

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS
FOR 2nd 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	87/30.07.2012	Sri Lenka Appa Rao Reddy, S/o Late Lenka Latchayya Reddy, Dr.No.6-5-98, Thota Street, Rettakanna Village and Post, Ichapuram Mandalam – 532 312 Srikakulam Dist, Sc.No.643.	Requested for change of name as Sri L.Appa Rao Reddy instead of Sri L. Yoddu.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to approach the call centre Sompeta and register the application for name transfer along with relevant statutory documents. All the all respondents are hereby directed to take necessary action soon after registration of the application. 	Pending	The Complainant consumer has not come forwarded to registers his application for name transfer at CSC/Sompeta till today
2	30/31.07.2012	Sri C.J. Ranga Rao, D.No.4-389, Prasanthi Nagar, Behind LIC, Srikakulam Road, RAJAM-532127, SC No 10157.	Requested for with drawl of shortfall amount raised by department.	<ul style="list-style-type: none"> The 3rd Respondent has redressed the grievance duly withdrawing the short fall as the Audit Para was dropped for Rs.11290-00 vide RJ.No.7032/07-12. 	Resolved	
3	92/30.07.2012	SRI SAI BALAJI POLYMERS, D.No. 30.6.32/1, Assam Gardens, Visakhapatnam – 530020.	Abnormal bill issued in the month of November, 2011 causing defective meter identified and average consumption taken as high average against Sc.No.HT 193, Pusapatirega (M), Rellivalasa (V), Vizianagaram Dist.	<ul style="list-style-type: none"> The monthly CC bills issued after changing of energy meter as follows. Month Amount March 3,28,639/- April 4,37,466/- May 5,37,572/- June 3,80,957/- The Complainant Consumer is liable to pay for the actual consumption based on the average billed discussed Utsupra and the bills raised for the period from 11/2011 to 02/2012 are in order. All the Respondents are hereby directed to collect all the billed units and they shall submit a compliance within 15 days from the date of receipt of this order. 	Pending	-
4	260/30.07.2012	Sri Pothamsetty Srinivasa Reddy H.No: 64-9-67/1 Ananda Nagar A.P.P.Mills Society Building Ganapathinagar Down Rajahmundry East Godavari District	Requested for removal of unauthorized service connection, Mallayya Peta, Ganapathinagar Down, Rajahmundry, East Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 111244, Mallayyapeta, Ganapathinagar down Rajahmundry, East Godavari District has been resolved duly removing the existing meter and dismantled as requested. 	Resolved	
5	186/30.07.2012	Sri N. Satyasadh, Dr.No.12-64, Adasavari Veedhi, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.4295.	Abnormal bill issued against SC.No.4295, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 4295, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. (-) 36/-. The first and second respondents are herewith directed that ensure proper Sport billing in that area to avoid such type of complaints in future. 	Resolved	

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6	134/31.07.2012	Smt Mutyala Naga Lakshmi, W/o Manikyam, Kuppanapudi, Akiveedu Mandalam, W.G.Dist, Sc.No.480.	Though the Capacitor in working condition against SC.No.480, Kuppanapudi Village, Akiveedu Mandal, the Capacitor Surcharge is being levied in monthly CC bills.	<ul style="list-style-type: none"> The First and Second respondents are herewith directed that the date of installation of Capacitor and working condition from that date itself should be furnished against SC.No.480, Kuppanapudi Village, Akiveedu Mandal, for withdrawing the Capacitor Surcharge accordingly. The Third respondent is herewith directed that the above particulars should be obtained on war-footing basis for withdrawing the same and if necessary getting the approvals from higher authorities as the withdrawing amount of Rupees more than Rs. 5000/-. A compliance report should be submitted to the Forum with in 7 days from receipt of this Order. 	Resolved	
7	164/31.07.2012	Sri Pulagam Laxmi Narayana, Ramalayam Veedhi, Gummuluru Gramam, Akiveedu Mandalam, W.G.Dist., Sc.No.212.	Abnormal bill issued against SC.No.212, Gummuluru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 212, Gummuluru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 6773/-. The first and second respondents are herewith directed that ensure proper Sport billing in that area to avoid such type of complaints in future. 	Resolved	
8	154/31.07.2012	Sri Esarla Appa Rao, Railway Station Road, Velampeta, Akiveedu Mandalam & Gramam, W.G.Dist., Sc.No.3682.	Abnormal bill issued against SC.No.3682, Akiveedu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 3682, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. (-) 288/-. The first and second respondents are herewith directed that ensure proper Sport billing in that area to avoid such type of complaints in future. 	Resolved	
9	168/31.07.2012	Sri Sai Ram Cut Pieces, Velampeta Ramalayam, Station Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.9950.	Abnormal bill issued against SC.No.9950, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 9950, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. (-) 4884/- as the complainant paid the abnormal bill issued. The first and second respondents are herewith directed that ensure proper Sport billing in that area to avoid such type of complaints in future. 	Resolved	
10	130/31.07.2012	Sri Saydu Laxmana Swamy, S/o Venkateswarlu, Nandamillipadu, Siddapuram, Akiveedu Mandalam, W.G.Dist, Sc.No.80.	Abnormal bill issued against SC.No.80, Nadimillipadu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 80, Nadimillipadu Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 772/-. The first and second respondents are herewith directed that ensure proper Sport billing in that area to avoid such type of complaints in future. 	Resolved	
11	202/30.07.2012	Sri K.S.N. Raju, I. Bhimavaram Gramam, Akiveedu Mandalam – 534 235, W.G.Dist. Sc.No.500	Though the Capacitor in working condition against SC.No.500, I.Bhimavaram Village, Akiveedu Mandal, the Capacitor Surcharge is being levied in monthly CC bills.	<ul style="list-style-type: none"> The First and Second respondents are herewith directed that the date of installation of Capacitor and working condition from that date itself should be furnished against SC.No.500, I.Bhimavaram Village, Akiveedu Mandal, for withdrawing the Capacitor Surcharge accordingly. The Third respondent is herewith directed that the above particulars should be obtained on war-footing basis for withdrawing the same and if necessary getting the approvals from higher authorities as the withdrawing amount of Rupees more than Rs. 500/-. A compliance report should be submitted to the Forum with in 7 days from receipt of this Order. 	Resolved	
12	302/31.07.2012	Sri Devendra Phanikar Osuri 11-4-37, S.V. Nilayam Peechupalem, 21st Ward Osuri Mansion Narasapur – 534 275 West Godavari District SC.No. 533	The Monthly billing is not being done in scheduled dates against SC.No. 533, Narasapur Town, West Godavari District.	The first and second respondents are herewith directed that the monthly billing should be done as per the scheduled dates or otherwise Penalties should also be imposed on Spot Billing Agency. From June/2012 month onwards, the billing against SC.No.533, Narasapur Town is being correctly in the scheduled dates and the same has been confirmed by complainant. Hence the Grievance is redressed.	Resolved	

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13	215/31.07.2012	Sri Kanumuri Balarama Raju, I. Bhimavaram Gramam, Akiveedu Mandalam, W.G.Dist., Sc.No.702	Though the Capacitor in working condition against SC.No.702, I.Bhimavaram Village, Akiveedu Mandal, the Capacitor Surcharge is being levied in monthly CC bills.	<ul style="list-style-type: none"> The First and Second respondents are herewith directed that the date of installation of Capacitor and working condition from that date itself should be furnished against SC.No.702, I.Bhimavaram Village, Akiveedu Mandal, for withdrawing the Capacitor Surcharge accordingly. The Third respondent is herewith directed that the above particulars should be obtained on war-footing basis for withdrawing the same and if necessary getting the approvals from higher authorities as the withdrawing amount of Rupees more than Rs. 5000/-. A compliance report should be submitted to the Forum with in 7 days from receipt of this Order. 	Resolved	
14	203/31.07.2012	Sri K. Suryanarayana Raju, I. Bhimavaram Gramam, Akiveedu Mandalam – 534 235, W.G.Dist. Sc.No.761	Though the Capacitor in working condition against SC.No.761, I.Bhimavaram Village, Akiveedu Mandal, the Capacitor Surcharge is being levied in monthly CC bills	<ul style="list-style-type: none"> The First and Second respondents are herewith directed that the date of installation of Capacitor and working condition from that date itself should be furnished against SC.No.761, I.Bhimavaram Village, Akiveedu Mandal, for withdrawing the Capacitor Surcharge accordingly. The Third respondent is herewith directed that the above particulars should be obtained on war-footing basis for withdrawing the same and if necessary getting the approvals from higher authorities as the withdrawing amount of Rupees more than Rs. 5000/-. A compliance report should be submitted to the Forum with in 7 days from receipt of this Order. 	Resolved	
15	135/31.07.2012	Smt Mutyala Anuradha, W/o Srimannarayana, Kuppanapudi, Akiveedu Mandalam, W.G.Dist. Sc.No.583.	Though the Capacitor in working condition against SC.No.583, Kuppanapudi Village, Akiveedu Mandal, the Capacitor Surcharge is being levied in monthly CC bills.	<ul style="list-style-type: none"> The First and Second respondents are herewith directed that the date of installation of Capacitor and working condition from that date itself should be furnished against SC.No.583, Kuppanapudi Village, Akiveedu Mandal, for withdrawing the Capacitor Surcharge accordingly. The Third respondent is herewith directed that the above particulars should be obtained on war-footing basis for withdrawing the same and if necessary getting the approvals from higher authorities as the withdrawing amount of Rupees more than Rs. 5000/-. A compliance report should be submitted to the Forum with in 7 days from receipt of this Order. 	Resolved	
16	75/05.07.2012	Sri Korra Thulasi Rao, S/o. (Late) Satyasi, Neelamputtu Village, Sukuru Post, Hukumpeta Mandalam, Visakhapatnam District.	Abnormal bill issued and rectify the same.	<ul style="list-style-type: none"> The Forum has come to a conclusion that there is “deficiency of service” in redressing the grievance by all the Respondents including AAO/ERO/Narsipatnam which attracts “Schedule-2 of Regulation 7/2004 of APERC”. “With regard to billing grievances if there is any additional information is required the grievance should be redressed within 7 days”. In this case a notice was served to all the Respondents on 27th April’12 with a direction to submit the written submission within 7th May’12. Whereas the 2nd and 3rd Respondents have filed the written submission 29-05-12 and 13-06-12 i.e. after lapse of 21 days and 36 days respectively. Hence the Licensee shall pay compensation to the Complainant Consumer @ Rs.25/- from 8th May’2012 to the date i.e. till the grievance is completely redressed. All the Respondents including AAO/ERO/Narsipatnam are hereby “Warned” not to repeat such issues in future and shall redress the grievance immediately. The respondents are herewith directed to revise the bill immediately and waive any factious demand imposed against his service till the grievance is redressed. The SE/O/Visakhapatnam shall send a compliance report to the Forum within 10 days from the date of receipt of this order. 	Resolved	

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17	82/11.07.2012	Smt. J. Gowri Kumari, W/o. J.V.J. Sastry, Flat No. 202, Narayana Enclave, Besides Venkateswaraswamy Temple, Town Centre Layout, SVN Nagar, Vizianagaram District. – 535002.	Abnormal bill issued and requested to rectify the same.	<ul style="list-style-type: none"> All the respondents have redressed the grievance duly revising the CC bill for Rs.634/- and the Consumer has paid the amount. Hence the grievance is redressed. 	Resolved	
18	90/11.07.2012	Smt. Kandhi Padmavathi (President), GITHA KHADHI GRAMA SAMITHI, Akkivaram Village, Denkada Mandalam, Vizianagaram District, SC.No. 261.	Requested for want of Security Deposit Particulars.	<ul style="list-style-type: none"> For any category of electricity consumer having electricity service connection the yearly interest on their security deposit is being deducted from the CC bill in the month of May or June every year. The interest on security deposit would be arrived at the end of every financial year. In this regard consumer is herewith advised to verify the previous CC bills of above said months. The APEPDCL would give interest on the security deposit on par with saving account deposit of the concerned bank's interest rate. The 4th respondent is herewith directed to arrange to issue the total interest amount on her security deposit as on the date of receipt of this order. A compliance report shall be submitted to the Forum within 15 days from the date of receipt of this order. 	Resolved	
19	89/13.07.2012	Sri N.P.S. Rao, D.No.12-3-42, Sarada Colony (3rd Lane), Anakapalli, Visakhapatnam. Sc.No.11335.	Requested for rectify the hanging of loose spans which is going in front of his residence and other residences.	<ul style="list-style-type: none"> All the Respondents shall take necessary steps immediately for rectification if such type of complaints with regard to loose spans hanging etc. The Complainant Consumer is hereby advised that the Cable Operator has been addressed by the 1st Respondent as the there was no hanging of electrical wires at the time of inspection. Hence the grievance is deemed to have been redressed. 	Resolved	
20	194/18.07.2012	Sri M. Venkateswara Rao and Others, Kuppanapudi Village, Akiveedu Mandalam, W.G.Dist.	Low voltage problem at Kuppanapudi Village, Akiveedu Mandalam, West Godavari District.	<ul style="list-style-type: none"> All the respondents are herewith directed to complete the said work as stated above to avoid low voltage problem at Kuppanapudi Village, Akiveedu Mandalam, West Godavari District immediately as promised duly providing additional Distribution Transformer. The respondents are herewith directed to conduct load survey, if additional loads identified during inspection may also be regularized duly collecting Security Deposit and Development Charges. If the LT Feeder is having 3 Phase 4 Wire/ Single Phase 3 Wire the same may also be convert into 3 Phase 5 Wire line. 	Resolved	
21	163/18.07.2012	The Akividu Rice and Oil Millers Association, Chunduri Venkata Rao (President), Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.1861.	Abnormal bill issued against SC.No. 1861, Cat – III, Akiveedu Village and Mandalam West Godavari District.	<ul style="list-style-type: none"> The grievance of complainant against SC.No. 1816, Cat – III, Akiveedu Village and Mandalam, West Godavari District was resolved duly withdrawing the fixed charges unnecessarily raised vide RJ No. 72 of May, 2012 and adjusted in the same month. 	Resolved	
22	195/19.07.2012	Sri N. Adinarayana, Agraharam Veedhi, Akiveedu Mandalam, W.G.Dist. Sc.Nos.9400 and 9401	Requesting for New meter as the existing meter not working against SC.Nos. 9400 and 9401, Akiveedu Village and Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.Nos.9400 and 9401, Akiveedu Village and Mandalam, West Godavari District has been resolved duly replacing the existing meter with new one as state above. 	Resolved	

