3192, Gokavaram (V), (M), E.G.Dist.	<ul style="list-style-type: none"> The name change was effected as per the 4th respondent letter vide D.No.81/12, Dt.29/02/12 without any proof of documentary evidences as requested by Assistant Accounts Officer/ERO/ Rajahmundry. The complainant is herewith advised that the above said copies should be submitted to ERO for record purpose even though they effected name change. 	Resolved	
60	500/02.02.2013	Sri Naraharisetti Venkata Hari, S/o Laxmi Prasad, Yarnagudem Village, Devarapalli Mandal, W.G.Dist.	The Agricultural Service was released physically in 2006 without Service connection Number and meter and no bills so far at Yarnagudem Village, Devarapalli Mandal, West Godavari District.	<ul style="list-style-type: none"> "No doubt" there is a clear cut deficiency of service regarding 22No. of Agricultural services. They are utilizing Power supply still from 2005-06 without paying any payment of CC charges at Yarnagudem Section. Huge revenue loss as well as Line losses divulged in that Section causing above issue. It needs detailed enquiry on war-footing basis. The Superintending Engineer/ Operation/ Eluru is herewith directed that suitable enquiry Officer should be appointed without delay for this purpose as it is a very serious problem utsupra. "Resolute action will lead to a solution" It is very unfortunate thing that the above 22No. of Agricultural services were not regularized since 2005-06. Draconian action is to be needed against erring Officers/ Staff as the said complainant has given cogent evidences for paying estimated charges but the Section has no record. This is unpardonable thing. A compliance report should be submitted to FORUM within 15 days from receipt of this Order duly implementing the above directions stated in this Order. 	Resolved	
61	538/02.02.2013	Sri Korra Laxmana Rao Bakkalapanuku Village Paderu Mandal Visakhapatnam District SC.No.4337.	Abnormal bill issued against SC.No.4337, Paderu.	<ul style="list-style-type: none"> The respondents are directed to inspect the service once again and see if there is any abnormality. If observed the same shall be rectified forthwith. The petitioner is hereby advised to approach the 1st respondent with details of problems if any. 	Pending	

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62	643/15.02.2013	Sri Banda Srinivasa Rao, D.No.1-15, Govinda Palem Post & Village, Rambilli Mandal Visakhapatnam Distict, SC.No.153.	Huge amount bill issued i.e. Rs. 8117/- against SC.No.153, Rambilli.	<ul style="list-style-type: none"> The respondents shall revise the CC bill as per the actual readings for that particular month and revise accordingly. The 4th respondent is hereby directed to withdraw the assumed reading and issue correct bill as per recorded consumption. 	Resolved	
63	629/15.02.2013	Sri Namburi Sita Rama Raju, S/o Appala Raju, Prop: Balayogi Temple, Garagaparru Village, Palakoderu (M), W.G.Dist. SC.No.31.	Wrongly calculated the connected load of Sc.No.31, Prawn Culture, Garagaparru Village, Palakoderu (M), W.G.Dist.	<p>The FORUM, duly taking into cognizance of the written submission of the Respondent, and after through verification of records the following order is herewith passed for implementation against Sc.No.31, Cat-III prawn culture, Garagaparru Village, Palakoderu (M), W.G.Dist:</p> <ul style="list-style-type: none"> The provisional assessment notice vide D.No.1596/12, Dt.15/10/12 for development charges and security deposit is not in order. The said provisional assessment notice is to be revised duly deducting the development charges and security deposit as per provisional assessment notice Dt.13/02/12 ut supra. The provisional assessment notice vide D.No.1695, Dt.03/11/12 for short billing period from 09/04/12 to 08/10/12 (@Rs.5.00 - @2.12) is in order and the complainant is liable to pay the same. Further, the short billing for the period from 10/02/12 to 08/04/12 should also be raised as the additional load of 9HP identified as per the inspection Dt.10/02/12 according to Tariff Order. Already paid security deposit along with development charges as per provisional assessment notice Dt.13/02/12 should be accounted for properly and updated ERO/Records immediately. There is a clear cut deficiency of service in this regard. The respondents are hereby WARNED and such type of lapses shall not be repeated in future. The complainant himself accepted in his complaint that he exceeded his contracted maximum demand. Hence, he must pay the charges as intimated by the Licensee according to the rules existing in vogue and he should not exceed the contracted maximum demand prior approval from the competent authority. The complainant is herewith advised that payments may be made as stated above. A compliance report should be submitted to FORUM within 15days duly implementing the directions of this order. As the concerned respondent has failed to regularize for 4HP, for the additional for the period 10/02/2012 to 08/04/2012, the consumer had lost the interest on his security deposit. The 3rd respondent is herewith directed to calculate the interest on the security deposit for period from 10/02/2012 to 08/04/2012 adjust the same in the next month bill of the consumer. 	Resolved	
64	617/15.02.2013	Sri Y. Chakradhara Rao, D.No.2-226, Valasapakala Village & (P), Kakinada Rural, E.G.Dist – 533005. SC.No.4514/922 & 2126.	Cutting of Tree branches at outside house premises. 2) Misfunctioning of meter. 3) Wrong units noting by meter reader against Sc.No.4514/922 & 2126, Valasapakala Village, Kakinada Rural, E.G.Dist.	<ul style="list-style-type: none"> The main grievance of complaint against Sc.No.922, Valasapakala Village, Kakinada Rural, E.G.Dist has been resolved duly replacing the existing meter and referred to MRT for testing. As per test results action has to be taken. The Tree branches have also been cleared as stated ut supra. The 1st and 2nd respondents are herewith directed that the present meter reader should be instructed to take actual readings in a proper way in the scheduled dates programmed or otherwise penalty shall be imposed against the spot billing agency. The complainant is herewith advised to observe the meter readings every month to avoid inconvenience. If any such deviations observe in future the same may taken to the notice of concerned respondents to take action against the billing agency. Hence, the grievance is treated as redressed. 	Resolved	
