

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS
for 3rd 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	363/29.10.2012	Sri Mahanthi Ramakrishna Rao Ex- Surpanch, Pusapatirega Gramam, Pusapatirega Mandalam, Vizianagaram Dist.	Though the shifting charges paid on 27/02/12, it is not done at so far at Pusapatirega, Vizianagaram Dist.	As the shifting of the pole work completed as per the written statement submitted by the 1st respondent, the grievance of the complainant is redressed.	Resolved	
2	416/19.10.2012	Sri Parupudi Venkatesh, S/o Jaganadharao, Pradeepnagar, Opp: Bhargavi Apartment, Vizianagaram. Sc.No.50384.	F.S.A. Charges in the CC bills.	• The fuel surcharge adjust for 2009-10 levied in the months of July & August, 2012 was withdrawn to all Category of services and the same amounts will be adjusted in future bills. Hence the Grievance is resolved.	Resolved	
3	415/10.10.2012	Zilla Poura Vedika, President: P.V.N.Raju, H.No.5-16-16, Jain Building, NCS Road, Vizianagaram. Sc.No.47271.	F.S.A. Charges in the CC bills.	• The fuel surcharge adjust for 2009-10 levied in the months of July & August, 2012 was withdrawn to all Category of services and the same amounts will be adjusted in future bills. Hence the Grievance is resolved.	Resolved	
4	315/29.10.2012	Sri M. Lakshmaji Rao, Ratnam Saw Mill, Saluru, Vizianagaram Dist, Sc.No.462, Cat-III.	Requesting for refund of levy of capacity surcharges against Sc.No.462, Cat-III, Saluru, Vizianagaram Dist.	• The Forum is herewith directed the respondents to with draw the capacitor surcharge as the same was already paid by the consumer vide BCRC No.1701418867, Dt.14-05-2011 and adjust the same in the future CC bill. • If there is any proof of evidence regarding issue of one month notice before installation of new correct rated capacitors, then there is no need to refund the shortfall amount already paid by the consumer. • The grievance of the consumer is redressed and disposed off with no cost.	Resolved	

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5	373/25.10.2012	Swastik Alloys (INDIA) Private Ltd., D.No.45-58-18/11, SF 'E', Rao Tower's, Narasimha Nagar, NH-5, Saligramapuram, Visakhapatnam - 530024 Sc.No.263	Withdrawal of deemed consumption charges against VZM 263 Vizianagaram	<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	
6	305/19.10.2012	ANDHRA FERRO ALLOYS LIMITED, Flot No. 501, Swagruha Coral R.K. Beach, Visakhapatnam – 530 003, SC.No. VZM 092.	Erroneous billing of Deemed 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	
7	364/29.10.2012	Sri V. Appala Naidu and 13 Others, S/o Surya Narayana, Vempadam (P) & (V), Pusapatirega Mandalam, Vizianagaram Dist.	Inspite of frequent reminders to replace the damaged DTR for the last two months at Vampada (V), Pusapatirega (M), so far it is not done.	The Superintending Engineer/ Operation/ Vizianagaram is hereby directed to conduct enquiry in this regard, if it is proved during enquiry suitable disciplinary action may be taken against the concerned respondents for delay. The compliance report should be submitted within 15 days to the Forum.	Resolved	

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8	368/15.10.2012	Sri P. Subhadra Raju, M. Venkatapuram Gramam, Gajapathinagaram Mandalam, Vizianagaram Dist. Sc.No.376500036.	One phase is stuck up to the existing DTR for the last one week and no supply so far to the existing 16 Nos. of agricultural services at Venkatapuram Village, Gajapathinagaram (M)..	<ul style="list-style-type: none"> • The 1st Respondent has redressed the grievance and Complainant Consumer has also submitted that the problem has been rectified by the LM. Hence the grievance is redressed. • The 3rd respondent is herewith directed to recover compensation as per Standards of Performance from the concerned O&M Staff and arrange payment to the consumer. 	Resolved	
9	460/29.10.2012	Sri Kesireddi Venkanna, S/o Kondaiah, Kollaparru - 534235, Akiveedu Mandalam, W.G.Dist., Sc.No.9.	Previously huge amount was come into bills and departmental people promised to waive 50% of the same and remaining 50% amount paid but the 50% amount is not waived so far against SC.No.9, Kollaparru Village, Akiveedu Mandal, West Godavari District.	<ul style="list-style-type: none"> • The Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the revision of bill should be made immediately against SC.No.9, Kollaparru Villagel, Akiveedu Mandal, West Godavari District as per the recommendation of 2nd respondent and excess demand should be withdrawn within month and inform to the consumer accordingly. 	Resolved	
10	429 to 436/19.10.2012	<ol style="list-style-type: none"> 1) Sri Battu Srinu, Sc.No.105 2) Smt Nadipalli Satyavathamma, Sc.No.183 3) Smt Kondapu Erramma, Sc.No.189 4) Sri A. Chinna Ramulu, Sc.No.191 5) Sri Upalla Sanyasi Raju, Sc.No.192 6) Sri S. Sanyasi Raju, Sc.No.195 7) Sri Kalisatti Ramulu, Sc.No.196 8) Sri Battu Ramudamma, Denkada Mandalam, Chollangipeta Gramam, Vizianagaram Dist. Sc.No.230. 	Requested for paying category to free category of agricultural services at Chollangipeta Gramam, Vizianagaram Dist.	<ul style="list-style-type: none"> • The respondents are herewith directed to obtain statutory documents from the consumers before conversion of Free Category from paying Category with retrospect effect as per eligibility. • The compliance report should be submitted to the Forum with in 15 days. 	Pending	Change of category effected for 4 nos consumers. Balance 4 consumers to be effected soon after receipt of documents from the consumer.

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11	279/10.10.2012	Sri R. Krishna Murthy, H.No. 2-1-13, 4th Street, L.R. Peta, Palakol – 534260, West Godavari District, SC.No. 17295.	Requested for replacement of existing meter so as issued improper readings in bill against Sc.No.17295, L.R.Peta, Palakol, W.G.Dist.	<input type="checkbox"/> The CC bills being issued from time to time against Sc.No.17295, Cat-I Palakol, W.G.Dist are in order as per the meter test results revealed. <input type="checkbox"/> Consumer is liable to pay the CC bills raised. <input type="checkbox"/> Consumer is herewith advised that additional load identified should be regularized immediately. <input type="checkbox"/> The respondents are herewith directed that the said additional load should be regularized duly collected necessary charges.	Resolved	
12	370/10.10.2012	Smt P. Surya Prabha, D/o Smt Vara Lakshmi, H.No.11-116, K.S.R. Thota, Eluru – 534 003. W.G.Dist.	Though they paid necessary charges on 23-10-2007 for releasing of new agricultural service at Surapagudem Village Bhimadolu (M), so far not released that too the total estimate cost has to be paid against with enhanced rates as previous amounts account not available.	<input type="checkbox"/> The previous amounts paid by the prospective consumer for releasing of agricultural service with contracted load of 20 HP at Surapagudem (V), Bhimadole (M), W.G.Dist should be considered for adjusting the same in the revised estimate cost. <input type="checkbox"/> The prospective consumer is herewith advised to pay only the balance estimated cost as intimated duly adjusting the previous amounts.	Resolved	
13	438/29.10.2012	Sri G. Narayana Raju and 3 Others, Chinakapavaram Village, Akiveedu Mandalam, W.G.Dist, Sc.Nos.883, 884, 885, 886.	Though the capacitors fixed the capacitor's surcharge is being levied and unit rate is also taking high side to fish tankers against SC.Nos. 883, 884, 885 and 886, Chinakapavaram Village, Akiveedu Mandal, W. G.District.	<ul style="list-style-type: none"> • The Assistant Accounts Officer/ ERO/ Bhimavaram is herewith directed that the capacitors surcharge against SC.No.883 to 886, Chinakapavaram Village, Akiveedu Mandal, West Godavari District may be withdrawn as recommended by the second respondent immediately and credited to their consumer accounts and shown in the next month bill without fail. 	Resolved	
14	400/29.10.2012	Sri P. Rama Krishna, Auto Engineers Enterprises, Jawahar Street, Salipeta, Kakinada – 53301. Sc.No.69.	Due to erection of new line, supply was disconnected for the last 8 months no supply restored so far against Sc.No.69, agricultural, Maredubaka (V), Mandapeta (M), East Godavari District.	<ul style="list-style-type: none"> • The respondents are herewith directed that the balance work of New Line erecting under HVDS at Maredubaka Village, Mandapeta Mandal, East Godavari District should be completed on war footing basis duly coordinating the HVDS Contractor as well as Divisional Engineer/ Construction/ Rajahmundry without fail to avoid inconvenience continuing for the last 10 months to the 3Nos. of Agricultural Services existing. • In the meanwhile the respondents are herewith directed to provide immediate alternate supply as the complainant is having an Agricultural connection prior to start conversion of the existing electrical line into HVDC failing which compensation is to be paid to the consumer. • The deficiency of service should not be prolonged and complete the balance work at once Utsupra. 	Resolved	