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23	198/19.07.2012	Sri Y. Nagaraju, Dr.No.1-18-26, Karmika Nagar, 1st ward, Bhimavaram Road Turning, Akiveedu Mandalam – 534 235, W.G.Dist. Sc.No.7000	Requesting for New meter as the existing meter not working against SC.No. 7000, Akiveedu Village and Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.7000, Akiveedu Village and Mandalam, West Godavari District has been resolved duly replacing the existing meter with new one as state above. 	Resolved	
24	115&261/04.07.2012	Sri S. Venkata Swamy, Prop. Of M/s Swamy Rice Mill, Near Flyover, Ammajipeta, Tuni Town, E.G.Dist, SC.No.7379.	Requested for enquiry on the defective meter relating to Multiflying factor 2 against SC.No. 7379, Cat – III(A), Tuni Town, East Godavari District.	<p>After through verification of records available regarding change of MF from 2 to 1 in the month of June, 2011 without changing of existing Meter against SC.No. 7379, Tuni Town, East Godavari District, the following order is herewith passed for implementation.</p> <ul style="list-style-type: none"> The back billing notice issued by the Second respondent for the period from 6/2011 to 3/2012 (9months) towards change of MF from 2 to 1 against said service is in order Utsupra. The complainant is liable to pay the back billing charges as per the Notice issued. The change of MF from 2 to 1 was done wantedly by somebody in Section Office, Tuni Town which attracts suitable disciplinary action against the then Assistant Engineer/ Operation/ Tuni Town. Superintending Engineer/ Operation/ Rajahmundry is herewith directed that suitable disciplinary action should be taken against erroring Officers at that time of the said issue towards change of MF from 2 to 1 causing half of the units only billed for 9 months from June, 2011 to March, 2012 against said service. The present respondents are herewith WARNED and such type of mistakes should not be repeated hereafter. A compliance report should be submitted to Forum with in 15 days from date of receipt of this order duly implementing the directions given. 	Resolved	
25	138/10.07.2012	Sri T. Ayyappa, Azzamuru, Akiveedu Mandalam, W.G.Dist, Sc.No.518.	Abnormal bill issued against SC.No. 518, Azzamuru Village and Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 518, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs.7405/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
26	262/13.07.2012	Sri Goddi Sundara Rao S/o. Suryanarayana Ajjamuru Village Akiveedu Mandalam, West Godavari District, SC.No. 208.	Abnormal bill issued against SC.No. 208, Azzamuru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 208, Azzamuru Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. 1135/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
27	119/13.07.2012	Sri Chapala Raju, S/o Suvarna Raju, D.No.7-79, Yendagandi Gramam Undi Mandalam - 534186, W.G.Dist, SC.No. 635.	Abnormal bill issued against SC.No. 635, Yandagandi, Undi Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 635, Yandagandi, Undi Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. 3119/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	

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28	120/13.07.2012	Smt D. Mutyalu, S/o Peda Venkanna, Timmaraju Harijanna Colony, Yendagandi Gramam - 534186, Undi Mandalam, W.G.Dist, Sc.No.656.	Abnormal bill issued against SC.No. 656, Yandagandi, Undi Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 656, Yandagandi, Undi Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. 3157/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
29	159/13.07.2012	Smt. S. Savithri, Gummuluru Centre, Durga Nagar, Akiveedu Gramam & Mandalam W.G.Dist, SC. No. 2369.	Abnormal bill issued against SC.No. 2369, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 2369, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of meter existing and withdrawn excess demand. Accordingly duly finalizing the balance to be paid by the consumer for Rs. 346/-. The first and second respondents are herewith directed that ensure proper Spot Billing in that area to avoid such type of complaints in future. 	Resolved	
30	205/12.07.2012	Sri D. Nageswara Rao, Dr.No.12-43/3, Madiwada, Akiveedu (M) & (V) – 534 235, W.G.Dist. Sc.No.3592	Wrongly entered the paid amount of CC Charges against SC.No. 3592, Akiveedu to the SC.No. 3522, requested for rectification.	<ul style="list-style-type: none"> The grievance of complainant against SC.No. 3592 has been resolved duly rectifying the wrong posting of credit to another service number through JE.No. 113, dt. 30.06.2012. 	Resolved	
31	95/13.07.2012	Smt. Karri Subbamma, W/o, Ranga Rao, Karri valla Guddi, Bhethalapuram Village, Via Hariipuram, Mandasa Mandal – 532243, Srikakulam District, SC.No. 472.	Abnormal bill issued against SC.No. 472, Bhethalapuram, Mandasa Mandal.	<ul style="list-style-type: none"> All the Respondents are hereby directed to adjust the negative balance amount of Rs.269/- shall be adjusted in future bill and shall send the compliance within 10 days from the date of receipt of this order. 	Resolved	
32	256/19.07.2012	CHANDRA SEKHARA TRADERS, Sri Chandra Sekhara Rao, Reddika Street, Palasa, Srikakulam District, SC.No. 7357.	Abnormal bill issued and observe the shortfall amount.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay the balance amount of Rs.15238/- towards short fall amount as discussed at supra All the Respondents are hereby directed to collect the short fall amount immediately without any delay. A compliance report submit to the Forum within 7 days from the date of receipt of this order. 	Resolved	
33	105/19.07.2012	Sri M. Jagan Mohana Rao Main Road Opp: Satyanarayana Lodge Sompeta Srikakulam SC.Nos. 3223	Though he paid development charges & Security Deposit amount against SC. No. 3223, Sompeta, not shown Security Deposit amount & additional load.	<ul style="list-style-type: none"> The Superintending Engineer/Operation/Srikakulam shall appoint an enquiry officer on the entire issue and shall furnish a report within 20 days from the date of this order. The Superintending Engineer/Operation/Srikakulam shall also take necessary disciplinary action on the concerned Respondents who have not submitted their replies within stipulated time. The Superintending Engineer/Operation/Srikakulam also directed to take suitable stern disciplinary action against the concerned respondents if it is found negligence for short coming of service to the complainant as well as impose penalty against the respondents to pay compensation. The Forum shall take a decision based on the report of the Superintending Engineer/Operation/Srikakulam. 	Pending	The report will be submitted soon.

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34	88/12.07.2012	Smt. Nagali Padma W/o. Late Venkata Rao 1st Ward, Rajiv Colony Allotment No. 446 Kovvuru Town West Godavari District SC.No. 010173	Requested for cancellation of service which is on the name Smt. A. Varalakshmi so as occupied his house forcibly against SC. No. 10173, Kovvuru Town, West Godavari.	<ul style="list-style-type: none"> The complainant is herewith directed that the information Call for, by the Second respondent should be submitted immediately, and the said issue will be settled accordingly against SC.No. 10173 in the name of Smt. A. Vara Lakshmi at present. 	Resolved	
35	91/13.07.2012	Smt. B. Prabhavathi, H.No. 6-35, Santhishimatha Temple Lane, Priaya Gardens, Simhachalam, Visakhapatnam – 29.	Requesting for rectify the Voltage Fluctuations and Frequent Power Interruptions.	<ul style="list-style-type: none"> The 2nd Respondent has redressed the grievance duly converting S-ph 3 wire line into 3 ph.5 wire line. Hence the grievance is redressed. 	Resolved	
36	102/19.07.2012	Sri G. Lakshmi Narayana, Ex. Warrant Officer, (Air Force), Marla Kotturu Village, Sompeta Mandal, Srikakulam District.	In Power readings taken by Meter reader and once the existing Meter changed the old meter reading is being continued and high average bills in the stuck period against SC.No 5350, Sompeta.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay the arrear amount of Rs.575/- immediately. All the Respondents are hereby directed to collect the arrear amount without fail. They shall submit the compliance report to the Forum within 15 days. 	Resolved	
37	191/19.07.2012	Sri B. Chandra Rao, Near Asha Joythi hospital, Azzamuru Panchayati, Akiveedu Mandalam, W.G.Dist, Sc.Nos.511, 506, 505, 507	Low Voltage problem at Azzamuru Village, Akiveedu Mandalam, West Godavari District.	<ul style="list-style-type: none"> The grievance of Azzamuru Village consumers against SS-3, 100KVA Distribution Transformer has been resolved duly rectifying the tripping mechanism at LT side of Distribution Transformer. No. the supply restored correctly as stated above. 	Resolved	
38	193/19.07.2012	Sri Ch. Ravi Babu, Azzamuru, Akiveedu Mandalam, W.G.Dist. Sc.No.310	Low Voltage problem at Azzamuru Village, Akiveedu Mandalam, West Godavari District.	<ul style="list-style-type: none"> The grievance of Azzamuru Village consumers against SS-3, 100KVA Distribution Transformer has been resolved duly rectifying the tripping mechanism at LT side of Distribution Transformer. No. the supply restored correctly as stated above. 	Resolved	
39	206/19.07.2012	Sri Kommu Rama Rao, I. Bhimavaram, Akiveedu (M) & (V) – 534 235, W.G.Dist. Sc.No.402	Requesting for name change against SC.No.402, Akiveedu Village and Mandalam, West Godavari District.	<ul style="list-style-type: none"> The complainant is herewith directed that an application is to be registered in Call Centre, Akiveedu against SC.No.402, Akiveedu towards name change as requested along with proof of required documents immediately. Then only Name change will be effected. 	Resolved	
40	207/19.07.2012	Sri Neelam Kailasanadh Babu, Dr.No.5-86/1, Vadalivari Street, Akiveedu (M) & (V) – 534 235, W.G.Dist. Sc.No.5149	Requesting for New meter as the existing meter not working against SC.No. 5149, Akiveedu Village and Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.5149, Akiveedu Village and Mandalam, West Godavari District has been resolved duly replacing the existing meter with new one as state above. 	Resolved	