65	600/15.02.2013	M/s B&B Global Packing Pvt. Ltd., Plot No. 9B, D-Block, Autonagar, Visakhapatnam Dist. SC.No.HT VSP-720.	Requesting for change of HT Category from Cat-II to Cat-I against HT SC.No.VSP-720, Auto Nagar, Visakhapatnam.	<ul style="list-style-type: none"> The said industrial HT SC No. VSP 720, Autonagar, Visakhapatnam is a manufacturing of packing pouches/ boxes with the processing of lamination, pressing, cutting and printing. Printing on boxes/ pouches is very minor one while manufacturing of these. Hence the said Industrial HT service should be in HT Cat-I only. The short fall Notice vide D.No.2695, Dt: 24.10.2011 issued second respondent towards differential tariff rate from HT Cat-I to Cat-II should be set-a-side and if any payment was received against said notice, the same shall be adjusted in future bills without fail. All the respondents are herewith directed that the above order should be implemented as it is within 15 days from the date of receipt of this order and report compliance duly implementing. 	Resolved	

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66	566/15.02.2013	Smt. Korlapati Bebi, W/o. Suryanarayana, KVR Metal Suppliers, Gowripatnam, Devarapalli Mandal, West Godavari District SC.No.1292.	Paid all the required charges of additional load but not appears in CC bills against Sc.No.1292, Gowripatnam, Devarapalli (M), W.G.Dist.	<ul style="list-style-type: none"> • “No Doubt” there is a deficiency of service about the said issue for non regularization of additional loads for 4½ years against Sc.No.1292, Cat-III, Gowripatnam Village, Devarapalli (M), W.G.Dist. • No diligence, no discipline, no kindness and no responsibility to regularize the above issue. • By that fact, the said issue dawdled 4½ years which is unpardonable thing. • The security deposit for additional load should be regularized along with interest charges from the date of payment and the same recovered from concerned respondent who involved for delay in regularization of additional load. • The Assistant Accounts Officer/ERO/Nidadavole is directed that the additional load particulars should be regularized duly getting revised test report and agreement immediately and regularize the demand charges from the beginning utsupra. • Just mind it “Sincere activity prolongs longevity”. • The Superintending Engineer/Operation/Eluru is directed to take suitable disciplinary action duly conducting enquiry within 30 days against the concerned. 	Pending	<p>Reply submitted by ADE/O/Gopalapuram vide Lr. No. ADE/OSD/GPM/F. No. CGRF/D. No. 1586/12, Dt: 09.01.2013</p> <p>Reply submitted by AAO/ERO/Nidadavole vide Lr. No. AAO/ERO/NDD/JAO/</p>
67	516/013.02.2013	Sri Vundavalli Suresh, S/o Vundavalli Satyanarayana, 1st ward, Vundavalli Vari Street, Palacharla Rajavaram, Jeelugumilli, W.G. District.	Though they paid estimated charges on 18.07.2012 for releasing of New Agricultural service at Palacherla Rajavaram Village, Jeelugumilli Mandal, West Godavari District, so far the service is not released and requested for re examine the estimate once again.	<ul style="list-style-type: none"> • The Grievance has been resolved duly releasing new agricultural service at P.Rajavaram (V), Jeelugumilli(M), W.G.Dist along with 40KVA DTR. The same has been confirmed by the complainant also. • As the respondents failed to intimate the revised estimate cost they are liable for punishment. • The Superintending Engineer/ Operation/Eluru is directed to take disciplinary action against the concerned respondents. 	Resolved	
68	638/015.02.2013	Sri G.H. Eswara Prasad, C/o Inti Venkata Rao, Dr.No.65-16-5/1, Dwarakanagar, Kakinada, E.G.Dist. SC.No.5228	Request for reconnection from disconnection of his service even after paid CC charges against Sc.No.5228, Dwarakanagar, Kakinada	<ul style="list-style-type: none"> • It is not under stood that once opening balance was shown in CC bill as arrear, the current month CC bill was accepted to collect the same without arrears. • Due to acceptance of part amount against CC bill of June/2012, the balance part amount was shown as arrears and issued ‘D’ list in the month of September/2012. Such type of mistakes should not be repeated in future. • The complainant is herewith advised that he must pay the CC charges without any due amount on or before the due to date printed on the back side of the bill hereafter. 	Resolved	
69	659/015.02.2013	Smt B. Ramya Sri, Vinayakuni Gudi Veedhi, Seetharamamurthy Colony, Ramarao peta, Jagannadhapuram Kakinada, E.G.Dist.	Shifting of existing DTR to another place as there is public inconvenience at Jagannadhapuram (V), Kakinada, E.G.Dist.	<ul style="list-style-type: none"> • The grievance has been resolved at Jagannadhapuram Village, Kakinada, E.G.Dist duly providing higher capacity DTR as pole mounted and centrally located to avoid low voltage problem. At present supply position is satisfactory. • Hence, the grievance is redressed. 	Resolved	
70	660/015.02.2013	Sri Konetipalli Ramana Reddy, S/o China Bali Reddy, Akiveedu (V&M), W.G.Dist. SC.No.5319.	Without taking readings for the last one year and issued abnormal bill against Sc.No.5319, Akiveedu (V) & (M), W.G.Dist.	Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed to revise the bill against SC No. 5319, Akiveedu (V) & (M) immediately as per the recommendation vide Endt. No. 134/13 Dt. 17.01.2013 of Assistant Divisional Engineer/ Operation/ Akiveedu and intimate to the complainant accordingly	Resolved	
71	567/15.02.2013	Sri Vamiseti Gangaraju, S/o. Rattayya, Door No. 16-1-36, Bukkavari Chelaka, Padma Theatre Opp, Buttaigudem, West Godavari District, SC.No.16227.	Low voltage problem at Bukkavari Chelaka, Buttaigudem (V), W.G.Dist.	<ul style="list-style-type: none"> • The Grievance of Buttaigudem Villagers regard low voltage problem at tail end area of SS-56 has been resolved duly converting existing 3Wire line into 5Wire line to avoid low voltage problem. 	Resolved	

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72	624/15.02.2013	PVR Spinning and Weaving Ltd., Dr.No.5-70/9, Kondayapalem Road, Tetali, Tanuku (M) – 534218. W.G.Dist. SC.No.526.	Request for clarification and rectification of HT bill for the month of September, 2012 for considering of peak hours against HT SC.No.ELR526, M/s PVR spinning and weaving Ltd., Tetali (V), Tanuku (M), W.G.Dist.	<ul style="list-style-type: none"> The grievance of complainant for considering of peak hours and withdrawing excess MD recorded for units consumed from open access against Sc.No.ELR526, Tetali (V), Tanuku (M) has been resolved duly revised the R&C penal charges as requested. The complainant is liable to pay the revised R&C penal charges as per Orders vide Lr. D.No.910/13, Dt.11/01/13 issued by Senior Accounts Officer/Operation/ Eluru. Hence, the grievance is redressed. 	Resolved	
73	621/15.02.2013	Sri Mathi Varahalu, Near Sai Baba Temple, Venkatarayapuram, Tanuku (M), W.G.Dist. SC.No.240.	Replacement of meter was done but the same meter is also not working against Sc.No.240, Venkatarayapuram Village, Tanuku (M), W.G.Dist.	<ul style="list-style-type: none"> The grievance of complainant against Sc.No.240, Venkatarayapuram Village, Tanuku (M), W.G.Dist has been resolved duly replacing the struck-up meters utsupra. Hence, the grievance is redressed. 	Resolved	