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15	443&455/15.10.2012	Sri Amudala Rama Krishna, S/o Chakaram, D.No.5-153, Near Railway Station, Anaparthi Gramam, E.G.Dist, Sc.No.4043.	Requesting for withdrawing the provision assessment notice issued against SC.No.4043, Anaparthi Town, East Godavari District.	<ul style="list-style-type: none"> • There is a deviation in between inspection note dt. 10.01.2012 and complaint against the issue Utsupra. • Hence the first & Second respondents are herewith directed that the said premises of SC.No.4043, Anaparthi town should be inspected on war footing basis and get the above points observed by the Forum in the findings for correctness of said issue. • The final Assessment order should be set a side temporarily upto clearing the above points. • A compliance report should be submitted to Forum with in 7 days from receipt of this order duly completing the detailed physical inspection utsupra. 	Resolved	
16	312/15.10.2012	Sri Venkata Durga Hanuman Rice and Flour Mill, Prop: Pulakhandam Madhava Rao, Mallavaram, Narapur Mandal, West Godavari Dist, Sc.No. 77	Though the existing stuck up meter replaced with New one the CC bills are being issued with old meter status against SC.No. 77, Mallavaram Village, Narapuram Mandal, West Godavari District.	<ul style="list-style-type: none"> • Superintending Engineer/ Operation/ Eluru is herewith directed that the said proposals towards withdrawal of excess demand raised during Crop Holidays and average recommended which high side against SC.No.77, Cat – II, Mallavaram Village may be approved as per the recommendation of respondents for withdrawing the same. • Further Superintending Engineer/ Operation/ Eluru is herewith directed that suitable disciplinary action should be taken against abnormal delay in replacing the MS industrial meter and abnormal delay in updation of same particulars in EPIMRS as well as RAS. • The respondents are herewith directed to follow-up the issue with Superintending Engineer/ Operation/ Eluru for getting approval to withdraw the same. 	Pending	Revision of bill proposal returned from circle office with certain remarks. Remarks to be attended and resubmitted by ADE/O/Narasapuram
17	384&385/10.10.2012	Sri A. Ch. Narasinga Rao Dr.No. 50-50-38 6/4, Poorvi Enclave, Ground Floor TPT Colony, Seethammadhara Visakhapatnam – 530013 SC.No.159226	Requesting for rectification of high Voltage problem at SC.No.159226, Poorvi Enclave, Seethammadhara, Visakhapatnam.	<ul style="list-style-type: none"> • All the Respondents shall take all necessary steps to attend the such grievances as and when registered. Line patrolling shall be done at Regular intervals. There were complaints receiving from them with regard to power available in some flats in the same building and some are not having power, the same shall be rectified and shall send a compliance within 10 days from the date of receipt of this order. • The respondents are herewith directed to take peak load currents of each phase of the existing Distribution Transformer and if any un balancing load is identified in neutral the same be rectified immediately to avoid future recurrence. • The respondents are herewith directed to explain the consumers regarding precautionary measures. 	Pending	
18	493/29.10.2012	Sri T. Matya Raju (Teacher) and Others, Barapalli Village, Hukumpeta Mandalam, Paderu, Visakhapatnam Dist.	Requesting for replacement of hanging line at Barapalli (V), Hukumpeta (M), Paderu.	<ul style="list-style-type: none"> • The consumer has submitted his satisfaction letter as the work was completed. • The AAE/O/Paderu also informed over phone that the work towards shifting of lines passing over the residents of the consumers was completed. • Hence, the grievance is redressed. 	Resolved	
19	330/15.10.2012	Sri T. Subrahmanyam, Market Road, Malkipuram Mandalam, Rajolu Mandal, E.G.Dist.	Requesting for releasing of domestic service under Indiramma Schemem at malikipuram Village and Mandal, East Godavari District though they paid Rs. 125/- during 2011.	<ul style="list-style-type: none"> • The grievance of said complaint at Malikipuram Village and Mandal East Godavari District has been resolved duly releasing the new domestic service with No. 3135. • The respondents are herewith WARNED that such type of new domestic service should be released with in schedule of time not years together. 	Resolved	

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20	333/15.10.2012	Sri Rapaka Venkata Suryanarayana, Gudapalli Village, Malikipuram Mandalam, E.G.Dist.	Requesting for releasing of domestic service under Indiramma Schemem at Gudapalli Village and Malikipuram Mandal, East Godavari District though they paid Rs. 125/- during 2007.	<ul style="list-style-type: none"> The grievance of said complaint at Gudapalli Village, Malikipuram Mandal East Godavari District has been resolved duly releasing the new domestic service with No. 1045. The respondents are herewith WARNED that such type of new domestic service should be released with in schedule of time not years together. 	Resolved	
21	445/15.10.2012	Prakash Oil Industry, Near Sharef Complex G.H. Road, D.No.1-3-108/2, Amalapuram, E.G.Dist,	Requesting for withdrawal of fuel surcharge for 2009-10 at Ambajipeta Industries, East Godavari District.	<ul style="list-style-type: none"> The fuel surcharge adjust for 2009-10 levied in the months of July & August, 2012 was withdrawn to all Category of services and the same amounts will be adjusted in future bills. Hence the Grievance is resolved. 	Resolved	
22	444/15.10.2012	Prakash Oil Industry, Near Sharef Complex G.H. Road, D.No.1-3-108/2, Amalapuram, E.G.Dist,	Requesting for withdrawal of fuel surcharge for 2009-10 at Ambajipeta Industries, East Godavari District.	<ul style="list-style-type: none"> The fuel surcharge adjust for 2009-10 levied in the months of July & August, 2012 was withdrawn to all Category of services and the same amounts will be adjusted in future bills. Hence the Grievance is resolved. 	Resolved	
23	409/26.10.2012	Sri G. Suryanarayana (Rtd. Teacher), Neelamma Colony, 3rd Line, Palakonda – 532 440, Srikakulam District , SC.No. 6372,	Spot billing is being done with Anti dates and Answering not given properly at Neelamma Colony, Palakonda Mandalam, Srikakulam District.	<p>The respondents are herewith directed to take suitable measures to avoid inconvenience to all consumers. If this kind of issue repeat in future levy penalty against the meter billing agency and also issue one month notice for cancellation the agreement.</p> <p>The respondents are herewith WARNED for their negligence and short coming of service to the consumer.</p>	Resolved	
24	394/19.10.2012	Sri I. Lakshmipathi Raju, S/o Venkata Raju, Ayinada, Padmanabham Mandalam, Visakhapatnam Dist Sc.No.360.	Requesting for restoration of Power Supply and without giving any Notice this existing meter removed though they are paying regularly against SC.No.360, Inada Village, Padmanabham Mandalam, Visakhapatnam District.	<ul style="list-style-type: none"> The Complainant is herewith directed that a fresh application should be registered for his new domestic service to the newly constructed building at the said lay out in Inada Village, Padmanabham Mandal, Visakhapatnam District duly furnishing his consent letter for erecting LT Line from existing distribution network to his building. The respondents are herewith directed that an estimate is to be prepared for erecting LT Line as said above for releasing new domestic service to the complainant after registering the same at Call Centre. Further the service No. 360 already released under Cat – II should be kept under bill stopped status immediately duly collecting all dues for getting clearance certificate, if he does not want to continue at the existing premises where the cat-II service released. The complainant is liable to pay the estimated charges for to be erected LT Line for giving new domestic service in the said Lay out as it is an approved Lay Out of Panchayat in 1997 as informed by the complainant. The new domestic service in the said Lay-out should be released as a special case subject to condition of payment of estimated charges as well as getting clearance Certificate from ERO on SC.No.360 existing duly obtaining all the statutory approved documents. A compliance report should be submitted to Forum with in 15 days from the date of receipt of order duly releasing the domestic service as stated above. 	Pending	