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41	217/18.07.2012	Sri V. Chanti and Others, Chinnamasidu Street, 13th ward, Akiveedu Mandalam & Gramam, W.G.Dist.	Requesting for additional Distribution Transformer to avoid Voltage problem at Chinamasidu 13th Ward, Akiveedu Village and Mandalam, West Godavari District.	<ul style="list-style-type: none"> The grievance of complainant against China Masidu, 13th Ward, Akiveedu Village and Mandalam, West Godavari District has been resolved duly providing additional 15KVA Distribution Transformer for avoiding Low Voltage problem. 	Resolved	
42	171/19.07.2012	Sri Sirigiri Venkateswara Rao, Siddapuram Road, Opp: Adinarayana General Stores Building, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.4286.	Abnormal bill issued against SC.No. 4286, Akiveedu Village and Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Divisional Engineer / Operation/ Bhimavaram is herewith directed that the proposal sent by 3rd respondent regarding withdrawal of excess demand raised against SC.No.4286, Akiveedu Village and Mandal, West Godavari District may be approved immediately for further course of action by the 3rd respondent. 	Resolved	
43	209/20.07.2012	Sri P.V.S. Gopala Krishna (Secretary), Consumers' Association, Dr.no.4A-37, Undi Mandalam, Yendagandi – 534 186 W.G.Dist	Requesting for providing of AB Switches at Kolamuru Sub-Station area for avoiding Low Voltage Problem.	<ul style="list-style-type: none"> The Divisional Engineer/ Operation/ Bhimavaram is directed to issued the said materials for rectification of 11KV AB Switches at Kolamuru Sub-Station immediately after getting the same as per LPO placed. 	Resolved	
44	99/19.07.2012	Sri V.M. Gandhi Surpanch 2006-2011 Sompeta Town Srikakulam District	Low Voltage problem at Veerayyagari Street, Sompeta.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to provide new site without site objection at the earliest. All respondents are hereby directed to take necessary action immediately after receipt of letter from the Consumer A compliance report shall be submitted to the Forum within 15 days. 	Pending	The complainant consumer has not come forwarded to provide new site without site objection so far.
45	103/19.07.2012	Sri V.M. Gandhi Surpanch 2006-2011 Sompeta - 532284 Srikakulam District	Requesting for supply is to be given from Mandasa Feeder to Kothapalli Water works for which 25 Lakhs already paid by Collector.	<ul style="list-style-type: none"> The Kottapalli water works services is being fed from Mandasa SS under 24 hours supply only from February, 2012 as stated at supra. Hence the grievance is deemed to have been redressed. 	Resolved	
46	223/19.07.2012	Sri K. Senkara Rao Jewelers Past President of Rotary Club Sompeta Srikakulam District	Due to old conductors and Poles there are no of interruptions and concerned officers are not available every time for explaining fact at Sompeta Mail Road Street.	<ul style="list-style-type: none"> All the Respondents shall respond to the Complainant Consumers immediately without inviting such complaints that concerned Officials are not available every time. All the Respondents shall replace the conductor and shall also replace the old / damaged poles wherever necessary immediately after road widening works are completed. The Complainant Consumer is hereby advised to send rejoinder if the said works are not attended immediately after road widening works are completed or if the Respondents are not responding properly. The 3rd Respondent shall submit compliance report to the Forum within 15 days from the date of receipt of this Order. 	Pending	

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47	86/05.07.2012	Smt M.Venkata Lakshmi, D/o M. Mohana Rao, ITDA/Quarters – C - 1, Cinimahall Back Side, Paderu, Visakhapatnam District. Sc.No.003399	Abnormal bill issued and requested to rectify the same.	<ul style="list-style-type: none"> The Forum has come to a conclusion that there is “deficiency of service” in redressing the grievance by all the Respondents including AAO/ERO/ Narsipatnam which attracts “Schedule-2 of Regulation 7/2004 of APERC”. “With regard to billing grievances if there is any additional information is required the grievance should be redressed within 7 days”. In this case a notice was served to all the Respondents on 10th May’12 with a direction to submit the written submission within 18th May’12. Whereas the 2nd and 3rd Respondents have filed the written submission 29-05-12 and 13-06-12 i.e. after lapse of 10 days and 24 days respectively. Hence the Licensee shall pay compensation to the Complainant Consumer @ Rs.25/- from 18th May’2012 to the date i.e. till the grievance is completely redressed. All the Respondents including AAO/ERO/Narsipatnam are hereby “Warned” not to repeat such issues in future and shall redress the grievance immediately. The SE/O/Visakhapatnam shall send a compliance report to the Forum within 10 days from the date of receipt of this order. If the respondents fail to redress the grievance within the stipulated time as directed by the Forum. 	Resolved	
48	78/05.07.2012	Sri T. Visweswara Rao Naidu, Door No. 4-222, Modamamba Colony, Paderu, Visakhapatnam District.	Requesting for rectify the low voltage problem and service wire also hanging and rectify the same.	<ul style="list-style-type: none"> All the Respondents are hereby directed to redress the grievance within the stipulated time as per the written submission of 3rd Respondent. Meanwhile are necessary steps shall be taken by the 3rd Respondent to rectify the loose spans immediately failing which compensation may be paid to the respondents 7 days from date of receipt of this order. The Superintending Engineer/Operation/ Visakhapatnam is directed to submit the compliance report to the Forum within 15 days from the date of receipt of this order. 	Resolved	
49	187/07.07.2012	Sri Gurram Kotayya, Dr.No.15-118A, Main Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.4392.	Abnormal bill issued against SC.No. 4397, Akiveedu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 4397, Akiveedu Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 2371/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
50	175/07.07.2012	Smt Kotikalapudi Gajala, W/o Laxmaiah, Bandaram Vari Veedhi, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.6657.	Abnormal bill issued against SC.No. 6657, Akiveedu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 6657, Akiveedu Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. Nil. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
51	129/07.07.2012	Sri S. Laxmana Rao, Nandamillipadu, Siddapuram, Akiveedu Mandalam, W.G.Dist, Sc.No.33.	Abnormal bill issued against SC.No. 33, Nandamillipadu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 33, Nandamillipadu Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 1063/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
52	127/07.07.2012	M. Jani Victor, Mani Nivas, Thimmaraju Colony, Dumpagadapa, Akiveedu Mandalam, W.G.Dist, Sc.No.659.	Abnormal bill issued against SC.No. 659, Dumpagadapa, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 659, Dumpagadapa, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 2888/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	

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53	123/07.07.2012	Sri T. Sadasiva Rao, S/o Nageswara Rao, Cherukumilli, Akiveedu Mandalam, W.G.Dist, Sc.No.170.	Abnormal bill issued against SC.No. 170, Cherukumilli, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 170, Cherukumilli, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 1741/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
54	128/07.07.2012	Smt Alamuri Subbaratnam, W/o Siva Nagendra Rao, Siddapuram, Akiveedu Mandalam, W.G.Dist, Sc.No.72.	Abnormal bill issued against SC.No. 72, Siddapuram, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 72, Siddapuram, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 4632/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
55	137/07.07.2012	Sri M. Chinaraidu, S/o Satyanarayana, Kuppanapudi, Akiveedu Mandalam, W.G.Dist, Sc.No.773.	Abnormal bill issued against SC.No. 773, Kuppanapudi, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 773, Kuppanapudi, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 3212/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
56	157/07.07.2012	Sri Tammineedi Satyanarayana, S/o Musalayya, Santhinagar, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.7370.	Abnormal bill issued against SC.No. 7370, Akiveedu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 7370, Akiveedu Village, Akiveedu Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 156/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
57	224/07.07.2012	Sri J. Kalyanraman, Sr. Manager (O&M), GAIL (India) Limited, "GAIL BHAVAN" A.V.A. Road, Rajahmundry – 533 103 SC.No.560323001099	Requested for changing of load from 10KW to 1KW as applied for single phase service with 1KW load against SC.No. 1099, Tirumali Village, Yeleswaram Mandalam, in favour of GAIL (India) Limited.	<ul style="list-style-type: none"> Assistant Accounts Officer/ ERO/ Jagampeta is herewith directed that the existing load of 1KW against SC.No. 1099, Tirumali Village Yeleswaram Mandalam, East Godavari District should be effected immediately as per the test report as well as security deposit existing in stead of 10KW shown in CC bills. 	Resolved	
58	269/05.07.2012	Sri M. Chinnapayya S/o. Musalayya Lachireddy Palem Village Rowthulapudi Mandalam East Godavari District	New service connection not released even though paid the departmental charges in Call Centre, hence requested for release of the same.	<ul style="list-style-type: none"> The Grievance of complainant has been resolved duly releasing of new domestic service connection at Latchiredipalem Village, Rowthulapudi Mandalam, East Godavari District in the name of Motakuri China Appayya on 29.06.2012 with SC.No. 605 with some day due to above reason ut supra. 	Resolved	
59	254/05.07.2012	Smt. V. Subba Lakshmi Co-Operative Bank Street Tuni, Suravaram East Godavari District SC.No. 797	Abnormal bill issued and rectify the same against SC.No. 797. A Suravaram Village, Cat – I, Tuni Rural, East Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant has been resolved against SC.No. 797, A.Suravaram Village, Tuni rural, East Godavari District duly withdrawing the unnecessary debit raised and surcharge in the month of June, 2010. Now the complainant is payable the balance of Rs. 10,555/- to end of March, 2012 as the CC bills are not paid for the last two years. 	Resolved	

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60	16/04/07.2012	Sri Kamini Ramachandra rao (Rythu Convener) Kota Veedhi Bommuru Rajahmundry Rural East Godavari District	Requesting for rectification of loose spans and Low Voltage problem in rural area o Rajahmundry against Farmers.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work providing intermediate poles for rectification of loose spans and replacement of damaged poles will be commenced as early as possible duly getting proper sanction to avoid Low Voltage problem in rural area of Rajahmundry and also directed the respondents to conduct load survey during peak load hours and if additional detected that must be regularized with in 15 days duly collecting Security Deposit as well as Development charges form the concerned Consumer. 	Resolved	
61	24/02.08.2012	Sri Balla Venkata Rao, Dasannapeta, D.No. 26-5-14, Devangula Street, Vizianagaram District, SC.No. 10859.	LT Line is passing on the roof of the house and requested for replace the same.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance duly shifting the service wires and the Consumer has also stated that the service wires have been shifted and there is no problem for them. Hence the grievance is redressed. 	Resolved	
62	27/8/02.08.2012	Sri K.V. Ramana, F-3, S.R. Residency, Opp: S.F.S. School Back Side Gate, Seethammadhara, Visakhapatnam – 14. Sc.No.202729.	Abnormal bill issued and requested to rectify the same.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay the CC bill as communicated immediately. All the Respondents shall collect the CC bill amount as served. The respondents are herewith directed to regularize the additional load detected at the time of inspection duly collecting other charges, if the consumer not regularize the unauthorized additional load. 	Resolved	
63	26/7/02.08.2012	Sri Meesala Srihari and Others, Anandhapuram Village, Anandhapuram Panchati, Sali Veedhi, Visakhapatnam Dist. Sc.No. 46.	Requested for rectify the frequent interruptions.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance duly completing the work i.e. 2No S-Ph 15KVA DTRS were erected and charged on 17/07/12. The Consumer has also expressed his satisfaction for rectifying the power interruption problem. Hence the grievance is redressed. 	Resolved	
64	26/02.08.2012	Sri D.S.N. Raju S/o. (late) Perraju R.V. Nagaram Gudivada (Post) S. Rayavaram (M) Visakhapatnam District	Requested for providing fuse carrier at Distribution Transformer, R.V. Nagaram Village, Gudivada Post, S. Rayavaram Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> The Grievance of complainant has been resolved at Gudiwada, S. Rayavaram Mandalam, duly replacing the damaged fuse carrier at existing Distribution Transformer. 	Resolved	
65	214/16.08.2012	Sri Madda Manoharam, S/o Pushaparaju, Mekaladibba (V), Kalla Mandalam, West Godavari District. SC.No.66	Though the fisher Tank having 5HP Load, the bills are being issued in Industrial Tariff against SC.No. 66, Kekaladibba Village, Kalla Mandal, West Godavari District.	<ul style="list-style-type: none"> Tariff charge from Industrial normal to Pissi Culture Tariff against SC.No. 66, Mekaladibba Village, Kalla Mandal, West Godavari District is being effecting from August, 2012 CC bill onwards as stated above. Hence the Grievance of complainant is treated as redressed. 	Resolved	
66	200/16.08.2012	Sri Kopparthi Ravi Kumar, S/o Rama Rao, Dr.No.2-71, Main Road, Akiveedu Mandalam – 534 235, W.G.Dist. Sc.No.376, 697 and 3028	Though the meters removed against SC.No. 376, 697 and 3028, Akiveedu Village, the CC bills are being issued.	<ul style="list-style-type: none"> The third respondent is herewith directed that the dates of removal of existing meters against SC.No.376, 697 and 3028 should be obtained immediately and arrive the arrears if any from date of removal only and not from 23.07.2012. The 2nd respondent is herewith directed that the meter change slips of all should be furnished to 3rd respondent for further action. The SD amount available against SC.No.3028 should also be adjusted against another services of the complainant. A compliance report should also be submitted to Forum duly implementing the said order within one week from receipt of this order. 	Resolved	