74	544/15.02.2013	Smt Badnayini Kasulamma, W/o. Chinna Babu, Ubbetiputtu Village, Chintala Veedhi Post, Paderu (M), Visakhapatnam District, SC.No.20.	Abnormal bill issued against Sc.No.20 at Ubbetiputtu (V), Paderu.	<ul style="list-style-type: none"> It is observed that there was an abnormal reading recorded in the month of 8/2009. Hence, the 4th respondent is herewith directed to issue one month notice to the then "Billing Agency" and recover the surcharge from them, failing which keep the then billing agency under "Black list", as this problem was arisen due to negligence of the billing agency only. The 3rd respondent is herewith directed to collect the actual consumption charges from the consumer from 08/2009 onwards to till now giving suitable opportunity, such as giving 3 installments without interest and submit the compliance report within 15 days. The Superintending Engineer/Operation/Visakhapatnam is hereby directed to take suitable disciplinary action against the then respondents for their negligence. 	Pending	
75	540/15.02.2013	Sri Marri Rambabu, Kallalu Bayalu Village, Lagisapalli Post, Paderu Mandal, Visakhapatnam District, SC.No.3	No power supply for the last 10days are issued abnormal bill against Sc.No.114161K165 000003	<ul style="list-style-type: none"> The petitioner is advised to pay the CC bills due to the licensee. The respondents are hereby directed to restore the power as early as possible when such incidents occur and avoid inconvenience to the consumer. 	Pending	
76	669/18.02.2013	Sri A. Nageswara Rao, Sri Venkateswara Rice Mill, Kothapalli (M), Gokavaram Mandal, E.G.Dist, Sc.No.208.	Requesting for withdrawal of amount of Rs. 9,601/- shown as arrears for which court case was already decreed completely infavour of consumer against S.C. No. 208, Kothapalli (V), Gokavaram (M), E.G.Dist.	<ul style="list-style-type: none"> It is very unfortunate thing that the said issue against SC No. 208, Kothapalli (V), Gokavaram (M), E.G. District was not settle since January 2007. As per the judgment and decree against OS 81/ 1998 of Addl. Junior Civil Judge, Rajahmundry, it was very clear that the short assessment of Rs. 10,093/- for which the Provisional Assessment Notice of 20/11/1995 should be set aside. But no action so far. The respondents are herewith directed that the above issue should be settled on war footing basis as per court Judgment. A compliance report should be submitted to FORUM within 7 days from the date of receipt of this order. 	Pending	An amount of Rs.9601.00 is withdrawn vide RJ No.17 dated 20.04.13
77	664/18.02.2013	Sri Venkateswara Rice Mill, Partner Sri. N.V. Nageswara Rao, Thantikonda (V) Gokavaram Mandal, E.G.Dist. Sc.No.173-000012	Meter readings taken are not correctly billed against Sc.No.12, Thantikonda (V) Gokavaram (M), E.G.Dist	<ul style="list-style-type: none"> "No doubt" there is a deficiency service against S.C. No. 12, Cat-III, Thantikonda (V), Gokavaram (M), East Godavari District. After expiry of 16 moths, the new LT TVR meter particulars are updated. It is very unfortunate thing. The Assistant Accounts Officer/ERO/ Rajahmundry is hereby directed that the revision of bill should be made immediately as per the recommendation of the 3rd respondent. The 1st & 3rd respondents are WARNED and advised not to repeat such type of issues as there is huge involvement of Revenue. 	Resolved	

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78	656/18.02.2013	Smt P.L.N. Padmavathi, Flat, 2B, Plot No.40, Sri Kanaka Mahalakshmi Nilayam Apart., Doctors Colony, Seethammadhara – 13, VSP District, Sc.No.340149.	Excess meter reading for service No.340149 for the month of September'2012.	The grievance is redressed since, the excess billing was withdrawn.	Resolved	
79	639/22.02.2013	Sri N.V. Giri, D.No.6-5-9/1, Peethalavari Veedhi, Near Fish Market Road, China Waltair, Visakhapatnam	Due to High voltage power supply on 15-12-12 the electrical appliances were damaged in our houses at Peethalavari Veedhi, Near Fish Market Road DTR No.80/DF/173/B	The grievance is redressed as the respondents have solved the problem.	Resolved	
80	655/25.02.2013	M/s. Ramakrishna Industries, Prop.Ch.V.N. Rao, Galayagudem (V), Denduluru (M) W.G.Dist. SC.No.397	Abnormal bill issued against Sc.No.397, Galayagudem (V), Denduluru (M), W.G.Dist.	<ul style="list-style-type: none"> The 1st & 3rd respondents are hereby directed that the alignment of CC bill should be taken care off before issuing the monthly CC bill. The second respondent is hereby directed that the HT TVR meter particulars should be obtained immediately and update the same from the date of HT TVR Meter provided and the excess billing towards 3 % line losses may be adjusted in the future bills without delay. The supporting data for billing as requested by the petitioner is provided in the above findings. 	Resolved	
81	670/25.02.2013	M/s. Irrinki Venkata Ramana, S.A. (P.S.) Teacher Komarada (V), Bhimavaram(M) W.G.Dist. SC.No.369.	Abnormal bills are issued for the month of May, 2009 & July 2009 against Sc.No.369, Komarada (V), Bhimavaram (M), W.G. District, when questioned replies are being given with indecent behaviour	<ul style="list-style-type: none"> After explanation by the respondents regarding RJE booked twice for the same units against SC No. 369, Komarada (V), Bhimavaram (M), W.G. Dist. the complainant cleared all dues as on today. Hence the Grievance is redressed as stated above. 	Resolved	
82	662/25.02.2013	Sri Lakshmi Modern Rice Mill, Prop: Paladugu Satyanarayana, Nagadevulapadu, Denduluru (M), W.G.Dist. Sc.No.94.	Requesting for withdrawal of back billing amount and paid 50% amount as per court orders against Sc.No.94, Cat-III, Nagadevulapadu Village, Denduluru	<ul style="list-style-type: none"> As confirmed by the DPE wing and ADE/HT meters/ Eluru the existing HT meter against Sc.No.94/III, Nagadevulapadu, Denduluru (M) is being functioned with MF2 but billing is being issued with MF1. That's why the short billing assessed through notice issued by Assistant Divisional Engineer/Operation/Rural/ Eluru is in order. Complainant is liable to the pay the short billing assessment regarding multiflying factor. Assistant Accounts Officer/ERO/Town/Eluru is hereby directed that 3% line losses should be deducted from monthly consumption billed as the HTTVR meter was already provided on 16/10/2008. The excess billing towards 3% line losses from 16/10/2008 may be adjusted from back billing balance payable amount. A compliance report should be submitted to the FORUM within 7 days from the date of receipt of this order. 	Resolved	