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25	308/05.10.2012	Smt Penumatsa Venkata Subba Lakshmi, Matla Palem Ex-Surpanch, Yalamanchili Mandalam, W.G.Dist - 534266,	Requested for removal of bottom rusted poles which are in panic condition at Matlapalem (V), E.G.Dist, Kappalavaripeta, Yelemanchili (M), W.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the above execution of work towards replacing the damaged poles, bottom rusted poles and damaged conductor at Matlapalem (V), Yelemanchili (M), W.G.Dist should be taken up on war footing basis duly getting proper sanction immediately. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work. 	Pending	Estimate sanctioned and work to be taken up
26	208/05.10.2012	Sri A. Srinivas and Others, Cherukumilli Gramam, Akiveedu (M) & (V) – 534 235, W.G.Dist.	Requesting for rectification of sagging of conductor in panic condition at Venkaya Veyyeru, Cherukumilli (V), Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> The Grievance of Villagers of Cherukumilli, AKiveedu (M), W.G.Dist is resolved duly restringing the existing lines and rectification of loose contacts Utsupra at Venkaiah Veyyeru. 	Resolved	
27	131/05.10.2012	Sri Buraga Adinarayana Murthy, Kuppanapudi, Ankada Harijanapeta, Akiveedu Mandalam, W.G.Dist, Sc.No.413.	Abnormal bill issued against Sc.No.413, Kuppanapudi (V), Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> The grievance of complainant against Sc.No.413, Kuppanapudi, Akiveedu (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.1370/- and paid by the same. The first and second respondents are herewith directed that ensure proper sport billing in that area to avoid such type of complainants in future. 	Resolved	
28	167/05.10.2012	Sri Ganta Appa Rao, S/o Veera Swami, Samatha Nagar, Akiveedu Mandalam & Gramam, W.G.Dist, Sc.No.3652.	Abnormal bill issued against Sc.No.3652, Cat-I, Akiveedu (V), (M), W.G.Dist.	<ul style="list-style-type: none"> The MRT test should be conducted immediately against existing meter of service No.3652, Cat-I for finalizing the above issue. A compliance report should be submitted to Forum within 7 days from receipt of order duly completing the said issue. 	Pending	Waiting for Checking Reading from Field, meter change not effected
29	425/05.10.2012	Sri S. Rama Krishna, Dr.No.24-18-8/1, Andhra Bank Road, Ashok Nagar, Eluru – 534002, W.G.Dist. Sc.No.56895.	Re-adjustment of CC bill wrongly billed with high consumption against recorded consumption of Sc.No.56895, Ashok Nagar, Eluru, W.G.Dist.	<ul style="list-style-type: none"> The Grievance of complainant against SC.No.56895, Ashok Nagar, North Eluru, W.G.Dist has been resolved duly withdrawing the excess demand for wrong billing of August, 12 and September, 12. The balance was also paid by the complainant. The respondents are herewith directed that the action is to be proposed against spot billing agency duly imposing penalty for the above lapses immediately. 	Resolved	

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30	407/06.10.2012	Sri Nimmala Surya Rao S/o. Narasayya Adivikolanu Village Nidamaru Mandalam West Godavari District SC.No. 780	Though they are eligible for free power Category of Agricultural the SC.No. 780, Cat – V, Kunchanapalli Village is being continued under paying Category. Thahsildar has issued a certificate dt. 05.02.2010.	<ul style="list-style-type: none"> The complainant is herewith advised that a proof of documentary evidence for Non-IT Assesses should be submitted for getting Free Power Category with effect from name transfer proposals sanctioned vide DEE/O/TPG/AE.comml /D.No.1448/08, dt. 27.11.2008. As seen from the consumer Ledger, the previous consumer cleared all dues upto name change transfer i.e. No arrears as on 27.11.208. It is the fault of the respondents for not getting the status of present consumer before name change of said Agriculture service No.780, Kunchanapalli Village, Rural Tadepalligudem. If the complainant is eligible for free category of power as per the evidences produced, the status should be effected with effect from 27.11.2008 only duly collecting the charges as per the tariff order issued by the Hon'ble APERC time to time. A compliance report should be submitted to Forum within 15 days from receipt of this order duly solving the above issue without fail 	Pending	The consumer was requested to produce relevant documents for change of paying category to non paying category i.e., Non IT assessee certificate. The consumer has not submitted
31	424/05.10.2012	Sri Ch. Srirama Venkata Ratnam, Near Dumpagadapa Railway Gate, Akiveedu - 534235, W.G.Dist.	Replacement of electrical pole near Railway Gate, Dumpagadapa (V), Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of shifting of existing 11 KV line from broken pole to erected pole at Railway Gate, Dumpagadapa (V), Akiveedu (M), W.G.Dist should be completed on war foot basis as promised by second respondent. A compliance report should be submitted to Forum within 15 days from receipt of order duly completing the said work. 	Resolved	
32	349/04.10.2012	SREE VENKATESWARA STONEWARE PIPE CO., Muniswamy Nagar, Bhimadole - 534425, W.G.Dist. Sc.No.150.	Requesting for refund of amount towards single phase connection for lighting load in the existing factory against SC.No.150, Amberpet Village, Bhimadole Mandal, West Godavari District.	<ul style="list-style-type: none"> Superintending Engineer/ Operation/ Eluru is herewith directed that the above issue needs detailed enquiry utsupra duly appointing an Enquiry Officer immediately. If it is proved at the time of enquiry the amount may be refunded with interest from the concerned respondents who indulged in this issue. A compliance report should be submitted to Forum within 15 days from receipt of Order duly completing the said enquiry fro setting the issue. 	Pending	
33	401/05.10.2012	Sri S. Chandra Rao, H.No.34-16-16, Opp: Surya Chandra Petrol Bunk, Main Road, Mandapeta – 533308. E.G.Dist, Sc.No.6060 & 6061.	Unauthorized connection was given from his existing DTR against Sc.No.6061 and 6060, Almuru (V) & (M), E.G.Dist.	<ul style="list-style-type: none"> The Grievance of complainant against two agricultural service nos.6060 and 6061, Almuru (V), (M), E.G.Dist is resolved duly removing the temporally LT line tag on this DTR due to heavy gale and rain which service is not unauthorized. Now the said DTR is in normally. 	Resolved	
34	426/04.10.2012	M/s Sri Balaji Boiled & Raw Rice Mill, C/o Sri Balaji Tiles Factory, Ramavaram Village, Jaggampeta - 533435, E.G.Dist. Sc.No.410.	Replacement of conductor at M/s. Balaji Boiled & Raw Rice Mill, Ramavaram, Jaggampeta Mandal, East Godavari District.	<ul style="list-style-type: none"> The replacement of existing conductor at M/s. Balaji Rice Mill area, Ramavaram Village, Jaggampeta Mandalam, East Godavari District which needs physical inspection of 2nd & 3rd respondents. The written submission of first respondent can be considered after inspecting the area as stated A compliance report should be submitted to Forum within 7 days from receipt of this order duly completing the physical inspection of 2nd and 3rd respondents. 	Pending	The estimate was prepared and sanctioned (JAG/290912/EST1481/7) The work under progress for replacement of 2.5 KM existing conductor with 55 Sq.mm AAAC and work will