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67	155/16.08.2012	Sri K. Rambabu, Near Dumpagadapa Gate, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.3305.	Abnormal bill issued against SC.No. 3305, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of the complaint is resolved against SC.No.3305, Akiveedu Village and Mandal, West Godavari District as the average units recommend were already taken and billed. Hence no need of revision. That too the existing MS meter was also changed on 02.07.2012. 	Resolved	
68	240/16.08.2012	SRINIVASA DENTAL CLINIC Dr. M. Srinivasa Rao (Dental Surgen) Dr. Hi Hospital Road Akiveedu – 534235 West Godavari District SC.No. 9829	For the last 4 months after converting from Single Phase to Three Phase, no bills are received against SC.No. 9829, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The grievance of complainant against SC.No.9829, Akiveedu Village and Mandal, West Godavari District has been resolved duly converting from Single Phase to three Phase and raising the demand duly taking the check reading. The complainant is liable to pay Rs. 4901/- to end of July, 2012. 	Resolved	
69	122/16.08.2012	Sri Majji Gandhi, Gummuluru, Akiveedu Mandalam, W.G.Dist, Sc.No.7230.	Abnormal bill issued against SC.No. 7230, Akiveedu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 7230, Akiveedu Village and Mandal, West Godavari District has been resolved duly apportioning the total consumption from the date of fixing of Meter existing and withdrawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs. 771/-. The first and second respondents are herewith directed that ensure proper Spot billing in that area to avoid such type of complaints in future. 	Resolved	
70	188/17.08.2012	Sri K.V. Narayana Murthy, K.S.R. Statue, Old Bus Stand, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.10063.	Low voltage problem at Old Bus Stand, Akiveedu (V), W.G.Dist.	<ul style="list-style-type: none"> The 1st and 2nd respondents are herewith directed that the execution of said work to avoid low voltage problem at Akiveedu (V), (M) should be completed on war footing basis as stated Utsupra. 	Resolved	
71	190/17.08.2012	Smt Tadepalli Veeralakshmi, Dr.No.1-61, Opp: Daily Market, Peddapalli Street, 1st ward, Main Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.Nos.491, 4914, 961, 7294	Low voltage problem at Peddapalli Street, Akiveedu (V), W.G.Dist.	<ul style="list-style-type: none"> The 1st and 2nd respondents are herewith directed that the execution of said work to avoid low voltage problem at Akiveedu (V), (M) should be completed on war footing basis as stated Utsupra. 	Resolved	
72	21/06.08.2012	Sri Tharra Satyanarayana S/o. Appala Naidu Gandhi Statue Street Konthamuru Bhavanipuram Rajahmundry Rural East Godavari District SC.No. 7062	Requested to change of category from Cat-II to I and rectify the abnormal CC bill against Sc.No.7062, Konthamuru, Rajahmundry, E.G.Dist.	The grievance of complainant against Sc.No.7062, Konthamuru, Rajahmundry, E.G.Dist has been resolved duly replacing the damaged meter and conducting MRT test. As per test results recommended for revision of bill as well as category from II to I as per the request of complainant payment was also made.	Resolved	

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73	28/06.08.2012	Sri Mandapati Suryanarayana Raju, Gudivada Village, S. Rayavaram Mandalam, Visakhapatnam District – 531083, SC.No. 344.	Though the burnt meter charges paid for the last two months from date of payment of 14/04/2012, the new meter is not fixed so far against Sc.No.344, Gudivada Village, Koruprolu Section, Visakhapatnam Dist.	<ul style="list-style-type: none"> The Grievance of complaint against Sc.No.344, Gudiwada (V), Koruprolu Section, Visakhapatnam Dist has been resolved duly replacing the existing burnt meter with delay of 3 Months from the said charges paid by the complainant. The first respondent is herewith “WARNED” and such type of delays should not be occurred in future. 	Resolved	
74	28/07.08.2012	Sri Pathivada Gowri Naidu, Althi Veedhi, Dasannapeta, Vizianagaram Dist	Requested for replacement of damaged pole and erect the new pole so it was dangerous to the public.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register the application at the Call Centre for shifting of the Pole. He is also directed to pay the shifting charges for the shifting of the pole as per Clause 5.3.4 of General Terms and Conditions of Supply. All the Respondents shall take necessary action immediately after receipt of the shifting charges. 	Resolved	
75	11/07.08.2012 & 11/07.08.2012	AARVEE AQUATECHS (P) LTD., H.No. 33, SBI Colony, Pedawaltair, Visakhapatnam – 530 017.	Requested for provide new power connection at Plot No.288C & 289A, Growth Centre, Bobbili.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance duly the releasing the service on 10-07-12 bearing SC No. 18593. Hence the grievance is redressed. 	Resolved	
76	11/18.08.2012	BAJARANG INDUSTRIES 4-2-62, Kothagraharam, 1st Line, Opp: Boddu’s Choultry Vizianagaram – 535 001	Respondents has not taken steps and illegally collected amounts even though paid departmental charges.	<ul style="list-style-type: none"> As per the statement of Assistant Engineer/ Operation/ Nellimarla it is opined by the Forum that there is clear cut short coming of service to the consumer from his part. As there is deficiency, he has not maintained any where regarding the action initiated by him soon after receipt of the representation of the complainant and also did not give any written submission to the CGRF with stipulated time. He simply kept representations of consumers as well as he failed to give reply to the Forum. The 1st respondent intentionally delayed in this issue Due to there reason he is liable for punishment. The Order may be passed duly considering the above facts. As per Agreement vide Annexure II (A) of General Terms and Conditions of Supply Page No. 62 and its Clause 7 deration is to be done 3 months after receipt of the consumer’s representations. “I/We shall be at liberty to determine the Agreement by giving in writing three months notice expressing such intention at any time after the period of two years. If for any reason, I/We choose the three months to derate/ terminate the agreement before the expiry of the minimum two year period of the Agreement, the deration/termination will be done with effect from the date of expiry of the three months notice period or expiry of the initial two year period whichever is later. I/We agree that the Company may terminate this Agreement at any time giving three months notice, if, Conditions of Supply notified by the provisions of any law touching this Agreement including the Electricity Act, 2003, the Rules and Regulations framed there under. This Agreement shall remain in force until it is terminated as above indicated. In computing the periods of 2 years referred to above indicated. In computing the periods of 2 years referred to above the period or periods for which the annual minimum guarantee has or have been waived or reduced shall be excluded.” The Forum is herewith directed the consumer that the deration will not be considered with retrospective effect i.e. from 18.11.2011 as per the above Clause. The Forum is herewith directed the respondents derate the load as desired by the Complainant as per the Terms and Conditions of Agreement entered with department i.e. the deration is to be effected from 17.02.2012. The Superintending Engineer/ Operation/ Vizianagaram is directed to recover an amount of Rs. 50/- (Rupees Fifty only) form 17.02.2012 to actual date of deration effected and take suitable disciplinary action against the concerned Assistant Engineer/ Operation not to repeat in future. The CC bills also revised from 17.02.2012 to till deration takes place. If any excess amount paid by the consumer may be refunded or adjusted in future bills after revision of CC bills. This Order may be implemented immediately and submit the compliance report with in 7 days. 	Resolved	

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77	83/18.08.2012	Smt. P. Appalarasamma Jothi Theatre Yendapalli Valasa, Araku Visakhapatnam District SC.No. 71/3702/86		The Forum is herewith directed the complainant to approach the concerned Assistant Divisional Engineer/ Operation/ Aruaku for arranging testing of energy meter and also pay the requisite fee for arranging testing at MRT/Lab./Visakhapatnam. The respondents are herewith directed to take immediate action to complete the process of testing to avoid further delay. The complainant is to obey the departmental rules & regulations and Co-Operate the respondents early completion. If any defects found during testing at MRT/Lab/ Visakhapatnam, the CC bills may be revised according to the test results. Otherwise the consumer has to pay the CC bills already issued by the APEPDCL earlier. The compliance report should be submitted within 7 days after completion of the above procedure.	Resolved	
78	189/21.08.2012	Sri S. Suri Babu and 4 Others, 17th ward, Meddevari Veedhi, Akiveedu Mandalam & Gramam, W.G.Dist.	Low voltage problem at Peddapalli Street, Akiveedu (V), W.G.Dist.	<ul style="list-style-type: none"> The 1st and 2nd respondents are herewith directed that the execution of said work to avoid low voltage problem at Akiveedu (V), (M) should be completed on war footing basis as stated Utsupra. 	Resolved	
79	236/22.08.2012	Sri J. Ravi Babu (Junior Assistant), SRI KANYAKA PARMESWARI AMMAVARI DEVASTANAM, M.G. Road, Vizianagaram Dist.	Requesting for new service connection under Cat-II to Kanyaka Parmeswari Devastanam, Vizianagaram though the Forum ordered vide CG.No.443/10-11.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register the application afresh and shall pay the necessary charges. All the Respondents shall take necessary action after compliance of the above by the consumer. 	Resolved	
80	290/22.08.2012	Sri H. Krishna Murthy, D.No.20-23-6, Plot No.72, Padmavathi Nagar, Vizianagaram – 535002 Sc.No.194.	Requested for rectify the erroneous meter reading.	<ul style="list-style-type: none"> The 1st and 3rd Respondents have redressed the grievance duly revising the bill and the consumer has paid the revised bill. Hence the grievance is redressed. 	Resolved	
81	291/22.08.2012	Sri G. Sirapayya, S/o. Appanna, B.C. Colony, Savaravalli Village and Post, Bhogapuram Mandalam, Vizianagaram Dist, Sc.No.83	Abnormal bill issued against Sc.No.83, Savaravalli and requested to rectify the same	The 1st and 2nd Respondents have redressed the grievance duly revising the bill vide RJ.No.76/6-12 for Rs.2668/- and the RJ balance amount has been paid by the consumer vide receipt No.2223034715, Dt.25-06-2012. Hence the grievance is redressed.	Resolved	
82	282/22.08.2012	Sri A.V. Achari and Others, H.No.444, Rajiv Nagar Colony, Dasannapeta, Vizianagaram Dist, SC.No.64960.	Requested for rectify the low voltage problem.	<ul style="list-style-type: none"> All the Respondents shall complete the work by 17-8-12 and shall send compliance within 10 days from the date of receipt of this order. 	Resolved	
83	289/22.08.2012	Sri N.V. Ratnam, D.No.31, Allied Housing Society, Near Mayuri Junction, Vizianagaram Dist - 535003. Sc.No.52695.	Requested for shifting of services from existing Distribution Transformer to another Distribution Transformer near Bhuchanna Koneru SS.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register at the Call Center, Vizianagaram along with the necessary documents such as clearance certificate of the service of the premises to where the service is to be shifted, wiring certificate and three nos. pass port size photos, ID Proof. The Complainant Consumer shall also pay the estimate charges as per Clause No.5.3.4 of General Terms and Conditions of Supply. All the Respondents shall take necessary action immediately after compliance of the above by the Consumer. 	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	264/22.08.2012	M/s Sri Sai Krishna Mohana Rice Mill, Prop: L. Sudeer Babu, Nivagam - 532457, Kotturu Mandal, Srikakulam Dist, Sc.No.00743.	Requested for rectify the capacitor surcharges.	<ul style="list-style-type: none"> The Complainant Consumer is hereby informed that the short fall raised during the period from 5/10 to 7/10 due to meter struck up cannot be withdrawn. The total amounts of capacitor surcharges withdrawn from the bills of the consumer have been shown at supra. Hence the grievance is redressed. 	Resolved	
85	212/22.08.2012	Sri M. Suresh, Taratava Village, Akiveedu Mandalam, W.G.Dist. Sc.No.489	Requesting for withdrawal of shortfall against fisher tank service No. 489, Kollaparru Village, Akividu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 489, Kollaparru Village, Akiveedu Mandal, West Godavari District has been resolved duly withdrawing the shortfall units utsupra. 	Resolved	
86	181/22.08.2012	Sri S.R.Venkateswara Rao, Venkateswara Medicals, Near Pottisriramulu Statue, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.1858.	Though the existing meter replaced with new meter against SC.No.1858, Akiveedu Village and Mandal, but the old meter reading is being continued.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No. 1858, Akiveedu Village and Mandal, West Godavari District has been resolved duly raising the demand as per check reading of New Meter and changing the status of Meter accordingly. The complainant has to pay the revised bill of July, 2012. 	Resolved	
87	174/21.08.2012	Sri G. Suryanarayana Raju, Gottumukkala, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.5796.	Abnormal bill issued against SC.No.5796, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The forth respondent is herewith directed that the proposals sent by third respondent towards the withdrawal of average units billed for June & July, 2009 as per the recommendation and inspection of second respondent may be approved immediately against SC.No.5796, Akiveedu Village and Mandal, West Godavari District. The third respondent is herewith directed that the said amount utsupra should be withdrawn after getting approval from Divisional Engineer/ Operation/ Bhimavaram. 	Resolved	
88	283/22.08.2012	SRI SHIRIDI SAIBABA CERAMICS & REFRACTORIES Prop: P. Muralidhara Rao Dwarakatirumala – 534 426 West Godavari District SC.No. 508	Abnormal bill issued against SC.No. 508, Cat – III, D.Tirumala Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.508, Cat – III, D. Tirumala Village and Mandal, West Godavari District has been resolved duly withdrawing the excess demand raised due to Non-updation of meter changes from 09/11 to 02/11. Complainant has also cleared the dues against the said service after withdrawing the same. 	Resolved	
89	342/24.08.2012	Sri G. Satyanarayana, Sri Venkata Durga Four Oil Mill, Katranipadu Village, Rajolu Mandalam, E.G.Dist. Sc.No.27059	Low voltage problem at Katrenapadu Village, Rajolu Mandalm, East Godavari District.	<ul style="list-style-type: none"> Low voltage problem at Katrenapadu Village, Rajolu Mandal, East Godavari District will be resolved shortly as the execution of work is under progress and it will be completed by end of this moth i.e end of August, 2012. The respondents should be complete the said work to avoid Low voltage problem utsupra. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work. 	Resolved	