83	692/25.02.2013	Sri. Palalukuri Ramanna Chowdary D.No.6-16-8/A/1, East Point Colony Visakhapatnam	Requesting for verify the abnormal bill against SC.No.296839 at East Point Colony	<ul style="list-style-type: none"> Whenever an abnormal CC bill is taken place while taking readings, the same CC bill should not be served and it has to be handed over to concerned Assistant Engineer/ Operation or Assistant Accounts Office/ERO for immediate verification or so that such type of issues will be settled without correspondence and delay. Without verification, the payment received against abnormal bill is incorrect. The respondents are therefore directed not to repeat such things in future. The petitioners patience and concerned towards licensee is appreciated. 	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
84	647, 648, 649, 650, 651/25.02.2013	(1) Smt D.V. Usha Devi, W/o. Krishna Rao, Back side of Sesi School, Krishna Nagar, Society Road, Tanuku, W.G.Dist, SC.No.27739. & 4 Others.	Though they are all individual consumers in Kamadhenu Complex, Tanuku, departmental staff is asking Rs.8000/- each for DTR.	<ul style="list-style-type: none"> The FORUM has inspected the premises on 19-2-2013 and is observed that the so called apartment is in a shabby condition and there is no common maintenance and as well as common service connection for maintenance. It is only a name remained and all the consumers are having individual shops thereby individual connections. The 1st and 2nd respondents are therefore, directed to inspect all the services existing in the complex and identify additional loads. After regularization of the additional load as per rules then an additional DTR may be erected if necessary under improvement works. This shall not become precedent as it is a peculiar case of its kind which is brought to the notice of the FORUM. The Superintending Engineer/Operation/Eluru is requested to take necessary action on the erring officers/staff from the inception itself if not done already. 	Pending	Inspected and report to be submitted
85	675/28.02.2013	Sri Upadhayayula Radha Krishna, D.No. 28-14-7, Sivajipalem, Hanuman Nilayam Buildings, Visakhapatnam District, SC.No. 336447/M023.	Abnormal bill issued against Sc.No. 336447 at Maddilapalem.	<ul style="list-style-type: none"> The 2nd respondent is directed to apportion the reading upto the date of change of meter immediately and raise the CC bills accordingly. The petitioner is advised to pay the CC bills after receipt of revised bill from the 2nd respondent. The 1st respondent is directed to pursue with the 2nd respondent and see that the revised bill is issued within 7 days from the date of receipt of this order. The 4th respondent is directed to levy penalty against the billing agency as per existing rules. Compliance report should be submitted to the FORUM within 15days. 	Resolved	
86	652/28.02.2013	Sri. S. Gangayya, Addakula Guda, Goidi Panchayat Seethampeta Mandal, Srikakulam District.	Request for removal of bottom damaged electrical poles at Addakula Guda (V), Goidi Panchayat, Seethampeta (M), Srikakulam District.	<ul style="list-style-type: none"> The 3rd respondent is directed to sanction the estimate within 7 days from the date of receipt of this order. The 1st and 2nd respondents are hereby directed to complete the work within 15 days from the date of receipt of the sanction order and report the same to this office for record. 	Pending	
87	640/28.02.2013	Sri Gundrapu Manga Rao, D.No. 3-50/1, S. Annavaram Tuni Mandal, E.G. District.	Delay in Release of New Service Connection.	<ul style="list-style-type: none"> It is clear that the petitioner has purchased land in the said society. It is also not mentioned by the respondents as what type of requirements are necessary for floating a layout when the said Dhanisetty Nagar layout was approved in respect of electrical services/lines as the case may be. Hence, the respondents are hereby directed to take necessary information from the revenue authorities and identify whether the full electrification is required or not as on the day of approval of the said layout. If yes proceed as per the orders of the licensee. Else prepare estimate and accord sanction for releasing the service connection to the petitioner. The above work shall complete within 30 days and intimate the status to the FORUM. The petitioner is advised to co-operate with the respondents in solving the problem such as producing attested copies of the documents of the land, layout approval etc., 	Resolved	
88	696/28.02.2013	Sri. A. Appa Rao, Jonnavalasa (V) & Post, Vizianagaram District.	Change of Cat-II to I and withdrawing excess amount against SC No. 598 of Jonnavamala, Vizianagaram District.	<ul style="list-style-type: none"> The petitioner has requested for change of category from II to I on 11.10.12 vide CSC 211277. As such he is in agreement that the service was in Cat II prior to change to Cat I. The petitioner is therefore, advised to pay the differential amount as per the notice of the 2nd respondent. He is also advised to meet the 1st respondent for any assistance in this regard. The respondents are directed to extend any held in this regard to the consumer for understanding the bill. 	Resolved	Change of category effected on 11.10.2012 and the consumer also paid differential amount. Hence the grievance is redressed.

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89	673/28.02.2013	Sri. Vaddadi Ramanaji, H.No. 732, Bit-II, Poolbagh Colony, Vizianagaram District, Sc.No.732.	Estimate amount is very high side against Sc.No.732, towards shifting of existing line and poles comparing with another some shifting charges very less duly taking additional amounts by department staff.	<ul style="list-style-type: none"> The FORUM has inspected the site on 25th February, 2013 and observed that the existing line area was already encroached by the petitioner and his neighbors in the entire street. Further, the petitioner is constructing 2nd floor on his house by which the line has to pass through his house. As such construction of another floor duly encroaching the line is not correct. The Superintending Engineer/ Operation/ Vizianagaram is directed to inspect the same and submit report to the District Collector and other Revenue officials to dismantle the encroachment. The 1st respondent ought not to have accepted the application and should have returned to the call centre in the first instance. The amounts if any paid by the petitioner shall be refunded immediately and the application shall be rejected for additional load forthwith. The application would have been rejected by the 1st respondent before preparing estimate, after receipt of same from Call Centre. The Superintending Engineer/Operation/Vizianagaram is directed to take suitable disciplinary action against the concerned as per rules. 	Resolved	As per CGRF orders the work was stopped.