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35	402/06.10.2012	Sri Dadi Appa Rao, S/o Chinna Kannayya Buddavaram Village, Kotananduru Mandal, E.G.Dist – 533 401.	Estimate prepared with Distribution Transformer but agricultural Service connection with 5HP connected was released without Distribution Transformer at Buddavaram Village, Kotananduru Mandalam, East Godavari District causing frequent interruptions.	<ul style="list-style-type: none"> The complainant is herewith directed that the objection raised by the neighbor former for execution of 11KV Line which is across his field & Trees should be resolved for clearing the objection to execute the said line and erection of Distribution Transformer. Then only New Distribution Transformer will be erected and shifted his services on New Distribution Transformer. 	Resolved	
36	270/05.10.2012	Sri Venkateswara Rice Mill, Prop: Mundru Meenakumari, Kotikesavaram, Korukonda Mandalam, East Godavari District. Sc.No.114-318	The departmental authorities are not enhance the load even though paid the necessary charges on 20.04.2010 at Call Centre, Rajahmundry against SC.No.318, Cat – III (A), Kotikesavaram Village, Korukonda Mandalam, East Godavari District.	<ul style="list-style-type: none"> Assistant Accounts Officer/ERO/ Rural/ Rajahmundry is herewith directed that the additional load particulars along with Security deposit against SC.No.318, Cat -III (A), Kotikesavaram Village, Korukonda Mandalam, East Godavari District should be regularized immediately with effect from April, 2010 as he paid the same on 20.04.2010 vide PBC No. 10040/20. Further the interest on Security Deposit should also be regularized with effect from April, 2010 and credited to his CC charges Account. As well as, the existing fixed charges leaving on 15HP should also be raised upto 27HP and the difference fixed charges for 121HP additional load should also be collected with effect from April, 2010. The respondents are herewith WARNED and such type of mistakes should not be repeated in future. 	Resolved	
37	391/11.2012	Tripurari Venkata Somasundara Rao, Ex-Councilor, Tuni Municipality, Pedapanda Veedhi, Tuni - 533401, Sc.No.23.	Abnormal bill issued against Sc.No.23V, P.R.B. Puram, Payakaraopeta (M).	As the grievance of the complainant is redressed.	Resolved	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
38	347/11.2012	Sri K.N. Satyanarayana, 54-11-24/29, Mohan Gardens Apartment, Flat No.406, HB Colony, Visakhapatnam – 530 022. Sc.No.153572.	Requesting for refund of development charges and security deposit during conversation of Category from II to I against Sc.No.153572, Mohan Garden Apartment, HB Colony, Visakhapatnam.	<ul style="list-style-type: none"> The development charges paid by the consumer cannot be refunded but the pro-rate interest of Government Bank MSD will be given and the same interest on security deposit is being adjusted in the CC bill of April Month every year. The security deposit can be refunded if the consumer forego the existing electricity service connection. If the consumer paid excess security deposit, the same can be adjusted in the CC bill only after obtaining consent letter from the registered consumer. The complaint of the consumer is not allowed. 	Resolved	
39	422/11.2012	ASV FERRO ALLOYS (P) Ltd., D.No.48-19-15, Opp: RTC Complex Out gate, Aslimetta Junction, Visakhapatnam. Sc.No.256.	Non dismantling of existing 11 KV line.	The respondents are herewith directed to terminate the HT category-II agreement only after completion of 2 years form date of release as the consumer applied for termination in advance if it is not a temporary service.	Pending	
40	390/11.2012	Sri Narasimha Auto Garage, New Venkojipalem, Near Sanjavani Hospital, Bus Stop Back Side, Visakhapatnam Dist, Sc.No.232304.	Abnormal bill issued against Sc.No.232304, New Venkojipalem, Near Sanjavani Hospital, Visakhapatnam.	<p>The monthly readings might have been suppressed as there is no error found at the time of testing in the presence of consumer. According to his written contention stated in the test report he would abide on outcome of testing conducted at MRT laboratory.</p> <p>The errors recorded on the test report are with in the permissible limits.</p> <p>As there is no defects found during testing, the units can be apportioned from when the highest previous consumed units recorded to when highest units records.</p> <p>The revised CC bill may be issued within 7 days to the consumer.</p> <p>The grievance of the consumer is redressed.</p>	Pending	
41	446/11.2012	Jaanakiramayya Patro, Journalist, President the Ichapuram Consumers Welfare Association (Regd)., Railway Station Road, Ichapuram, Srikakulam Dist. Sc.No.3793.	Requesting for rectification of the CC bills wrongly duly adjusting to the next bill.	<ul style="list-style-type: none"> The AAO/ERO/Palasa being the 3rd respondent has confirmed that the excess bill was rectified and the consumer has paid the balance amount. Hence, the grievance is redressed. 	Resolved	
42	360/11.2012	Sri K. Krishna Rao, S/o Tata Babu, Venkata Ramana Peta Village, S.Kota Mandalam, Vizianagaram Dist. Sc.No.959.	Requesting for withdrawal of capacitor surcharge added in bills against Sc.No.959, V.R.Peta, S.Kota (M), Vizianagaram Dist.	As the grievance of the complainant is redressed by the concerned respondents.	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
43	357/11.2012	Sri Jillella Seetha Rama,General Secretary, Saluru Town Consumer Council., D.No.35/45, Barkasu Street, Saluru 535 591 Vizianagaram District.	Un schedules power cuts.	<ul style="list-style-type: none"> As per the reply submitted by the 1st respondent along with 2nd and 3rd respondents, necessary steps have been taken to avoid un scheduled power cuts in Saluru Town apart from Emergency Load Relief requirements. The respondents are hereby directed to take necessary further steps if any required to maintain the above promise without fail. 	Resolved	
44	356/11.2012	Sri Jillella Seetha Rama,General Secretary, Saluru Town Consumer Council., D.No.35/45, Barkasu Street, Saluru 535 591 Vizianagaram District.	Poles problem, Low voltage.	<ul style="list-style-type: none"> As per the reply submitted by the 1st respondent along with 2nd and 3rd respondents the improvement works such as providing stay wire at 29th ward pole has been completed. The other works such as erection of new transformers at specified locations will be complete shortly. The respondents are therefore, directed to submit compliance report within 15 days from the date of receipt of this order. 	Resolved	
45	358/11.2012	Sri Jillella Seetha Rama,General Secretary, Saluru Town Consumer Council., D.No.35/45, Barkasu Street, Saluru 535 591 Vizianagaram District.	Non redressal of certain electricity problems such, fencing to transformers, unorganised service wires on poles etc.,	<ul style="list-style-type: none"> As per the reply submitted by the 1st respondent along with 2nd and 3rd respondents, necessary steps have been taken to erect new poles where there is necessity and Civil wing of Bobbili has been notified for fencing work for transformers. The respondents are therefore, hereby directed to complete the work within 30 days and report compliance without fail. 	Resolved	
46	471/11.2012	Sri S.K.Sharma, D.No.4-61-7, Lawsons Bay Colony, Visakhapatnam 530017	Spot billing problems.	<ul style="list-style-type: none"> As per the reply submitted by the 1st respondent along with 2nd respondent, the bills have been generated and issued on 10th September. As such there is no problem with the bills. However, the Petitioner here by advised to observe the reading when it is taken and cross check with the meter. He is requested to contact and submit his grievance if any immediately to this Forum. 	Resolved	
47	362/11.2012	Sri Nakkana Appalagangulu and 2 Others, Ch. Agraharam Village, Pusapatirega (G) and Mandalam, Vizianagaram Dist.	Though the payments made as per estimate sanctioned for releasing of new agricultural service of 8 Nos. at Pusapatirega (M), Vizianagaram Dist.	<ul style="list-style-type: none"> The respondents are herewith directed to complete the work immediately as per Standards of Performance vide regulation 4/2004, but not as per mandal wise priority. Failing which the section 146 of electricity Act 2003 will attract for delay. The compliance report should be submitted within 15 days from date of receipt of this order. 	Resolved	
48	420/11.2012	Sri K.S.N. Raju and Others, Gandhinagar, V.T.Agraharam, Vizianagaram - 535004.	Low voltage problem at Gandhinagar 2nd line and 3rd line, VZM.	<ul style="list-style-type: none"> The respondents are herewith directed to redress the grievances immediately soon after receipt of this order as the complainants have expressed their dissatisfaction over phone for not resolving their low voltage problem till now. The respondents are herewith directed to conduct inspection to detect unauthorized additional loads, if additional load identified during inspection the same may be regularized duly collecting development charges and security deposit. And also propose for higher capacity distribution transformer to avoid voltage problem of the area. The compliance report should be submitted within 15days. If there is 3phase 4wire line the same may be converted into 3phase 5wire line under improvement scheme. 	Resolved	