Sl. No	C.G.No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
90	311/24.08.2012	Sri B. Srinivasa Rao (L.L.B) D.No. 9-830 Sanitorium, Near M.P.U.P. School Konthumuru Rajahmundry rural East Godavari District	After great pursuance with department, the Old Meter (No Display) was replaced with new one on 04.02.2012 against SC.No.6220, Konthamuru Village, Rajahmundry, East Godavari District but the new meter details are not updated and bills are being issued under Door Lock Status still.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.6220, Konthamuru Village, Rajahmundry Rural, East Godavari District has been resolved duly the new meter particulars are up-dated as well as the total units of new meter up to date has been apportioned and billed accordingly immediately to avoid inconvenience to the consumer. 	Resolved	
91	324/24.08.2012	Sri S. Satyanarayana, Dr.No.5-53, Kakarlla Vari Street, Akiveedu, W.G. Dist. Sc.No.1045	Change of Category from II to I against SC.No. 1045, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The 3rd respondent is herewith directed that the SC.No.1045, Akiveedu Village and Mandal, West Godavari District recommended for Category Change from II to I with effect from the date of inspection of second respondent for which the category should be effected immediately as per the revised test report. The first and second respondents are herewith WARNED that such type of negligence should not be repeated as the consumer applied for change of Category in the month of January, 2012 but effected with effect from 30.07.2012. The Superintending Engineer/ Operation/ Eluru is herewith directed to recover compensation from the concerned respondents as per Regulation 7/2004 Standards of Performance. 	Resolved	
92	196/24.08.2012	MAYO NURSING HOME, Old State bank Street, Akiveedu Mandalam – 534 235, W.G.Dist. Sc.Nos.8672, 9753, 9754, 7470.	Proper billing is not being done against SC.No. 8672, 9753, 9754 and 7470, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against SC.Nos. 9753, 9754, 8672 and 7470 in the name of Mayo Nursing Home, Akiveedu Village, has been resolved utsupra and balance amounts are also intimated as stated above. Consumer is liable to pay the amounts to end of July, 2012 as mentioned in findings. 	Resolved	
93	211/24.08.2012	Sri Y. Bharadwaj, Opp: Telephone Exchange, Akiveedu Mandalam & (V), W.G.Dist. Sc.No.10102 and 9561.	The service wires are being hanging in the premises opposite Telephone exchange, Akiveedu Village and Mandal, as two poles are to be erected for giving too services No. 10102 and 9561.	<ul style="list-style-type: none"> The grievance of complainant against SC.No.10102 and 9561, Akiveedu Village and Mandal has been resolved duly clamped the service wires to the erect poles. 	Resolved	
94	121/24.08.2012	Sri Kopalle Srinivasa Rao, S/o Peddiraju, Gummuluru, Akiveedu Mandalam, W.G.Dist. Sc.No.786.	Abnormal bill issued against SC.No.786, Gummuluru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> Divisional Engineer/ Operation/ Bhimavaram (4th respondent) is herewith directed that proposal of withdrawals sent by 3rd respondent against SC.No.786, Gummuluru Village, Akiveedu Mandal, West Godavari District should be accorded permission for withdrawal and intimated the balance amount for arranging payment. The third respondent is herewith directed that the withdrawal should be done immediately after getting approvals and intimate balance to the consumer. 	Resolved	
95	216/24.08.2012	Sri S. Satyanarayana Raju, Dr.No.5-53, Kikarlla Vari Street, Akiveedu Mandalam & Gramam, W.G.Dist. Sc.No.1045	Change of Category from II to I against SC.No. 1045, Akiveedu Village and Mandal, West Godavari District	<ul style="list-style-type: none"> The 3rd respondent is herewith directed that the SC.No.1045, Akiveedu Village and Mandal, West Godavari District recommended for Category Change from II to I with effect from the date of inspection of second respondent for which the category should be effected immediately as per the revised test report. The first and second respondents are herewith WARNED that such type of negligence should not be repeated as the consumer applied for change of Category in the month of January, 2012 but effected with effect from 30.07.2012. The Superintending Engineer/ Operation/ Eluru is herewith directed to recover compensation from the concerned respondents as per Regulation 7/2004 Standards of Performance. 	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	192/24.08.2012	Sri G.K.L. Narayana and 11 Others, Main Road, Akiveedu Mandalam, W.G.Dist.	Low voltage problem at Main Road, SS71, Akiveedu (V) and (M), W.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the erection work of additional DTR as stated above for Pedapalli Street, Maddivari Street, Akiveedu (V), W.G.Dist should be completed on war footing basis to avoid voltage fluctuations as well as load relief to existing SS71. A compliance report should be submitted to Forum within 15 days from receipt of orders duly completing above said work. 	Resolved	
97	179/24.08.2012	Sri Thiparthi Venkateswara Rao (Late), Y. Durga, Gollaveedhi, Panchiyati Office Road, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.5099.	Abnormal bill issued against SC.No.5099, Akiveedu (V), Mandalam, West Godavari District.	<ul style="list-style-type: none"> The grievance of complaint against Sc.No.5099, Akiveedu (V) & (M), W.G.Dist has been resolved duly apportioning the total consumption from the date of fixing of meter existing and with drawn excess demand accordingly duly finalizing the balance to be paid by the consumer for Rs.3026/-. The 1st and 2nd respondents are herewith directed that ensure proper spot billing in that area to avoid such type of complaints in future. 	Resolved	
98	257/23.08.2012	AgriXpo Industries, Industrial Development Area (IDA) 69, Sariipalli Road, Nellimarla – 535 217, Vizianagaram Dist, Sc.No.HT VZM 223.	Requested for revised the load from 185 HP to LT category-III B 149HP.	<ul style="list-style-type: none"> The respondents are herewith directed to follow Clause No.7 of GTCS. Clause No.7: Determination of the Agreement:- “I/we shall be at liberty to determine the Agreement by giving in writing three months notice expressing such intention at any time after the period of two years. If for any reason, I/We choose the three months to derate/ terminate the agreement before the expiry of the minimum two years period of the agreement, the deration/ termination will be done with effect from the date of expiry of the three months notice period of expiry of the initial two year period whichever is later. I/ We agree that the company may terminate this agreement at any time giving three months notice, if, I/We violate the terms of this agreement or the General Terms and Conditions of Supply notified by the company with the approval of the Commission from time to time or the provisions of any law touching this agreement including the electricity Act, 2003, the rules and regulations framed there under. This agreement shall remain in force until it is terminated as above indicated. In computing the periods of 2 years referred to above the period or periods for which the annual minimum guarantee has or have been waived or reduced shall be excluded.” If any excess amount paid after receipt of the representation from the consumer may be refunded or adjusted from their next bills. 	Resolved	
99	173/24.08.2012	Sri Gottumukkala Ramakrishna, S/o Venkatasvara Rao, I Bhimavaram, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.4408	Abnormal bill issued against SC.No. 4408, I.Bhimavaram, Akiveedu Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Divisional Engineer / Operation/ Bhimavaram is herewith directed that the proposal sent by 3rd respondent for withdrawing excess billing against Sc.No.4408, I. Bhimavaram, Akiveedu (M) should be sanctioned as per the recommendation of I and II respondents immediately. AAO/ERO/Bhimavaram is herewith directed that the withdrawals should be done after getting approval immediately and balance amount should also be intimated to consumer for arranging payment. 	Resolved	
100	132/25.08.2012	Sri R. Subba Rao, Kuppanapudi, Akiveedu Mandalam, W.G.Dist, Sc.No.422.	Abnormal bill issued against SC.No. 422, Kuppanapudi Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Second respondent is herewith directed that the copy of MRT Test results against removed meter of SC.No.422, Kuppanapudi Village, Akiveedu Mandal on 09.07.2012 and specific remarks on recommending average billing @ 567 Units per month should be submitted immediately to Divisional Engineer/ Operation/ Bhimavaram for approval of the proposal for withdrawal of excess billing. Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the withdrawal of excess billing against said Service connection should be done after getting proper approvals immediately. A Compliance report should be submitted to Forum with in 7 days from receipt of order duly completing the said issue. 	Resolved	
101	292/24.08.2012	Sri M.D. Shabbir Khan, Dr.No.44-1-41, Laxminarayana Puram, Kailasapuram Road, Visakhapatnam – 24, Sc.No.330.	Not taking the Door No. on CC bill rejected by the departmental authorities, requested for rectify the same.	<ul style="list-style-type: none"> The ADE/O/Dondaparty is instructed to do the name transfer immediately without any delay. Also intimate to AAO/ERO/West/Visakhapatnam to do name transfer immediate without any delay. Hereby instruct to ADE/O/Dondaparty to verify all the documents properly and to solve the grievance of the consumer in a positive manner in future. A compliance report should be submitted to Forum within 7 days from receipt of orders duly completing above said work. 	Resolved	