90	663/28.03.2013	Smt. S. Anitha Sriram Nagar Colony, Nellimerla, Vizianagaram Dist.	Request to change the proposed place of erecting new Distribution Transformer.	<ul style="list-style-type: none"> Whatever reasons against said issue at Ram Nagar, Colony, Nellimerla, Vizianagaram, the execution of work towards erection of DTR temporarily stopped as requested. The Addl. Pole mounted DTR proposed to avoid Low Voltage on the particular area may be erected on war footing basis without inviting further complications at safest location. 	Resolved	As per the Lr. No.AE/O/NML/D.No.152/13, dt. 08.05.2013 the work was stopped as per the CGRF orders. Soon on identification of new location the work will taken up.
91	703/30.03.2013	Parameswari Rice & Floor Mill, Prop: Majji Venkatappala Naidu, S/o (Late) Chinnam Naidu, M. Lingalavalasa, Dattirajeru (M), Vizianagaram Dist, Sc.No.349.	CC bills are not issued properly and huge bills issued against Sc.No.349, M.Lingalavalasa, Dattirajeru (M), VZM Dist"	<ul style="list-style-type: none"> The petitioner is advised to pay the bills after getting details of the bills from the 2nd respondent. The 1st and 2nd respondents are hereby directed to give bill details with payment particulars immediately to the petitioner. The 3rd respondent is directed to co-ordinate and report compliance within 7 days from the date of receipt of this order. 	Pending	The consumer as not paid the CC Bills up to 12/2012. Now the Service is under disconnection.
92	689/13.03.2013	Sri. Gowri Seva Sangam Konathala Subrahmanyam Kalyanavedhika, Sri Pentakota Subrahmanyam, (Convener), Gavarapalem, Anakapalli – 223105, Visakhapatnam District, Sc.No. VSP 905.	It is a unilateral decision by giving 15days notice under R&C Measures and it is excessive calculations against Sc.No.HT VSP 905, Anakapalli, VSP Dist.	<ul style="list-style-type: none"> The 2nd respondent is directed to furnished detailed calculation sheet to the consumer within 3 days from the date of receipt of this order. The petitioner is advised to pay the penal charges due to non following of the R&C measures, as the same are as per APERC guidelines, after receipt of clear calculation sheet as desired. The 1st respondent shall co-ordinate and see that the above orders are implemented. 	Resolved	
93	653/19.03.2013	Sri G. Narayana Rao, Dr.No.58-29-82, Kakaninagar, NAD Post, Visakhapatnam District, Sc.No.316791.	Requesting for withdrawal of excess amount billed against Sc.No.31679, NSTL, Visakhapatnam.	<ul style="list-style-type: none"> The respondents are hereby directed to apportion the total consumption from the date of release of the service and excess demand if any may be withdrawn accordingly. The petitioner is advised to pay the CC bills as the meter was stuck up and average units are to be taken into account for issuing CC bills. If any excess amount already paid by the complainant may be adjusted in next month CC bill. 	Resolved	
94	709/28.03.2013	M/s. Agro Co-Operative Corporation Mittal Chambers, 10-1-13/2, Asilmetta, Visakhapatnam, HT SC.No. VSP 589.	Excess bill issued against HT SC.No. VSP 996 at Visakhapatnam District.	<ul style="list-style-type: none"> The grievance is redressed since; the calculation part of the bill was explained to the consumer by the respondents. However, the respondents are hereby directed to take every care before sending bills to the consumers in all such cases to avoid inconvenience to them. 	Resolved	
95	671/28.03.2013	M/s. Abhijet Freeotech Ltd., APSEZ, Atchutapuram Visakhapatnam District, HT SC.No. VSP 996.	Excess bill issued against HT SC.No. VSP 996 at Visakhapatnam District.	<ul style="list-style-type: none"> Since, the January 2013 and February 2013 bills are over it may not yield any result in ordering the refund for two days and add in the next month. However, the paid caused to the petitioner is understood. The petitioner is therefore, advised to observe the readings on date and do talk with the 3rd respondent to avoid further problem. The 3rd respondent in particular is directed to take reading on the same day without fail in respect of the petitioner. He is advised to have control over his writings while submitting reply to the FORUM which is viewed with much displeasure. 	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
96	726/30.03.2013	Sri. Koppula Prasan, S/o K. Babu, HIG-22, Vuda Colony, Phase-7, VSEZ(PO), Kurmannapalem, Visakhapatnam District.	Requesting for electrification to the Vuda Approved Layout of GPR Housing Pvt. Ltd., at Rajayyapeta(V) & (P), Pendurthy (M) as they paid necessary charges for electrification on 10/12/99".	<ul style="list-style-type: none"> The written submission of 2nd respondent against said issue regarding electrification of layout of M/s GPR Housing (P) LTd., at Rajyapeta Village & (P), Pendurthy is not correct. Whatever cogent evidences given by the petitioner, the respondents have to bound to obtain the details of payment towards electrification immediately. Such type of reply is unpardonable. Superintending Engineer/Operation/ Visakhapatnam is directed that necessary investigation should be done on war footing basis against said issue and settle the petitioner request as early as possible. 	Resolved	
97	691/28.03.2013	Sri. Pydi Venkata Ramana Murthy Ranastalam Mandal, Tirupathipalem (V) Srikakulam Dist.	Requesting to verify the abnormal bill against SC.No.278 and 279	<ul style="list-style-type: none"> The 1st respondent is directed to inspect the Sc No.279 immediately and rectify the mistake done earlier with intimation to this office for record. The petitioner is advised to approach the 1st respondent for inconvenience in respect of SC No.279. The respondents are further directed to instruct the concerned not to repeat such things causing much inconvenience to the consumers and withdraw the proposal to keep the Service No. 279 under N.B. 	Resolved	For SC.No.278 the bill was issued for an amount of Rs.13804/-. This amount was reduced to Rs.7155/- duly withdrawing the excess amount raised. The consumer paid the said amount vide BCRC.No.1509/14.03.13. For SC.No.279 the bill was issued for an amount of Rs.13792/-. This amount was reduced to Rs.1110/- duly withdrawing the excess amount raised. The consumer paid the said amount vide BCRC.No.1509/14.03.13.