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49	301/11.2012	Sri M. Surya Narayana Raju and Others Plot No. 5 Ramakrishna Nagar Opp: Civil Supplies Godown Dasannapeta Vizianagaram District, SC.No. 29788	Though the service connection at Ramakrishna Nagar, Vizianagaram, were changed to rural feeder, they are facing Voltage Problem Still. And the existing pole near civil suppliers godown is completely damaged and rectification requested.	<ul style="list-style-type: none"> The Grievance of the complainant is resolved as per the written submission of the respondents. 	Resolved	
50	361/11.2012	Sri Varri Surya Prakash Rao, C/o Bollu Appa Rao, D.No. 18-6-12, Opp Kasp High School, Vakkalanka Vari Street, Vizianagaram.	Low voltage problem.	<ul style="list-style-type: none"> The 1st respondent along with 2nd respondent has submitted that the lines which cause the low voltage problem and other supported equipment were replaced. As such there is no low voltage problem. The Forum is herewith directs the respondents to conduct load survey to identify additional loads to take suitable precautionary measures for avoiding future problems and also measure tail end voltages of the same feeder which is emanating from the newly erected Distribution Transformers. 	Resolved	
51	464/11.2012	Sri T.G.K.Murthy, 2B,8-44-2/3, R.Ks Vasantapurnima, Old CBI Down, Visakhapatnam	Low/High voltage Problem.	<ul style="list-style-type: none"> The 1st respondent along with 2nd respondent has submitted that the defective AB Switch was replaced and the consumer has submitted a letter that the problem was solved. Thus the grievance is redressed. 	Resolved	
52	437/11.2012	P.Venkatamma D.No.57-16-2, Subhash Nagar Kancharapalem, Visakhapatnam	Non release of domestic services.	<ul style="list-style-type: none"> The 1st respondent along with 2nd respondent has submitted that services were released for 4 connections instead of 5 since there exists one connection. As such the grievance is redressed. 	Resolved	
53	399/11.2012	Palakonda Nageswara Rao, Proprietor Sri Surya Mini Rice Mill, Vedullavalasa Village, Polaki Mandal Srikakulam 532 429	Abnormal bills issued.	<ul style="list-style-type: none"> The AAE/O/ Polaki being the 1st respondent has confirmed that the meter was checked before the consumer and the consumer has satisfied. The respondents are therefore, hereby directed to take swift action whenever a complaint is received by them. 	Resolved	

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54	309/11.2012	Sri P. Appala Naidu, S/o. Taviti Naidu, Vempadam Village and Post, Pusapatirega Mandalam, Vizianagaram District – 535 204	Though the service connection at Ramakrishna Nagar, Vizianagaram, were changed to rural feeder, they are facing Voltage Problem Still. And the existing pole near civil suppliers godown is completely damaged and rectification requested.	The Forum is herewith “WARNED” the respondents as they failed to submit the report for a long time even though they have Redressed grievance of the complainant. The respondents herewith directed to conduct detailed enquiry to find out the reasons for failure of the existing DTR to avoid repetition of such problems in future. The report should be submitted within 15 days after receipt of this order.	Resolved	
55	322/11.2012	Smt Bellala Syamala, W/o Narayana Rao, Komati Street, Palasa, Srikakulam Dist. Sc.No.414	Not reconnecting the agricultural service connection which is disconnecting.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register LT application in Call Centre, Palasa. All the Respondents shall take necessary action after registration at Call Centre and after receipt of all the necessary documents as per norms. Further, it is here by directs the respondents to once again verify all the old records to mitigate the financial burden against the consumer. If any proof found the same may be regularized immediately. 	Pending	The Complainant consumer has not come forwarded to registers his application at CSC/ Palasa.
56	410/11.2012	Sri Gollangi Suryanarayana, S/o. (Late) Chinnavadu, Bhiri Village and Post, Srikakulam Rural Mandalam – 532 405, Srikakulam District, SC.No.620.	Though the Sc.No.620, Bhyri Village, Srikakulam Rural Mandal was allotted to Agricultural connection in 2009, but no CC bills are received so far.	The respondents are herewith directed to issue CC bills from the date of release of service to till now and collect the total arrears immediately. The 3rd respondent is herewith “WARNED” for not regularizing the transaction with in stipulated time incase he repeated in future the section No.57 of Sub-Section with attract. The grievance of the complainant is redressed.	Resolved	
57	468/11.2012	Sashi Tiwari, D.No.43-5-16, flat No 304 Gupta’s Enclave, Railway New Colony, Visakhapatnam -16	Removal of Fuse Carriers even on payment of CC charges by the consumer.	<ul style="list-style-type: none"> The ADE/O/Dondapaerthy being the 2nd respondent has confirmed that the CC charges which were due from the consumer has paid. Hence, the grievance is redressed. 	Resolved	
58	437/11.2012	P.Venkatamma D.No.57-16-2, Subhash Nagar Kancharapalem, Visakhapatnam	Non release of domestic services.	<ul style="list-style-type: none"> The 1st respondent along with 2nd respondent has submitted that services were released for 4 connections instead of 5 since there exists one connection. As such the grievance is redressed. 	Resolved	
59	480/11.2012	Sri R.Satyanarayana NH-5 Opp: GMR Colony, JR Puram, Ranastalam, Srikakulam Dist.	Abnormal bill issued.	<ul style="list-style-type: none"> The respondents are therefore, hereby directed to advise the spot billing agencies under their control to be vigilant while issuing the CC bills to avoid un necessary problems to the consumers. The respondents are also hereby directed to recover the penalty from the billing agency as per the existing rules to avoid future inconvenience to any category of consumer. 	Resolved	