Sl. No	C.G.No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
102	176/27.08.2012	Sri Gurram Laxmana Rao, S/o Ramulu, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.6881	Abnormal bill issued against SC.No. 6881, Akiveedu Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The complainant is liable to pay all the arrears after deducting excess demand utsupra against SC.No. 6881/Akiveedu Village and Mandal of West Godavari District as he has not paid any CC bill from April, 2012 onwards. Hence arrears are accumulated. The stuck-up meters should be replaced immediately or otherwise such issued will be repeated again and again. The 1st respondent is herewith WARNED for replacing the MS meters without delay. 	Resolved	
103	300/27.08.2012	Sri D.V. Ramana Murthy Founder & President of Sanghika Nyaya Vedika Akividu – 534 235 West Godavari District	Abnormal bill issued against SC.No. 2265, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the late payment charges already raised against SC.No.2265, Akiveedu Village and Mandal, West Godavari District should be withdrawn as instructed by Divisional Engineer/ Operation/ Bhimavaram in the above reference as there is a delay of 3 months or otherwise suitable action will be initiated. A compliance report should be submitted to Forum within a week from receipt of this order duly completing said issue. 	Resolved	
104	125/27.08.2012	Sri Chillukuri Anjineyulu, Kollaparru, Akiveedu Mandalam, W.G.Dist, Sc.No.493.	Abnormal bill issued against SC.No.493, Kollaparru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> The Second respondent is herewith directed that the specific remarks and reasons for withdrawing the Shortfall units against SC.No.493, Kollaparru Village, Akiveedu Mandal, should be furnished immediately for getting approval from Divisional Engineer/ Operation/ Bhimavaram. Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the revision of billing should be made after getting proper approvals immediately. A compliance report should be submitted to Forum within 7 days from receipt of order duly completing the said issue. 	Resolved	
105	339/29.08.2012	Sri T. Satyanarayana, X-Surpanch, Chinthapalli Gramam, Kalingula Center, Rajolu Mandalam, E.G.Dist.	Requesting for providing intermediate pole as 33 KV Line sagging at Kalingala Centre, Chintapalli (V), Rajolu (M).	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing intermediate poles at Kalingala Centre, Chintapalli (V), should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
106	293/30.08.2012	Smt. Rayudu Varalakshmi W/o. Satyanarayana Srungavruksham Todangi Mandal East Godavari District	New Agricultural service not released even though paid all the Departmental charges on 08.07.2010 so far the service not released at Srungavruksham Village, Tondangi Mandal, East Godavari District.	<ul style="list-style-type: none"> After through verification of written submission and details of complaint the following Order is herewith passed for implementation without fail. “No doubt” there is a deficiency of service in releasing new Agriculture service in favor of Smt. Rayudu Vara Lakshmi, W/o. Satyanarayana, Srungavruksham Village, Tondangi Mandal. Date of payment of necessary charges – 08.07.2010 Actual Date of release of supply as per Standards Of Performance – 60 days from date of i.e. 06.09.2010. Still the new service is not released. The delay days as on 28.08.2010 – 722 days. Further delay days upto date of release have to be calculated. As per standards of performance Schedule – II under regulation No. 7 of 2004 issued by Hob'ble APERC, the compensation shall be paid by the respondents to the affected consumer @ Rs. 50/- each day of default upto date of release of supply. For example: If the date of release of supply is 31st August, 2012, the total days of delay will be 725 days and compensation is to paid @ Rs.50/- X 725 days = Rs. 36,250/-. The payment of compensation shall be made within 90 days from receipt of Order without fail. Superintending Engineer/ Operation/ Eluru is herewith directed that suitable disciplinary action should be taken against all erring Officers/ Staff taking “Kick backs”. A compliance report should be submitted to Forum with in 15 days from receipt of Order. 	Resolved	
107	117/27.08.2012	Sri Kanumuri Peddi Raju Garu, S/o Krishnam Raju, Kollavaru, Rajulapeta Gramam, W.G.Dist, Sc.No.57.	Abnormal bill issued against SC.No. 57, Kollavari Rajulapeta Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the excess shortfall units already demand raised against SC.No.57, K.Rajulapeta Village, Akiveedu Mandal, West Godavari District should be withdrawn in this month as recommend by the Second respondent in the reference above. A compliance report should be submitted for Forum within 7 days from receipt of this order duly completing the above issue without fail. 	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
108	246 & 233/31.08.2012	Sri Mallipudi Venkata Rao Nandarada Village Dosakayallapalli Post East Godavari District – 533292 SC.No. 593	Failed Distribution Transformer not replaced for the last 25 days and lost his crop that too they are asking kick backs. Previously when Distribution Transformer failed, the total expenditure was met by him self for re-erection at Nandarada Village, Dosakayalappalli Post, East Godavari District.	<ul style="list-style-type: none"> Grievance of complainant at Nandarada Village, Dosakayalappalli Post, East Godavari District has been resolved duly replacing the damaged Distribution Transformer and erected PSCC Pole in place of damaged Pole including Line. The Complainant is herewith advised that whenever the existing Distribution Transformer of pole damaged within No time, the complaint should be registered in Call Centre, near by and get the acknowledgment with date which is only an evidence to settle the compensation as per Standards Of Performance norms. 	Resolved	
109	343/29.08.2012	Sri Ch. Bhoga Raju, Dr.No.10-102/5, Patrick Nagar, Akiveedu Mandal, W.G.Dist. Sc.No.6027	Abnormal bill issued against Sc.No.6027, Akiveedu (V) & (M).	<ul style="list-style-type: none"> The 3rd respondent is herewith directed that the check reading of Sc.No.6027, Akiveedu (V) & (M), W.G.Dist furnished may be apportionated for the period from January, 12 to May, 12 as recommended by the 2nd respondent immediately and intimate the consumer accordingly. 	Resolved	
110	210/29.08.2012	Sri Ch. Srinivasa Rao, Dumpagadapa (V), Akiveedu Mandalam, W.G.Dist.	Requesting for replacement of old conductor at Dumpagadapa (V), Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> The Grievance of complainant for replacement of old conductor at Dumpagadapa (V), Akiveedu (M), W.G.Dist has been resolved duly separating existing PVC cable and renovating the DTR structure. 	Resolved	
111	337/29.08.2012	Sri K. Satyanarayana, Palagumma, Podalada Village, Rajolu Mandalam, E.G.Dist.	Low voltage problem at Podalada (V), Rajolu (M), E.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing additional DTR at Podalada (V), Rajolu (M), E.G.Dist, should be commenced immediately to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
112	338/29.08.2012	Sri K.V.V. Satyanarayana and Others, Chinthapalli Village, Rajolu Mandalam, E.G.Dist	Frequent interruptions at Main Street to Market, Chintapalli (V), Rajolu (M) and Low voltage problem.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing additional DTR to avoid low voltage problem at Chintapalli (V), should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	

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113	276/30.08.2012	Sri Somarouthu Veera Venkata Rama Sanyasi Rao S/o. Sriramamurthy Thondangi Village and Mandal East Godavari District	New Agricultural service not released even though paid all the Departmental charges on 09.07.2010 so far the service not released at Thondangi Village and Mandal, East Godavari District.	<ul style="list-style-type: none"> After through verification of written submission and details of complaint the following Order is herewith passed for implementation without fail. "No doubt" there is a deficiency of service in releasing new Agriculture service in favor of Sri S.V.V.R.Sanyasi Rao, Thondangi Village and Mandalam, East Godavari District. Date of payment of necessary charges – 08.06.2010 Actual Date of release of supply as per Standards Of Performance – 60 days from date of i.e. 17.08.2010. Still the new service is not released. The delay days as on 28.08.2012 – 742 days. Further delay days upto date of release have to be calculated. As per standards of performance Schedule – II under regulation No. 7 of 2004 issued by Hob'ble APERC, the compensation shall be paid by the respondents to the affected consumer @ Rs. 50/- each day of default upto date of release of supply. For example: If the date of release of supply is 31st August, 2012, the total days of delay will be 725 days and compensation is to paid @ Rs.50/- X 742 days = Rs. 37,100/-. The payment of compensation shall be made within 90 days from receipt of Order without fail. Superintending Engineer/ Operation/ Eluru is herewith directed that suitable disciplinary action should to taken against all erring Officers & Staff A compliance report should be submitted to Forum with in 15 days from receipt of Order. 	Resolved	
114	334/29.08.2012	Sri N.V. Suryanarayana and others, Gramapanchayati, Matam area, Y. Junction, Tatipaka Village, Rajolu Mandalam, E.G.Dist.	Low voltage problem at Matam Area, Y-Junction of Tatipaka (V), Rajolu (M), E.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing additional DTR to avoid low voltage problem at Tatipaka (V), should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
115	329/29.08.2012	Sri Jagadam Satyanarayana, Siddartha Nagar, B. Savaram Gramam, Rajolu Mandal, E.G.Dist.	Sagged lines at Siddartha Nagar, B.Savaram (V), Rajolu (M), requested for AB Cable in place of existing line.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing AB cable in place of existing line at B.Savaram (V), should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
116	336/29.08.2012	Sri M. Bhanu and Others, Beside Boys High School, Sriram Nagar, Sompalli Village, Rajolu Mandalam, E.G.Dist.	Low voltage problem at Boys High School, Sri Ram Nagar, Sompalli (V), Rajolu (M) E.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing additional DTR to avoid low voltage problem at Sriram Nagar, Sompalli (V), should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
117	219/30.08.2012	Sri S. Narayana Rao (Surpanch), S/o Appanna Dhora, Veeravalli Agraharam Post, Madugula, Visakhapatnam Dist, Sc.No.298	Abnormal bills issued and requested to rectify the same	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay an amount of Rs.24965/- after adjustment of RJ. The Respondents shall collect the amount immediately and shall send compliance within 20 days from the date of receipt of this order. 	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
118	286/30.08.2012	Sri R.A.S. Prasada Raju and Others, S/o R.S.N. Raju, D.No.17-9-21 (Q), Hastable Quarters, Near Telephone Exchange, Vizianagaram Dist – 535 002, SC.No.41821.	Requested for grant new 3rd line link up with old 3 phase line so as the service wires were hanging and there is big gap between pole to pole.	<ul style="list-style-type: none"> The 1st and 2nd Respondents have redressed the grievance duly replacing the conductor with new one. Hence the grievance is redressed. 	Resolved	
119	316/30.08.2012	Sri B. Pandarinadham, Kottaveedhi, Pandasasanam, Brahmanatarla, Srikakulam Dist. Sc.No.650.	Bill not issued Sc.No.650 at Srikakulam Dist.	<ul style="list-style-type: none"> The Complainant Consumer is directed to pay the CC bill for Rs.1920.00 immediately. All the Respondents shall take necessary action to collect the payment. They are also directed to take necessary action on the billing agency for not issuing proper bills. A compliance report shall be submitted to the Forum within 10 days from the date of receipt of this order. 	Resolved	
120	326/02.09.2012	Yella Satyanarayana and 4 Others, Chintalapalli, Kummaralla Veedhi, Rajolu, E.G.Dist.	Sagged lines at Kumhari Street, Chintapalli (V), Rajolu (M).	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing intermediate pole at Kumhari Street, Chintapalli (V), should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
121	327/02.09.2012	Sri Uchula Nani Babu, H.No.5-127, No-1 Canal Street, Chintalapalli, Rajolu, E.G.Dist. Sc.No.000185	Requesting for providing intermediate pole at Chintapalli (V), against Sc.No.185, Rajolu (M).	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of said work for providing intermediate pole at Chintapalli (V), against Sc.No.185 should be commenced immediately duly getting proper sanction to avoid inconvenience to the public as stated by the 1st respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work as per sanctioned estimate. 	Resolved	
122	238/03.09.2012	Sri Kusi Lova Raju and Others, Pottilanka Village, Muramanda Mandal, Rajahmundry, East Godavari District	Physically agricultural services were released after getting Rs. 45000/- but service number are not issued for the last 3 years at Potti Lanka Village, Muramanda Mandalam, East Godavari District and present AE concerned treated as un-authorized and asked there Kick backs for reconnection.	<ul style="list-style-type: none"> The grievance of complainant has been resolved duly allotting service numbers to the agricultural services along with meters at Pottilanka Village Muramanda Mandalam in the name of Sri K. Lova Raju Sc.No.3754 and Smt K. Bharmaratna Sc.No.3754. Superintending Engineer/Operation/Rajahmundry is herewith directed that an enquiry officer is to be appointed to know the real picture as the above prospective consumers are being utilized supply without meter and without service numbers since 2009 October. The Revenue loss and unaccounted units should be sustained from who are the erroring officers/ Staff and take suitable disciplinary action against the concerned. 	Resolved	