98	672/30.03.2013	Sri Janakiramayya Patro, Journalist, President the Ichapuram, Consumers Welfare Association (Regd.), Railway Station Road, Ichapuram, Srikakulam Dist, Sc.No.3793.	Requesting for want of detailed bill information towards FSA & other complaints against Sc.No.003793, Ichapuram Town, Srikakulam.	<ul style="list-style-type: none"> The 2nd respondent is hereby directed to withdraw the amount of Rs.1444/- and adjust the same in next month or succeeding months and report compliance for record. The efforts of the petitioner in this regard is appreciated. 	Pending	An amount of Rs.1444/- was withdrawn vide RJ.No.08/03-2013 and adjusted in the 4th month bill
99	708/30.03.2013	Sri Pagoti Ramulu, Durga Rice Mill, Aludu Village & (P), Srikakulam Dist, Sc.No.93.	Request for 24hours supply on Mandal Head Quarters feeder crossing his Industrial service against Sc.No.93, Cat-III, Aludu Village, Saravakota (M), Srikakulam Dist, and for this purpose he has cleared all dues and got clearance certificate.	<ul style="list-style-type: none"> The respondents are hereby directed to extend the 24 hours supply to the petitioner immediately without insisting on dedicated feeder as he has approached them well in advance i.e. on 4-2-2012. The orders issued by the licensee on 3-10-2012 do not attract in this case. The respondents are further directed to explain the rule position to the consumers as and when they approach in all such cases. 	Pending	An estimate was prepared and submitted for sanction Vide Lr.No.DEE/O/TEK/D.No.443/13, Dt.15.04.13.

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
100	715/18.03.2013	Sri. Koruprolu Venkata Krishna Murthy Kottaveedhi, Rowthulapudi, E.G. Dist., SC No. 200	They are requesting for restoration of power supply against SC No. 200, Cat-V, Rowthulapudi (V), as they are eligible for free power"	<ul style="list-style-type: none"> • There is a procedure to convert the payment category to free category of agricultural services which is to be followed and register an application in concerned call centre along with documentary proofs. It was not done in this case. • Hence the petitioner is advised that an application towards conversion of SC No. 200, Cat-V, Rowthulapudi (V) & (M) from payment to free category is to be registered immediately if he is otherwise eligible. • During the field visit on 19/02/2013 personal hearing was conducted in the presence of 1st respondent & complainant. It came to the notice of the FORUM that the licensee has not served the CC bills regularly at the door step of the consumer. Hence, the surcharge levied against the service may be waived. 	Resolved	The application towards conversion of Agl. payment category to free category of SC No. 200, Cat-V, Rowthulapudi (V) & (M) was not registered with the required documents.
101	654/19.03.2013	Sri Majji Raju, S/o Appala Swamy, Dibbala Palem, Near Nagarjuna Convent. Yeleswaram Village & Mandal, E.G.Dist	Requesting for removal of unauthorized Agricultural Connection at Yeleswaram Village & Mandal, E.G.Dist.	<ul style="list-style-type: none"> • The Grievance of complaint has been resolved utsupra. 	Resolved	The DPE team inspected the area and booked the theft cases those who are utilising unauthorized Supply.
102	697/19.03.2013	Smt AU. Begum, C/o. Showkath Ali Jinnah, Dr. 51-19-29, Near Rajendra Nagar, Rajahmundry, E.G.Dist Sc.No.12849.	Though the concerned AE recommended for revision of bill against Sc.No.12849, Rajendra Nagar, Rajahmundry the bill is not revised still and the amount was paid due to threatening for disconnection.	<ul style="list-style-type: none"> • The revision of bill for the period from January, 2012 to October, 2012 against Sc.No.12849, Rajendra Nagar, Rajahmundry as per the recommendation of 1st respondent is in order. 	Resolved	The revision of bill for the period from 1-2012 to 10-2012 done, the consmer has paid an amount of Rs.17,133 on 28-01-2013 vide BCRC No.4212801131, Matter is closed, no arrear is pending against this service No.12849
103	722/19.03.2013	Sri. Y. Pattabhi Rama Rao & Others K. Gangavaram, Pamarru - 533 035 E.G. District.	Shifting of proposed HT line as it is in Panic condition.	<ul style="list-style-type: none"> • The Grievance of Pamarru (V), K. Gangavaram (M), E.G. Dist. has been resolved duly replacing the stat cross arms at dispute place utsupra. 	Resolved	Rectified vide Endt.CGRF/CG722/12-13, D.No.275/13, Dt.19.03.13
104	721/19.03.2013	Smt J. Lakshmikantham, C/o J. Gurumurthy, D.No. 73-3-6, Narayanapuram, Rajahmundry, E. G. District.	Abnormal bill issued against Sc No. 354, Cat-V, Yerravaram (V), Yeleswaram (M), E.G. Dist.	<ul style="list-style-type: none"> • The petitioner Smt. J. Laxmikantham, Tirumali (V), Yeleswaram (M) is advised that an application for name transfer may be registered in Call Centre with required proof of documents. Then only Category change will be effected as per the documents produced. • The first respondent is herewith directed that she may be guided properly for getting regularization. 	Resolved	The application towards conversion of Agl. payment category to free category of SC No. 3540, Cat-V, Yerravaram (V) & (M) was not registered with the required documents.
105	686/22.03.2013	M/s. G.V.K. Industries Ltd., Jegurupadu, Kadiam (M) Near Rajahmundry, E.G. District.	Requesting for withdrawing back billing assessment and refund of 50 % amount already paid against SC No. 358, Cat-VI, Jegurupadu, RJY.	<ul style="list-style-type: none"> • The Superintending Engineer/ Operation/ Rajahmundry is herewith directed that the orders of Appellate authority vide D.No, 4633/12, Dt: 30.11.2012 against back billing case of HT SC No. RJY 358 of MN/s G.V.K. Industries Ltd. should be implemented and release balance consumption deposit accordingly. 	Pending	Pending with SAO
106	701/28.03.2013	Sri. V.V. Subba Raju (Vasu) Magam (Post), Inavilli Mandal, East Godavari Dist.	Requesting for shifting of proposed 11 KV line from his premises Rajeswri Nagar, Kakinada, E.G. Dist.	<ul style="list-style-type: none"> • The grievance of complaint regarding shifting of proposed 11 KV line work of M/s. Maharaja Towers apartment at Rajeswari Nagar, Kakinada has been resolved as requested. 	Resolved	Work completed.