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60	482/11.2012	Sri Pinninti Satyam, Pinnintipeta Gramam, J.R.Puram (PO) Ranastalam Mandalam, Srikakulam Dist.	Request for 24 hrs supply.	<ul style="list-style-type: none"> It is observed that the Pinnintipeta is not getting supply for 24 hours and the consumers are suffering. However, as per the existing rules it is to be confirmed whether the Pinnintipeta is a hamlet of JR Puram or it is a Street in JR Puram. The complainant is, therefore, requested to submit the above document from the Revenue Authorities to the AE/O/ Ranastalam. The respondents are hereby directed to address the Revenue authorities separately from their side to confirm the same and take necessary action as submitted in their written statement. The respondents are hereby directed to obtain statutory proof of evidence from the competent authority before extending power supply from JR Puram. Action taken report shall be submitted to the CGRF within 15 days from the date of receipt of reply from the Revenue authorities. 	Resolved	
61	492/11.2012	Smt G.Adi Laxmi W/o G.Venu, D.No.10-67/22, C/o Appa Rao, Sai ram colony Madurawada, Visakhapatnam Dist.	Abnormal bill issued.	<ul style="list-style-type: none"> It is observed that the said service is being billed for a long time i.e. with effect from 10/2009. The same was noticed during May 2012. As many as 31 months were passed before examining the service or the pattern of the bill either by ERO or by AE/ADE etc., Such inconvenience to the consumer shall be avoided in future. The respondents are therefore, directed inspect/ examine such kind of services and inform to the consumer/ take appropriate action to avoid further inconvenience to any consumer in future. The petitioner is advised to pay the amount as per the notice. He is also advised to examine the CC bill with reference to the reading in the meter. If any discrepancy noticed the same shall be brought to the notice of the AE/ADE immediately for rectification. 	Pending	
62	512/11.2012	Dr.C.Tarakeswari (Director) Eurokids International, BC Road, Vikas Nagar, Gajuwaka, Visakhapatnam.	Abnormal bill issued.	<ul style="list-style-type: none"> It is observed that there was discrepancy in meter reading which may be due to status of meter or suppression of reading. The status of the meter was not 1 with effect from 6/11 to 10/11. Had the respondents have verified this aspect while reviewing they would have inspected the premises and inconvenience to the consumer would have averted. However, the consumer is liable to pay the amount for the current they have utilised. The respondents are hereby directed to apportion the consumption from 7/2011 to 9/2011 (for 3 months) and issue revised bill as there is low consumption prior to 9/2011 The respondents are also directed to be vigilant, review and take appropriate action in all such cases swiftly to avoid inconvenience to the consumers. The petitioner is advised to pay the CC charges as per the notice. She is also advised to verify the reading when the CC bill is issued. If any error is observed the same may be brought to the notice of the AE concerned immediately for rectification. 	Pending	
63	428/11.2012	Pragati Print Pack Private Ltd., Plot No 35 A, I.D.A. Block-D (Expansion), Autonagar, Visakhapatnam -12	Change of category.	<ul style="list-style-type: none"> After thorough verification of all records, written submissions, hearing and physical inspection, the following order is herewith passed for implementation: 1. The short fall notice issued vide D.No.2994 dt.21-7-12 by second respondent for the period from 1-4-2011 to 25-6-2012 towards differential tariff rate from HT -I to HT-II against S.C.No. 502/414, Cat.III A (being billed under HT Cat.I) M/s Pragathi Print Pack Pvt., Ltd., Autonagar, Visakhapatnam should be setaside and if any payment was received against the said short fall shall be adjusted in future bills without fail. 2. The notices issuing towards UCM charges should be setaside and the same monthly notice shall not be issued in future. 3. The 3rd respondent is herewith directed that if the short fall amount was recovered against that service shall be adjusted in future bills and credited to his service number without fail and as and when the said service is converted into HT Cat.I the same details along with S.D. existing may be transferred to HT wing. 4. The 4th respondent is herewith directed that the present existing service should be converted into HT Cat-I as the estimated charges already paid by the complainant. 5. The SE/O/Visakhapatnam is directed that the above present existing service can be converted as HT Cat-I ut supra. That is why the notices towards UCM charges need not be required to issue, to the complainant here after and previous notices may be setaside as stated above. 6. All the respondents are herewith directed that the above order should be implemented as it is, within 15 days from the date of receipt of this order and report compliance duly implementing. 	Pending	

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64	481/11.2012	Sri Valli Ramana and others S/o Sriramulu, M.nagarapalem , J.R. Puram (PO), Ranastalam Mandal , Srikakulam Dist.	Low voltage problem.	<ul style="list-style-type: none"> It is observed that the grievance of Low voltage in the said area is resolved by erecting 2 single phase DTRs. The respondents are therefore, directed to submit compliance report immediately duly charging the said DTRs. 	Resolved	
65	476/11.2012	Sri K.Vasantha Kumar, Dayalnagar Colony, Thotapalem (P), Etecherla (M), Srikakulam Dist.	Abnormal bill issued.	<ul style="list-style-type: none"> It is observed that the grievance is resolved. The respondents hereby directed to instruct the spot billing agencies under their control to be vigilant while issuing the CC bills to avoid un-necessary problems to the consumers. The 2nd respondent shall take necessary action after receipt of rectification orders from 3rd respondent. The 3rd respondent shall issued rectifications orders as per rules immediately. A compliance report shall be submitted within seven (7) days from the date of receipt of this order. 	Resolved	
66	454/11.2012	Sri B.Vasantha rao and others. Somagudi Panchayati, Kamuguda Village, Seethampeta Mandal, Srikakulam District.	Low Voltage problem.	<ul style="list-style-type: none"> The respondents are hereby directed to complete the work within fifteen (15) days from the date of receipt of this order and report compliance duly measuring the tail end voltage at that particular area. 	Pending	
67	475/11.2012	Komara Vijaya Susanna Ruth, D/o K.Chitti Raju,C4, Type –II, P&T Quarters, Chikkadapalli, Hyderabad.	Non release of domestic service.	<ul style="list-style-type: none"> It is observed that the petitioner has submitted application on 8-2-2012 and as per the estimation sanctioned vide NO. YLMNSC05-15242 an amount of Rs.9312/- was paid on 13-4-12 by way of DD and submitted to ADE on 3-5-12. Whereas the ADE has received instructions with endorsement dated 11-4-12 stating that not to issued services in the partially or un-electrified areas. Had he acted swiftly and cancelled the estimation at least on 12th of April and intimated the consumer they would have not taken the DD on 13-4-12. Further, the DD was also accepted and acknowledged on 3-5-12 which is binding on the respondents to release service. The respondents are therefore, directed to release the service within 15 days from the date of receipt of this order and report compliance failing which section 146 of Electricity Act 2003 will attract for delay. 	Pending	
68	406/11.2012	Sri Gorla Sanyasi Rao, S/o Appala suri Patharla Palli village, Ranastalam (M), Srikakulam Dist.	Non release of service.	<ul style="list-style-type: none"> “No doubt” there is a deficiency of service regarding allotment of service numbers to the Agriculture pump set at Patharlapalli (V), Ranastalam (M) from 2007 onwards. But, the complainant is utilising power supply from the date of completion of works to release supply. After 5 years, now the service number has been allotted against the pump set vide S.C. No. 1153, Patharlapalli (V) Ranastalam (M) which is un-pardonable thing and needs disciplinary action against all erring officers. The 1st and 2nd respondents are hereby directed that the test report, Agreement and status of consumer shall be obtained from the consumer on war footing basis duly recommending the units consumed from the date of release of supply on the basis of connected load. The 3rd respondent is hereby directed that CC bills should be made accordingly and intimate the same to the complainant without fail and collect the amounts. A compliance report shall be submitted to FORUM within seven (7) days from the date of receipt of this order duly completing the above task. 	Resolved	
69	396/11.2012	Sri Perla Sures, Chairman, Sri Vasavi Kanyaka Parameswari Temple D.No. 8-7-8, Mutchigalli Street, Srikakulam Dist.	Non refund of Security Deposit	<ul style="list-style-type: none"> It is observed that the grievance of the complainant for release of Security Deposit is under process. DE/O/Srikakulam is here with directed that after confirmation received from 3rd respondent regarding balance payable Security Deposit after deducting all dues against SC No 8484 Cat II Srikakulam (B.S) for which LOC may be obtained and release the same to the consumer immediately. A compliance report shall be submitted to FORUM within seven (7) days from the date of receipt of this order duly releasing the balance S.D. amount at supra. 	Resolved	