Sl. No	C.G.No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
123	239/05.09.2012	Smt. Dodda Durgamma and 3 Others Pottilanka Village Muramanda Mandalam Rajahmundry East Godavari District	Though they paid necessary charges for 3Nos. of Agricultural Services at Pottilanka Village, Muramanda Mandalam, East Godavari District on 02.03.2012 so far not released and asked kickbacks two times and paid the same as mentioned.	<ul style="list-style-type: none"> The Grievance of complainant for releasing new Agricultural service and one Cat – II service at Pottilanka Village, Muramanda Mandal, East Godavari District was resolved already as the said news were released utsupra on 13.03.2012 before receiving this complaint. 	Resolved	
124	162/05.09.2012	Sri V. Ganesh, Sallipeta, Near Veerabadhara Swami Temple, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.9670.	Abnormal bill issued against SC.No. 9670, Akiveedu Village and Mandal, West Godavari District.	<ul style="list-style-type: none"> Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the details of meter change slip against SC.No.9760, Akiveedu Village and Mandal, West Godavari District should be effected in RAS application duly apportioning the Old meter final reading as per the recommendation of Second respondent for the period from August, 2010 to June, 2012. The balance amount if any may be intimated to consumer after adjusting the above old meter reading. 	Resolved	
125	133 & 185/05.09.2012	Sri Maddiseti Venkata Subba Rao, S/o Venkanna, Kuppanapudi, Akiveedu Mandalam, W.G.Dist, SC.No.738.	Though the existing meter replaced with new one against SC.No. 738, Kuppanapudi Village, Akiveedu Mandal but the old meter reading is being continued.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.738, Kuppanapudi Village, Akiveedu Mandal has been resolved duly updation of new meter particulars and rectification of old meter reading. 	Resolved	
126	272/06.09.2012	ISWARYA PAVANI SILKS Door No. 18-5-5, Near Big Masjid, Opp: Veeramma Park Bhimavaram – 534 201 West Godavari District SC.No. 045797	Requested for arrange exemption to the capacitor surcharge and shortfall against SC.No.45797, near big Masjid, Bhimavaram, West Godavari District.	<ul style="list-style-type: none"> The second respondent is herewith directed to submit the remarks communicated vide Memo. D.No. 1633/11, dt. 21.11.11 immediately for giving approval to withdraw the capacitor surcharge as well as shortfall for the period from 10/11 to 11/11 against SC.No. 45797, Bhimavaram. The third respondent is herewith directed that the capacitor surcharge and shortfall should be withdrawn duly getting proper approvals. 	Resolved	
127	213/06.09.2012	Sri B. Sampath Rao, Harijana Peta, Azzumurru, Akiveedu Mandalam, W.G.Dist. Sc.No.265	Though the existing meter is in Stuck-up status from 15.10.2011, the existing meter is not changed so far and minimum bills are being issued against SC.No. 265, Azzamurru Village, Akiveedu Mandal.	<ul style="list-style-type: none"> The third respondent is herewith directed that the apportionment of bills for the period from January, 2010 to June, 2012 should be made immediately against SC.No. 265, Azzamurru Village, Akiveedu Mandal, West Godavari District as per recommendation of Second respondent vide D.No. 1398A/12, dt. 09.07.2012 duly incorporating the new meter particulars as per meter change slip sent. The first & second respondents are herewith WARNED that such type abnormal delays in changing of MS meters should not be allowed in future and suitable disciplinary action will also be intimated. 	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
128	160/06.09.2012	Sri T. Veerabadracharyulu, C/o Chitti Arts, Near Andhra Bank, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.2822.	Abnormal bill issued against SC.No.2822, Akiveedu Village & Mandal, West Godavari District.	<ul style="list-style-type: none"> Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the withdrawal amount of Rs.9688/- approved by 4th respondent in the above reference should be effected in this month through RJE and balance amount if any should also be intimated to consumer against SC.No. 2822, Akiveedu Village and Mandal, West Godavari District. 	Resolved	
129	197/06.09.2012	Sri D.V. Ramana Murthy, President Sangika Nayaya Vedika, Reddy Veedhi, Akiveedu Mandalam – 534 235, W.G.Dist.	Requesting for completing the execution of work for erection of DTR at Reddy Veedhi, Akiveedu (V), (M), W.G.Dist.	<ul style="list-style-type: none"> The reasons for delay to complete the said execution of work for providing additional 63 KVA DTR at Reddy Veedhi, Akiveedu (V), W.G.Dist is not correct. “The above said work should be completed on war footing basis”. The 2nd respondent is herewith WARNED that such type of delays should not be occurred in future. 	Resolved	
130	182/06.09.2012	Sri Chana Venkata Subba Rao, S/o Srirama Venkanna, Main Road, Near Bis Masid, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.7958.	Though the existing meter is in Stuck-up status from 15.10.2011, the existing meter is not changed so far and minimum bills are being issued against SC.No.7958, Akiveedu (V), (M).	<ul style="list-style-type: none"> The third respondent is herewith directed that the apportionment of bills for the period from January, 2010 to May, 2012 should be made immediately against SC.No.7958, Akiveedu (V) & (M), West Godavari District as per recommendation of second respondent vide D.No.1404/12, dt. 11.07.2012 duly incorporating the new meter particulars as per meter change slip sent. The first & second respondents are herewith WARNED that such type abnormal delays in changing of MS meters should not be allowed in future and suitable disciplinary action will also be intimated. 	Resolved	
131	113/06.09.2012	Sri Mediseti Rajesh, 6-287/1, Plot No.58 & 59, Bank Colony, Quthbullapur, Near Suchitra 'X' Roads, Hyderabad – 500067.	Requested for provide meter at Sri Sai Nilayam Apartment, Chidiga Village Kikinda Mandal, East Godavari District.	<ul style="list-style-type: none"> The complainant is herewith directed that an application is to be registered in Call Centre, Kakinada for new service connection in Sri Sai Nilayam apartments Chidiga Village, Kakinada Mandal, East Godavari District and the respondents will release the new service shortly as discussed in detailed with 3rd respondent. The respondents are herewith directed that the said service should be released immediately without insisting further details duly obtaining indemnity bond from the prospective consumer to face future consequences. The complainant is herewith directed that the pent house should have separate Kitchen to release the service under domestic otherwise he shall register for new service connection under Category II only. 	Resolved	
132	118/06.09.2012	Sri M. Hari Krishna, Taratava Gramam, Bhimavaram, W.G.Dist, Sc.No.61.	Abnormal bill issued against SC.No.61 III A, of Taratava Village, Bhimavaram, West Godavari District.	<ul style="list-style-type: none"> Divisional Engineer/ Operation/Bhimavaram is herewith directed that the proposals for withdrawal of already raised demand due to MRB shortfall against Sc.No.61, IIIA, Taratava Village, Bhimavaram (M), W.G.Dist may be approved as per the recommendation of 1st and 2nd respondents. Assistant Accounts Officer/ERO/Bhimavaram is herewith directed that the excess demand raised due to MRB shortfall against said service should be withdrawn duly getting proper approvals from competent authority. 	Resolved	
133	314/10.09.2012	Kalyani Gas Welding and Blacksmithing, Prop: P. Veerabadra Rao, Autonagar, Plot No.65, Sarpavaram, Kakinada – 533 005, E.G. Dist.	Though applied for 5HP load on 29.09.2011 and sanctioned estimate which was abnormal. After that applying another prospective consumer got service connection without estimate requesting for justification at Plot No.65, Auto Nagar, Kakinada.	<ul style="list-style-type: none"> The respondents are herewith directed that the follow – up action with APIIC authorities for making payment towards enhancing existing Distribution Transformer’s capacity to avoid inconvenience to the existing Industrial consumers as well as prospective consumers at Autonagar, Kakinada to release New industrial services. Soon after receipt of payment the New service may be released and submit the compliance report. 	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
134	447/12.09.2012	Dr. C. Vijay Kumar, Good Health Clinic For Women, 115, Srinivasa Chambers, Beside Care Hospital, Opp: K.G.H. Out Gate, Visakhapatnam.	Meter burnt necessary charges paid but not replaced the meter.	<ul style="list-style-type: none"> The Divisional Engineer/ Operation/ Srikakulam is herewith directed to recover Rs. 50/- (Rupees Fifty only) per each day of delay from concern field Staff, from 08.08.2012 to 09.09.2012 (33 days) towards compensation to pay the same to the complainant and also take stern disciplinary action against him for shortcoming of service and negligency. Compliance report may be submitted with in 7 days after receipt of this order. The complainant of the consumer is herewith disposed off with no cost. 	Pending	
135	369/12.09.2012	Smt Sesha Bala Sundari, W/o Sri B.V.R. Sastry, Power Pet, Eluru, W.G.Dist. Sc.No.35659.	Wrong bill issued against Sc.No.35659, Cat-I, Eluru.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.35659, Cat-I, Eluru Town has been resolved duly adjusting the excess amount bill paid in the future bills Utsupra. 	Resolved	
136	371/10.09.2012	Sri Patchipulusu Sri Krishna Ramalingeswara Rao and Others, Sri Rama Lingeswara Complex, Near Ikeya Towers, R.P.Road, Tanuku W.G.Dist.	Though they paid estimated charges of Rs. 403420/- on 24.05.2012 towards releasing of New commercial services so far not released at Tanuku Town, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant against releasing of 7 Number of commercial services to Sri Ramalingeswara Complex, R.P. Road, Tanuku, West Godavari District has been resolved duly releasing the said services on 06.08.2012 with New numbers from 27988 to 27994 with delay of 70 days from date of payment of estimated charges. In future the delays should not be occurred in releasing New Commercial services. 	Resolved	
137	411/13.09.2012	Sri B. Sandeep Varma C/o. Siddhardha Degree College, Opp: H.S.B.C, Siripuram Jn. Behind Varun Motors Scooter Visakhapatnam SC.No.323620	Though they paid the DTR erection amount as per estimate sanctioned vide VZI – SDR 241/12-13, dt. 16.07.12, so far the work is not completed at MVP Colony, Sector – II, SC.No.323620.	The Superintending Engineer/ Operation/ Visakhapatnam is herewith directed to allot one Distribution Transformer as soon as the 63KVA Star rated Transformers received at Stores from the Factory. If any delay takes place alternate arrangement may be arranged to avoid future inconvenience.	Resolved	
138	335/12.09.2012	Sri Valavala Ram Babu, S/o Veeraswamy, D.No.4-92, Main Road, Mori Village, Sakhinetipalli Mandalam, E.G.Dist. Sc.No.1154	Category change from II to I against S/c.No.1154, Mori (v), Sakinatipalli (M), is not effected from December, 2010.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.1154, Mori (V), Sakhinetipalli (M), East Godavari District has been resolved duly changing of Category from II to I with effect of 06/01/2011 and excess demand already raised has been withdrawn. 	Resolved	
139	243/12.09.2012	Sri B.V.S. Narasimha Rao Opp: Ratnagiri Resort Bendapudi Thondangi Mandal East Godavari District	Service connection not released even though paid all the departmental charges otherwise pay compensation at Kottam Village, Kotananduru Mandal, East Godavari District.	<ul style="list-style-type: none"> The respondents are herewith directed that the above execution of Agricultural works should be commenced immediately duly getting the difference amount of estimated cost as intimated. The complainants are herewith directed that the difference cost should be paid immediately for commencing the same work as requested. 	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
140	297/13.09.2012	Sri Kandula Veera Venkata Satyannarayana Rajapudi Village Jaggampeta Mandalam East Godavari District SC.No. 34810	Due to theft of energy on existing Distribution Transformer at Rajapudi Village, Jaggampeta Mandal, East Godavari District the existing service No. 34812 was booked case.	For regularization of One time Tariff payment made for Agricultural services in 1990, a detailed enquiry is to be conducted to know the fact not only in that section and entire division/ Circle as the said service are utilizing supply without paying and without service numbers. Such type of all Agricultural services should be created Master data and service numbers will also be allotted in place of old numbers if any identified. In this connection, Superintending Engineer/ Operation/ Rajahmundry is directed that an enquiry Officer should be appointed for the said issue on war foot basis for settling the same on the time basis. A compliance report should be submitted to Forum within 15 days from receipt of this order duly appointing an enquiry Office for solving the said issue.	Resolved	
141	271/13.09.2012	Sri D. Praveen and Others Dr.No. 9-670/1 B.C. Colony, 9th Block Konthamuru East Godavari District	Low voltage problem at B.C.Colony, 9th block, Konthamuru, East Godavari District.	All the respondents are herewith directed that the said execution of work to avoid Low Voltage Problem at B.C.Colony, Konthamuru Village should be commenced immediately duly getting proper sanction on war footing basis. A compliance report should be submitted to Forum within 15 days from receipt of this order duly completing the said work to avoid Low Voltage.	Resolved	
142	100/13.09.2012	Sri B. Girigovindam, Pothrakonda Village, RS Baruva – 532264, Srikakulam Dist. SC No. 114.	Shifting of the existing DTR from original place and erect in some other place causing low voltage and more interruptions at SS IV, Pothrakond, Sompeta, SKLM.	<ul style="list-style-type: none"> A Notice has been served on all the respondents on 17th May'2012 with instructions to submit their written submission on or before 26th May'2012. There is no response from all the Respondents even after lapse of 97 days which shows laxity in submission of replies and is nothing but negligence of duty and callous attitude in attending duties As per Section 5 (11) (a) of APERC Regulation No. 1 of 2004, the petition is to be disposed of within 45 days duly conducting site inspection, oral hearing etc., but all the respondents have not submitted even after lapse of 63 days which shows negligence in attending duties. All the Respondents have also failed to adhere to Para 5 & 6 of Notice dated 17th May'2012. As per the SOP norms prescribed by the Hon'ble APERC vide Reg. 7/2004, Schedule-II, compensation to the each individual shall be paid @ Rs.50/- per day from 17th June'2012 onwards till the date of Redressal of the grievance. The Superintending Engineer/Operation/Srikakulam shall redress the grievance within 15 days duly conducting physical verification, how far the complaint of the complainant regarding low voltage problem experiencing by the consumers is genuine after shifting the existing DTR to new location and submit the compliance report within 7 days to the Forum. 	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