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
107	710, 711, 712, 713, 714/28.03.2013,	(1) M/s Co-Canada Hygiene Products, Plot No.11, APIIC, Ramanayyapeta, Kakinada, Sc.No.402/41462. (Petitioner in CG.No.710), (2) M/s Sri Hima Packaged Drinking Water, Plot No.20, Ramanayyapeta, Kakinada, Sc.No.405/20945. (Petitioner in CG.No.711), (3) M/s Natural Ganga Water Industries, Plot No.222, IDA, Phase –II, Ramanayyapeta, Kakinada, Sc.No.405/62723. (Petitioner in CG.No.712), (4) M/s Raj & Raj Industries, Plot No.9, MIE, APIIC, Ramanayyapeta, Kakinada, Sc.No.405/26621. (Petitioner in CG.No.713), (5) M/s Sree Sai Sujal Food & Beverages Pvt Ltd., Plot No.14, Phase-I, Ramanayyapeta, Kakinada, Sc.No.405/23819. (Petitioner in	Requesting for withdrawal of provisional assessment notice dt.20/11/12 towards malpractice case booked against mineral water plants at Ramanayyapeta, Kakinada/ E.G.Dist.	<ul style="list-style-type: none"> • After detailed inspection and material available against mineral water plants/packaged Drinking water plants, the following order is herewith passed for implementation. • The mineral water plants/packaged drinking water plants should be continued the electricity supply under Industrial Category only on par with Dairy forms, buttermilk chilled units, Cool drink bottling units and packaged refined Oil plants etc. • Hence the CGM/ Coml. & RA/ APEPDCL/ Visakhapatnam is hereby directed that the suitable revised instructions regarding category against mineral water plants utupra may be issued immediately for further course of action. • The complainant is herewith advised that to await for revised instructions as stated above from competent authority. 	Resolved	Revised instructions not issued
108	733/28.03.2013	Sri. P.V.N. Chalapathi Rao, Rice Shop, Main Road, Peddapuram East Godavari District.	Requesting for revision of bill and revision of assessment amount and requesting for refund of burnt meter cost paid unnecessarily against Sc No. 2510, Category-III, Peddapuram Town, East Godavari District.	<ul style="list-style-type: none"> • The Provisional Assessment Notice vide D.No. 2335/12, Dt: 17.12.12 towards back billing for the defective meter period from 13/11/12 to 10/12/12 against SC No. 2510, Cat-III Peddapuram (T) should be set-a-side as the monthly CC bill for November/12 & December/12 were already issued with bunt status and average units accordingly which are more than back billing units + units up to meter change date (31/12/12). • The 2nd respondent is herewith directed that the excess units raised utupra may be withdrawn immediately and adjusted in future bills. • Further the 2nd respondent is directed that if any doubts for the calculation of above defective period arrived are raised by the complainant, he may be acted suitably. 	Resolved	Amounts Withdrawn by AAO/ERO/Samalkot
109	734/30.03.2013	Sri Srinivasa Suresh Kumar, Prop: M/s Amrutha Industries, Chodavaram, Ramachandrapuram, E.G.Dist, Sc.No.743.	Requesting for withdrawal of orders passed by DE/O/ Ramachandrapuram and AAO/ERO/Ramachandrapuram against Sc.No.743, Cat-III, Chodavaram (V), E.G.Dist.	<ul style="list-style-type: none"> • Due to wrong feeding of multiplying factor (Instead of 2, 1 feeder) against Sc.No.743, Cat-III, Chodavaram (V), Ramachandrapuram (M), E.G.Dist, the differential amount for the period from 04/10 to 04/2012 for which notices issued by Assistant Accounts Officer/ERO/ Ramachandrapuram and final orders of Divisional Engineer/Operation/ Ramachandrapuram are in Order. • Hence, the petitioner is liable to pay as per the notices issued. • Superintending Engineer/Operation/Rajahmundry herewith directed that suitable disciplinary action should be initiated towards wrong feeding of M.F. immediately duly conducting detailed enquiry. 	Resolved	Complaint closed in CGRF vide Endt.No.CGRF/CG.No.734/12, D.No.315/13, Dt.30.03.13
110	614/12.03.2013	Sri Paturi Phanindra, S/o Rambabu, Borrempalem X Road, Kamavarapukota Mandal, W.G.Dist – 534451.	Requesting for new service connections without DTR at Vallampatla Village, T. Narasapuram Mandal, W.G.Dist.	<ul style="list-style-type: none"> • The Grievance of prospective consumer for releasing of new Cat-II and Cat-I services at Vallampatla Village, T.Narasapuram (M), W.G.Dist has been resolved utupra. • 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
111	645/12.03.2013	Smt Akula Lakshmi Sarojini, Eluru Road, Behind Kids School, Jangareddygudem, W.G.Dist. SC.No.4173, 5396 and 8084.	Abnormal bills issued against Sc.Nos.4173 and 8084, J.R.Gudem, W.G.Dist.	<ul style="list-style-type: none"> The Grievance of abnormal bills against Sc.No.4173, 5396 and 8084 of Smt A. Laxmi Sarojini, J.R.Gudem is redressed and excess demand has been withdrawn utsupra. Hence, the Grievance is redressed. 	Resolved	
112	685/18.03.2013	Sri Geda Srihari Rao, Dippakayala padu, Koyyalagudem Mandal, W.G. District,	Abnormal bill issued for the month of January 2013 against S.C. No. 143, D.K. Padu, Koyyalagudem (M), W.G. District.	<ul style="list-style-type: none"> As seen from the consumption pattern for the last two years, the average consumption is more than 300 units per month and identification of suppressed readings in the old meter against S.C.No. 143, Cat-I, Dippakayalapadu (V), Koyyalagdem (M) is also in order, The petitioner is also advised that the additional load of said service as per inspection of first respondent may be regularized immediately. The petitioner is liable to pay the CC charges raised as per CC bill for the month of January 2013. 	Resolved	
113	729/18.03.2013	Sri. K. Srinivasa Rao Flat No. F.21, Industrial Estate, Tetali (V), Tanuku, W.G. Dist.	Application for new Industrial service at Tetali (V), Tanuku (M), W.G. Dist. is not registered in Call Centre through the necessary documents submitted"	<ul style="list-style-type: none"> As seen from the correspondence against said issue of prospective consumer, M/s Shine Poultry weld mesh industry, Tetali (V), Tanuku (M) the following order is herewith passed for implementation. 1) The said LT application was received through single window. 2) Once it is received from single window, all other necessary departments process for giving their certificates to operate or manufacture the same. 3) At the time of releasing of service only, whatever valid certificates necessary should be produced by the prospective consumer; but not before registration of LT application. Hence the respondents are herewith directed that the said LT application received through "Single window" should be registered in Call Centre immediately without insisting further documents. Such type of attitude of respondents is incorrect. A compliance report should be submitted to FORUM with in a weak from the date of receipt of this order duly implementing the direction. 	Resolved	