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70	398/11.2012	Sri Perla Sures, Chairman, Sri Vasavi Kanyaka Parameswari Temple D.No. 8-7-8, Mutchigalli Street, Srikakulam Dist.	Non refund of Security Deposit.	<ul style="list-style-type: none"> It is observed that the grievance of the complainant has been resolved as the amount was adjusted to SC No. 41225 as requested by him. The NB service cannot be restored even the consumer has cleared all the pending amount. 	Resolved	
71	397/11.2012	Sri Perla Sures, Chairman, Sri Vasavi Kanyaka Parameswari Temple D.No. 8-7-8, Mutchigalli Street, Srikakulam Dist.	Non refund of Security Deposit.	<ul style="list-style-type: none"> It is observed that the grievance of the complainant has been resolved as the amount was adjusted to SC No. 41225 as requested by him. 	Resolved	
72	405/11.2012	Sri Gorla Appanna, Patharla Palli village, Ranastalam (M), Srikakulam Dist.	Non release of service.	<ul style="list-style-type: none"> "No doubt" there is a deficiency of service regarding allotment of service numbers to the Agriculture pump set at Patharlapalli (V), Ranastalam (M) from 2007 onwards. But, the complainant is utilising power supply from the date of completion of works to release supply. After 5 years, now the service number has been allotted against the pump set vide S.C. No. 1151, Patharlapalli (V) Ranastalam (M) which is un-pardonable thing and needs disciplinary action against all erring officers. The 1st and 2nd respondents are hereby directed that the test report, Agreement and status of consumer shall be obtained from the consumer on war footing basis duly recommending the units consumed from the date of release of supply on the basis of connected load. The 3rd respondent is hereby directed that CC bills should be made accordingly and intimate the same to the complainant without fail and collect the amounts. A compliance report shall be submitted to FORUM within seven (7) days from the date of receipt of this order duly completing the above task. 	Resolved	
73	469/11.2012	Sri Thyda Madhusudan Rao, D.No.23-36 A, Lavudi Veedi, Saluru, Vizianagaram.	Name change not effected.	<ul style="list-style-type: none"> As per the oral statement of 2nd respondent, the complainant had not registered any application for title transfer at Call Centre. The consumer is hereby advised to register an application at Call Centre along with attested copies of statutory documents. Before registering at Call Centre for title transfer the Consumer/ Complainant should obtain no dues certificate from the concerned Assistant Accounts Officer. The Assistant Accounts Officer is hereby directed to arrange to issue clearance certificate immediately, if the complainant apply for clearance certificate. If the complainant produces all the relevant proof evidence at the time of registration at Call Centre for transfer of name, the process shall be completed with in 15 days after registration. The respondents shall scrutinise all the statutory documents before title transfer to avoid further legal complications. 	Resolved	
74	365/11.2012	Smt Pitta Appanna and 1 Other, W/o (Late) Tata, Pittapeta Village, Pusapatirega (G) & (M), Vizianagaram Dist.	Requesting for only one estimate instead of two individual estimates for releasing of new agricultural services at Pittapeta Village, Pusapatirega (M).	<ul style="list-style-type: none"> The respondents are herewith directed to complete the work as per Standards of Performance vide regulation No.4/2004, as the prospective consumers have already paid the estimated cost. Failing which the Section 146 of Electricity Act 2003 will attracts for delay. 	Resolved	