143	353/14.09.2012	Sri A.V. Jagannadha Rao, Door No. 20-47, Bharat Nagar, Near Prahalada Puram (Post), Gopalapatnam (S.O), Visakhapatnam – 530027.	Stud pole erected in my site.	<ul style="list-style-type: none"> As per Tariff order 2011-12 page No.137 Para No.187 the commission directs licensee should erect the Transformer inside of the premises of the consumer not on the road. Commission's views: The Commission directs Licensee; To issue notices in all such cases, where the transformers are erected outside the premises, directing the concerned to shift the transformers within 3 months into their respective premises. The Discoms shall not henceforth extend power supply in all those cases where the transformers have been erected outside their premises. A consolidated quarterly compliance report on action taken may be sent to the Commission. As per Tariff order 2012-13 is Annexure A(I) directives Para 7 is also clearly mentioned that DTRs for residential apartments should erect with in the premises of the consumer not on the road. DTR Location for Residential and Commercial Complexes The licensees are directed to issue notices in all such cases, where the transformers are erected outside the premises, directing the concerned to shift the transformers within 3 months into their respective premises. The Discoms shall not henceforth extend power supply in all those cases where the transformers have been erected outside their premises. A consolidated quarterly compliance report on action taken may be sent to the Commission. But AAE/O/R/Gopalapatnam not followed the rules and regulations and he erected the transformer on the road and causes to the inconvenience to the consumer. Hence the Forum ordered to shift the 11 KV line and transformer should erect inside of the consumer premises as per above direction without any delay. When the complaint is pending in CGRF how the ADE/O/Gopalapatnam has prepared the estimate for shifting of the pole. The complaint registered in this office on Dt.23-07-12 and ADE/O/Gopalapatnam has send the estimate vide reference ADE/OSD/GPT/UDC/ CGRF/D.No.736/12, Dt.25-08-12 to the consumer. The Chief General Manager (HRD)/ directed to take necessary disciplinary action against AAE/O/R/Gopalapatnam and ADE/O/Gopalapatnam not followed the rules and regulations and also loss to the EPDCL. 	Pending	Shifting estimate prepared and intimated the consumer for payment. Soon on receipt of payment stud pole will be shifted
144	265&380/18.09.2012	Sri Dube Devanandh Prasad S/o. Seetharam Prasad Dr.No. 1-2-3, Dube Street, 1st Weard Opp: Old Government Hospital Jangareddy Gudem, West Godavari District	Requested for replacement of existing DTR SS- I, J.G. Gudem to another place to avoid dangerous to the public.	<p>The Grievance of complainant against existing Distribution Transformer SS – 1 to be shifted to another place to avoid dangerous to the public at Jangareddy Gudem I has been resolved with delay of two months.</p> <p>The respondents are herewith directed that the preference and first priority should be given to such type of complainant in future to avoid public inconvenience.</p>	Resolved	
145	277/21.09.2012	DHANANJAYA STEELS PRIVATE LIMITED, S.No. 42/1, G. Chodavaram Village, Pusapatirega Mandal, Vizianagaram District.	Requested for issue of installments for payment of Accumulate monthly minimum charges.	<ul style="list-style-type: none"> The complainant is herewith directed to approach the Chief General Manager/Expenditure, or Chief General Manager/Commercial/Corporate Office, APEPDCL, Visakhapatnam to get additional installments in addition to the 3 installments ahead by sanctioned by the Licensee. The Chief General Manager/Commercial and Expenditure is herewith directed to look into this matter to issue 3 more installments if it is possible. 	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
146	295/21.09.2012	Jindal Stainless Limited, Ferro Alloys Division, Jindal Nagar, Kothavalasa – 535 183, Vizianagaram District, SC.No. HT VZM 32,	Requesting for considering R&C periods (Power Cuts) in calculating deemed energy consumption charges for 2011-12 financial year.	<ul style="list-style-type: none"> • After through verification of records and directions of Hon'ble APERC for the financial year 2011-12 towards calculating the deemed consumption charges against category HTI (b) Ferro Alloys units, the following order is herewith passed for implementation. • It is very clear that as per Tariff Order 2011-12 vide Para 135 page 101, the periods of R&C measures (power cuts) should be excluded in calculating the deemed consumption charges. • The basic methodology for arriving deemed consumption charges is to be revised duly excluding the actual periods of R&C measures (power cuts) as certified by DE/M&P as per the notices issued from time to time by Superintending Engineer/ Operation/Vizianagaram Utsupra. • The notices issued towards communication of deemed consumption charges for 2011-12 against Ferro Alloys units under HTI (b) may be set side immediately. • The Senior Accounts Officer/Operation/Vizianagaram and Divisional Engineer/ M&P/Vizianagaram are directed that the revised deemed consumption charges will have to be arrived duly considering the periods of R&C measures Utsupra and revised deemed consumption charges will have to be communicated to Ferro Alloys units if any. • A compliance report should be submitted to Forum within 15 days from receipt of this order duly implementing the same ordered. 	Resolved	
147	375/25.09.2012	Sri M.D. Nagharullah, Dr.No.2-8-34, Kota Bazar, Samalkota, East Godavari District SC.No.15475.	1) Abnormal bill issued. 2) Though the existing meter was tested but results not known. 3) Another meter was also removed due to no display against SC.No.15475, Cat – I, Samalkota Town, East Godavari District.	<ul style="list-style-type: none"> • The Grievance of complainant against SC.No.15475, Cat – I, Samalkota Town, East Godavari District has been resolved duly apportioning the excess units billed and taken as average units for no display period Utsupra. 	Resolved	
148	273/25.09.2012	Sri G. Ramalingaswamy, Jalluru Village, Sunkapur (B.O), Kotauratla Mandalam, Visakhapatnam Dist. Sc.No.116	Requested for rectify the wrong bill.	<ul style="list-style-type: none"> • The Respondents are herewith directed to issue the revised bill to the consumer and collect the same from him in 3 months installments. • The Complainant is herewith directed to pay the electricity dues in 3 monthly installments soon after receipt of notice from the respondents and obtain clearance report from Assistant Accounts Officer/ ERO/ Narisipatnam to get new service connection. The complaint of the consumer is herewith disposed off with no costs. 	Resolved	
149	310/25.09.2012	VARUN CASHEW COMPANY, Prop: Sri Malla Venkataramana Rao, KT Road, Palasa, Srikakulam Dist – 532 221, Sc.No.007316 – E001.	Though they paid Rs.2, 00143/- on 26-04-2012 towards releasing of additional load of 49 HP against Sc.No.7316, Palasa Town, so far not released.	<ul style="list-style-type: none"> • The 1st and 2nd Respondents have redressed the grievance duly updated the Additional Load Particulars from 8HP to 49 HP in the EPIMRS on 12.07.2012. • The additional load was regularized from 8HP to 49 HP and Security Deposit was also enhanced from Rs., 12370.00 to Rs., 32870.00 in consumer ledger of the said service. The 1st Respondent has also erected 11 kV line with 630 KVA DTR. Hence the grievance is redressed. 	Resolved	
150	317/25.09.2012	Sri G. Raja Sekhar and Others, Little Angeles Convent, Ganapathi Lodge, Tilak Nagar, Kasibugga, Srikakulam Dist.	Low voltage problem at Srikakulam Dist	<ul style="list-style-type: none"> • The 1st and 2nd Respondents have redressed the grievance duly providing additional Distribution Transformer and conversion of Single phase 3 wire line to three phase 5 wire line. Hence the grievance 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
151	27/4/25.09.2012	SRI JAYALAKSHMI FERRO ALLOYS (P) Ltd., 9-1-2224/2, CBM Compound, Rama Talkies Road Visakhapatnam – 530 003 SC.No. VZM237	Requesting for considering R&C periods (Power Cuts) in calculating deemed energy consumption charges for 2011-12 financial year.	<ul style="list-style-type: none"> After through verification of records and directions of Hon'ble APERC for the financial year 2011-12 towards calculating the deemed consumption charges against category HTI (b) Ferro Alloys units, the following order is herewith passed for implementation. It is very clear that as per Tariff Order 2011-12 vide Para 135 page 101, the periods of R&C measures (power cuts) should be excluded in calculating the deemed consumption charges. The basic methodology for arriving deemed consumption charges is to be revised duly excluding the actual periods of R&C measures (power cuts) as certified by DE/M&P as per the notices issued from time to time by Superintending Engineer/ Operation/Vizianagaram Utsupra. The notices issued towards communication of deemed consumption charges for 2011-12 against Ferro Alloys units under HTI (b) may be set side immediately. The Senior Accounts Officer/Operation/Vizianagaram and Divisional Engineer/ M&P/Vizianagaram are directed that the revised deemed consumption charges will have to be arrived duly considering the periods of R&C measures Utsupra and revised deemed consumption charges will have to be communicated to Ferro Alloys units if any. A compliance report should be submitted to Forum within 15 days from receipt of this order duly implementing the same ordered. 	Resolved	
152	355/28.09.2012	SALUR TOWN CONSUMER COUNCIL, Sri Jillella Seeta Ram (General Secretary), Dr.No.35/45, Barkasu Street, Salur – 535 591, Vizianagaram Dist.	Requested for 132KV/33 SS is to be erected at Saluru Town as the breakdown across 30 to 40 KM line to be checked for identification of fault.	<ul style="list-style-type: none"> The proposal of construction of 132/33KV Sub-Station at Saluru is under process for which proposal had already been sent from the Corporate Office to APTRANSCO for sanction of Technical feasibility. Soon after getting sanction of technical feasibility the 132/33KV Sub-Station will be constructed at Saluru. <p>The complaint of the complainant is herewith disposed off with no cost.</p>	Resolved	
153	374/28.09.2012	Sri Gudivada Lakshmaiah, MIG-II A 41 VUDA Colony, Vinayak Nagar, Pedagantyada, Visakhapatnam - 44	Requesting for shifting of existing pole from one point to another point at Vinayakanagar, Pedagantyada, Visakhapatnam.	<ul style="list-style-type: none"> The 1st Respondents had taken initiation for shifting of Pole as per the request of the consumer and the complainant is satisfied by the respondents. Hence the grievance of the complainant is resolved. 	Resolved	
154	108/28.09.2012	DHIMSIA RESORTS Padma Puram Jn. Araku Valley Visakhapatnam District SC.No. 3707/14, Cat – II LT2	Requested for rectification of Category 2 service which was booked by DPE Wing	<ul style="list-style-type: none"> As per the test report submitted by the 2nd respondent the additional detected by the DPE Wing was regularized duly effecting in RAS and the consumer is eligible for 10KW. After regularization of the additional load still there is 2.6KW load or say 3KW in addition to 10KW. The Forum is herewith direct the consumer to pay the Development charges and Security Deposit for regularization of the balance additional load at Call Centre. The respondents are herewith 'WARNED' not to repeat to any Category Consumer in future. <p>The Complaint is herewith disposed off with no costs.</p>	Pending	Consumer not paid the development charges ad security deposit.
155	319/28.09.2012	Sri P. Manmadha Rao, S/o Prasada Rao, Opp: Narayana Dora College Opp. Road, Tilak Nagar, Kasibugga. Srikakulam Dist. Sc.No.2968	Low Voltage Problem at Tilak Nagar, Srikakulam Dist.	<ul style="list-style-type: none"> As per the written submission of respondent – 2 the existing Single phase 3 Wire line was converted into 3 Phase 5 Wire. The complainant also expressed his satisfaction for the initiation taken by the department and still they are getting the problem some times. The respondents are herewith directed to conduct load survey and load balancing may be done to avoid the problem. During load survey if any additional loads identified, such loads shall be regularized duly collecting Development charges & Security Deposit from the concerned consumer and also propose one additional Distribution Transformer or enhance the capacity of the existing Distribution Transformer. The compliance report should be submitted to the Forum with in 15 days. 	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
156	268/29.09.2012	Sri Ch. Srinivasa Raju, Dr.No. 4-19-52/4B, Srinagar, Bank Colony 5th Street, Mandapeta Mandalam, East Godavari District	Requested for change of New DTR which is to be erected on the wall of the house at Srinagar, Bank colony 5th street Mandapeta Village, Mandalam, East Godavari District.	<ul style="list-style-type: none"> The respondents are here with directed that for safety measures to the New DTR as well as complainant residency besides the apartment Back Colony 5th Street Mandapeta village and Mandalam E.G. Dist, highest of wall at the side of complainant should be enhanced which is covered the total DTR to avoid inconvenience to the complainant as wall as public. Any measures for safety at that spot may be taken before erection of New DTR. A Compliance report should be submitted to forum with in (15) days from date of receipt of order duly completing the safety measures of work. 	Resolved	
157	427/29.09.2012	Sri V.R. Bapa Rao, HIG-23, Dr.No.50-119-3/2, Seethammadhara, Visakhapatnam - 13 Sc.No.53126.	Refund of F.C.A. charges Rs.181.69.	<ul style="list-style-type: none"> The FSA raised for Rs.181.69 was withdrawn and credit given to the complainant, hence the grievance of the complainant is resolved. The case is herewith disposed of with no cost. 	Resolved	
158	346/29.09.2012	Sri Rohra Prakash, D.No.48-7-32, Destiny Towers, Sri Nagar, Ramataalkies, Visakhapatnam. Sc.No.260175.	Though they paid additional load of 17KW amount of Rs.54400 vide PR.No.CSCVC140516 & 140514 on 21-04-2011, the same was not regularized that too again notice served for paying of Rs.1,09,419/- without regularizing the amount already paid against Sc.No.260175, Sri Nagar, Visakhapatnam.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay the estimate charges as communicated and shall also regularize as per norms. All the Respondents shall take necessary action after receipt of the estimate charges. 	Pending	Estimate charges not paid by consumer.Soon on receipt work will be taken up.
159	323/29.09.2012	Sri Badagala Ramana Murthy, S/o Late Rama Rao, At/ Po: Baruva, Sompeta Mandalam, Srikakulam Dist. Sc.No.283, 284, 286	Regarding in high voltage neutral line fault and not taking readings.	<ul style="list-style-type: none"> The respondents are herewith directed to recover an amount of Rs. 50/- per month from the Spot Billing Agency towards penalty and submit the compliance report with 7 days. The Grievance of the consumer is resolved as per the written statement of the 3rd respondent. As the complainant of the consumer is resolved the case is herewith disposed off with no cost. 	Resolved	