114	690/19.03.2013	Prop: Sri K. Ramalingeswara Rao, Vijayalakshmi Rice Mill, Vissakoderu Village, Palakoderu Mandal, W.G.Dist. Sc.No.896	Requesting for withdrawing the back billing assessment against Sc.No.896, Cat-III, Vissakoderu (V), Palakoderu (M), W.G.Dist.	<ul style="list-style-type: none"> It is clear cut deficiency of service in replacing the failed CTPT identified in June, 2011 by the ADE/HT Meters as per his test repost Dt.03/06/2011. The failed CTPT was being continued upto next inspection Dt.28/03/12 without back billing which is very unfortunate thing. On verification of all records available in detail, it is asserted by the FORUM that the final assessment orders issued by the 4th respondent vide D.No.2992/12, Dt.28/11/12 is in order. Hence, complainant is payable the final assessment amount utsupra. The Superintending Engineer/Operation/Eluru is directed that the suitable action is to be initiated against erroring officers in abnormal delay in replacement of failed CTPT causing revenue loss to the Licensee as well as much inconvenience to the consumers. 	Resolved	
115	704/19.03.2013	Smt. B. Sarojini, Bradipeta, 2nd line, Palakol Town, W.G. District.	Withdrawing the Notice for payment of service line charges against SC No. 016347, Cat-I, Palacole Town, W.G. District.	<ul style="list-style-type: none"> The 3rd respondent is hereby directed that all existing service connections on SS 89/100 KVA DTR at Palakol (Town) should be inspected physically and any Addl. Loads identified may be regularized immediately and then if necessary addl. DTR may also be provided under improvements; but not from single domestic consumer against SC No. 16347, Category-I, Palakol Town. Hence the estimate sanctioned vide BH1-SDR-490/10-11 of 10/02/11 may be set a side and act utsupra. 	Resolved	
116	676/19.03.2013	Sri Bokka Manikyala Rao, Mucherlavari Puntha, Yallavanigaruvu, Palakol, W.G. District,	After completion of construction of house and occupied but still under Cat-II service is being continued as there is an agreement for 2 years against SC No. 709.	<ul style="list-style-type: none"> After completion of construction if consumer applies for category change from II to I, the concerned respondent can recommend for category change from the date of inspection without insisting minimum charges upto two years period. 	Resolved	
117	682/19.03.2013	Sri. K. Nagapulleswara Rao, D.No. 4-45, Near Gandhi Chowk, Ravulapalem, W.G. District.	Stoppage of proposed lines above his home at Market Road, Ravulapalem. E.G. District.	<ul style="list-style-type: none"> Due to site objection at Market road, Ravulapalem, E.G. District the execution of work as per sanction was stopped temporally. The complainant is hereby advised to settle the dispute with other neighbors amicably. If any dispute arises by some others Licensee cannot settle the problem and it will not come under shortcoming of service on the part of respondents. The complainant is hereby advised to settle the dispute with their neighbors amicably. If any dispute arises by some others Licensee cannot settle the problem and it will not come under short coming of service on the part of respondents. After clearing the site objection, the execution of work will be commenced as per the clause No. 5.2.4 of GTCS. 	Pending	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
118	678/22.03.2013	Sri. Y. Venkateswara Rao, Ex-MPTC, Denduluru (V) & (M), West Godavari District.	Requesting for rectify the Low Voltage Problem at Denduluru (V) & (M), West Godavari District”	<ul style="list-style-type: none"> The Divisional Engineer/ Operation/ Eluru is here with directed that the above estimate for providing Addl. 15 KVA DTR to give load relief to the existing SS-7 DTR at Denduluru (V) & (M), West Godavari District may be got sanctioned immediately to commence the execution of work to avoid Low voltage problem at tail end area of SS-7 DTR Denduluru (V). 	Resolved	
119	688/28.03.2013	Sri. K. Raja Gopala Rao, K.V.R. Complex, Opp. SBH, J.R. Gudem, W.G. Dist.	Requesting for though they paid shifting charges on 14/02/02, the existing DTR is not shifted still at J.R. Gudem (T) & (M), W.G. District.	<ul style="list-style-type: none"> Though the delay occurred due to site dispute at J.R. Gudem (Town) for shifting of existing DTR, the work was completed in the presence of complainant and resolved the Grievance. 	Resolved	
120	642/30.03.2013	Sri SK Dada Saheb, Ramachandrapuram, Vijayalaxmi Colony, H.No.13-11-(8-1-7), Jangareddy Gudem (M), W.G.Dist, Sc.No. 421.	Requesting to change of billing code as Ramachandrapuram Village instead of Markandeyapuram Village against Sc.No.421, Ramachandrapuram Village, Jangareddygudem (M).	<ul style="list-style-type: none"> The area code was rectified against Sc.No.421, Ramachandrapuram Village, Jangareddygudem (M), W.G.Dist as per the request of complainant. The written submission should be filed in time to the FORUM as the notice endorsed in future. 	Resolved	
121	657/30.03.2013	Sri Chintalapudi Anthoni, S/o Ananda Rao, Chintalapudi Village & Mandal, W.G.Dist, SC NO.2655.	Requesting for free category from paying category of agricultural service No.2655, Chintalapudi Village and Sc.No.49, Kanupeda Village, Chintalapudi (M), W.G.Dist.	<ul style="list-style-type: none"> There is a procedure for eligibility of free power to his agricultural service against Sc.No.2655, Chintalapudi Village and Sc.No.49, Kanupeda Village, W.G.Dist. The complainant has to fulfill all the documentary evidences as per the procedure in vogue. Along with records he has to register an application for free power against said services immediately. The 3rd respondent is herewith directed that a notice has to be issued through call centre as per his complaint No.1288, Dt.26/12/12 for producing all the documentary evidences as per department rules in vogue. 	Resolved	
122	681/30.03.2013	Sri Sampenga Venugopala Tilak, Denduluru Village, Denduluru (P) & (M), W.G.Dist.	Low voltage problem at Denduluru Village & (M), W.G.Dist	<ul style="list-style-type: none"> Divisional Engineer/Operation/ Eluru is herewith directed that the above estimate for shifting of existing SS-19 DTR to load centre may be got sanction to immediately commence the execution of work to avoid load voltage problem at tail end area. 	Resolved	
123	725/30.03.2013	Dr.P. Padmaja D.No. 3-19-12/A, Satya Hospitals Bhupal Nagar, T.P. Gudem, W.G. District.	Not shown the correct load and Security Deposit amount against SC No.12953, T.P. Gudem, W.G. Dist.	<ul style="list-style-type: none"> The written submission against said issue towards “non regularization” of Addl. Load against SC No. 12953, Cat-II, T.P. Gudem is not correct. On enquiry with ERO staff, the existing Security Deposit of Rs. 25,600/- is available in ERO records against said service. The same existing Security Deposit amount is being continued before 2008. Hence the respondents are herewith directed that the addl. Load should be regularized duly obtaining revised test report as per the support system immediately because the existing load is only 3.099 KWS for which Security Deposit available is Rs. 25,600/-. The 4th respondent is also directed to examine records thoroughly before submitting any reply to the FORUM. She is also advised to take technical data in all such cases before submitting reply. 	Resolved	