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75	366/11.2012	Sri Koratana Venkatapaddu and Others, Vempadam Gramam, Pusapatirega (G) & (M), Vizianagaram Dist.	Inspite of frequent reminders for rectification of short circuit to the Temple at Vempada (V), Pusapatirega (M), Vizianagaram Dist.	<ul style="list-style-type: none"> As the grievance of the consumer is resolved by providing intermediate pole to avoid loose span. 	Resolved	
76	453/11.2012	Sri Arika Mangayya, Polla Panchayati, Saparaiguda Village, Seethampeta Mandal Srikakulam Dist.	Babmoo poles to be replaced.	<ul style="list-style-type: none"> It is observed that the work is under progress for erection of poles in the said village. The respondents are therefore, hereby directed to inform the FORUM soon on completion of the work as well as to the petitioner. The work should be completed within 15 days. 	Pending	
77	452/11.2012	Sri P.Narayana Rao & 3 others Billamada Vilalge, Pullaputti Panchayati, Seethampeta Mandal , Srikakulam Dist.	Low voltage problem.	<ul style="list-style-type: none"> It is observed that the grievance of Low voltage in the said area is resolved by replacing failed DTR on 22.10.2012. 	Resolved	
78	450/11.2012	Sri S.China Babu, Polla Panchayati, Polla Colony Seethampeta Mandal, Srikakulam Dist.	No AB cable on the existing poles.	<ul style="list-style-type: none"> The respondents are herewith directed that the above said work for providing AB Cable at Polla Colony in Seethampeta (P) Srikakulam District should be commenced on war footing basis duly getting proper sanction immediately to avoid in convenience to the public. A compliance report should be submitted to FORUM within seven (7) days from the date of receipt of this order duly completing the work. 	Pending	
79	451/11.2012	Sri S.Sottayya, Budagarai Village, Seethampeta Mandal , Srikakulam Dist.	Low voltage problem.	<ul style="list-style-type: none"> It is observed that there is no low voltage problem in Budagarayi Village. The petitioner is therefore, requested to observe the same and if he felt that there is low voltage, intimate the same to the AE/O/ Seethampeta immediately by Phone No. 94408 12417 and also represent to the CGRF. The respondents are hereby directed to re inspect the particular DTR and the voltage at the tail end point once again immediately without fail. The respondents also hereby directed to conduct load survey and take tail end voltages and currents of the feeder emanating from that particular DTR. If any unbalance loads observed, the load balancing is to be done immediately and again take the voltages and currents. If the same problem persists after load balancing, the respondents should conduct load survey and any additional detected during inspection that should be recorded in the Inspections Report of each service and regularise the same as per existing departmental rules and regulations. They are also directed to provide one additional Distribution Transformer or replace the existing one with higher capacity under improvement. 	Pending	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
80	463/11.2012	Grandhi Lakshmi, Plot No. 143, D.No.1-97-3/1 Sector-5, MVP Colony, Visakhapatnam -530017.	Abnormal bill issued.	<ul style="list-style-type: none"> • It is observed that it is a clear case of suppression of reading. Neither the consumer nor the respondents have verified the reading when it is NIL reading consecutively from October 2009 to June 2012. It is clear lapse on the part of the respondents. However, there is a consumption of electricity and the consumer is bound to pay the same. If there is a deficiency of service the respondents are liable for action. • The respondents are therefore, directed to issue notice to the petitioner duly adjusting the amounts as proposed in their written submission and revise the CC bill from the date of change of meter i.e. from 11/2004 to July 2012. • The petitioner is advised to pay the same. He is also advised to observe the reading after receipt of the bill to avoid un necessary inconvenience. • A compliance report shall be submitted within 15 days from the date of receipt of this order. 	Pending	
81	237/05.12.2012	ALLIANCE CLUB OF KOMARIPALEM Sri Ally M. Sura Reddy (President) Ramanna Peta Komari Palem Bikkavole Mandalam East Godavari – 533 346	For the 4 Villages of Bikkavolu Mandal, they are requested the supply is to be given from nearest Sub-Station under the control of Bikkavole Section No correlation in between Assistant Engineer/ Operation/ Bikkavole & Assistant Engineer/ Operation/ Rayavaram.	Due to replacement of damaged Poles and old conductor on 11KV Konkuduru rural Feeder, the present interruptions are minimized. That too, another Sub-Station was also sanctioned which is under process utsupra.	Resolved	
82	247/05.12.2012	Sri Medavarapu Krishna Rao Rajeev Gandhi Street Near Indane Gas Co. Road Dr.No. 1-31-10, Kadakatla Tadepalli Gudem, West Godavari District – 534 101	Requested for shifting of line at VR Gudem Village, T.P.Gudem Mandal, West Godavari District.	The Divisional Engineer/ Operation/ T.P Gudem is herewith directed that the completion of said shifting of 11KV Line which was already delayed should be examined in detailed and get the confirmation report form Quality Control Wing as requested by the complainant at VR Gudem Village against SC.No.213, Cat – V.	Resolved	
83	381/05.12.2012	Sri K. Hanumanth Rao, Annapurna Products, By pass Road, Jangareddygudem, W.G.Dist. Sc.No.16542	Abnormal bill issued against SC.No.16542, JR Gudem, W.G.Dist.	The CC bills raised for the period from June, 2012 to August, 2012 against SC.No.16542, Cat – III, JR Gudem, West Godavari District are in order. Hence the consumer is liable to pay the CC bills accordingly.	Resolved	
84	379/05.12.2012	Sri Ch. Srinivasa Rao and 3 Others, Rajavaram Village, Koyyalagudem Mandalam, Jangareddygudem, W.G.Dist.	Low voltage problem against SS-10 DTR at Rajavaram (V), Koyyalagudem (M), W.G.Dist.	All the consumers on SS-10 DTR at Rajavaram Village, Koyyalagudem (M), are herewith advised that the unauthorized additional loads have to be regularized immediately as stated above to avoid low voltage problem.	Resolved	

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85	466/05.12.2012	Smt V.V.S.S.R. Lakshmi, W/o Dr. V.S.N.V. Prasad, Sri Sitarama Hospital, Polavaram, W.G.Dist,	Requesting for shifting of existing DTR at Polavaram (V), W.G.Dist.	The grievance of Polavaram Village, E.G.Dist has been resolved duly shifting the existing DTR to the another place as requested under improvement works.	Resolved	
86	465/05.12.2012	Sri S. Venkata Rama Krishna, Polavaram Mandalam, Kottanutanagudem, Dondapudi Village, Gopalapuram, Sc.Nos.215	Abnormal bill issued against Sc.No.215, Cat-II which is vacant for the last 4 years.	The grievance against Sc.No.215, Hukumpeta, Gopalapuram (M), W.G.Dist has been resolved duly withdrawing excess demand of fixed charges levied for 1220 KW instead 1.22 KW. The balance amount was also paid by the complainant.	Resolved	
87	116/05.12.2012	Sri V. Venkata Ramana, S/o V. Ratnaji Rao, Pallantla, Devarapalli, W.G.Dist,	Request for allotment of service number to Agricultural service at Pallatla Village, Devarapalli Mandal, West Godavari District.	<ul style="list-style-type: none"> Superintending Engineer/ Operation/ Eluru is herewith directed that the above issue needs detailed enquiry for ascertaining facts against abnormal delay in assigning service number to the Agricultural service at Pallantla Village in the name of V.V. Ramana. Hence an enquiry Officer is to be appointed on war-footing basis for taking suitable action against all Officers Staff from 2004 onwards. The respondents are herewith directed that said service connection should be regularized immediately without fail or other wise action will be initiated under Section 146 of the Electricity Act 2003. A compliance report should be submitted to FORUM with in 15 days from receipt of this order duly conducting enquiry as mentioned and as well as regularization of service in ERO records. 	Resolved	
88	506/06.12.2012	PARAMESWARI RICE & FLOOR MILL Pro: Majji Venkatappala Naidu S/o. (Late) Chinnam Naidu M. Lingalavalasa Dattirajeru Mandalam Vizianagaram District SC.No.349	No replacement of damaged existing DTR at M. Lingalavalasa Village, Dattirajeru Mandalam, Vizianagaram District, SC.No. 349, Cat - III.	The FORUM is herewith "WARNED" the respondents for delay in replacement of failed Distribution Transformer as per Standards of Performance. And incase of repetition in future the respondents will be recommended to the competent authority for arranging payment to the consumer towards compensation from them as well as taking disciplinary action.	Resolved	
89	467/06.12.2012	Sri Immanni Raja Rao, S/o Srihari Rao, Pullalapadu (Post), Nallajerla Mandal, W.G.Dist – 534112.	Though they paid necessary charges for releasing new agricultural service Nallajerla (V) & (M) on 12/05/2012, the service connection is not released so far.	The Grievance of complainant at Nallajerla (V) & (M), W.G.Dist is resolved duly releasing new agricultural service with number 760 on 19/09/12 with day of two months.	Resolved	

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90	387/06.12.2012	Sri Senagala Anji Reddy Voota Samudram Village Chintalapendi Mandalam West Godavari District. SC.No. 19, Cat - V	Requesting for restoration of power supply against SC.No.19, Uta Samudram Village, Chintapudi Mandal, West Godavari District as all the arrears cleared on 18.11.2009.	<ul style="list-style-type: none"> • After through verification of records and correspondence against SC.No.19, Cat – V, Uta Samudram Village, Chitalapudi Mandal, West Godavari District the following order is herewith passed for strict implementation as a special case. • The complainant is herewith advised that an application may be registered in Call Centre for releasing of a fresh agricultural service in place of SC.No. 19 (Which is under status of No Billing) immediately. • The respondents are herewith directed that the said Agricultural service infavour of Sri S. Anji Reddy, Uta Samudram in place of old serviced should be released as a fresh without insisting SLC charges as he has already paid utsupra, if there is infrastructure available. • Further the arrears upto bill stopped should also be collected without surcharge and security deposit for new service. • A compliance report should be submitted to FOURM within 15 days on receipt of this order duly releasing the said Agricultural service at Uta Samudram Village, Chintalapudi Mandal, West Godavari District. 	Resolved	
91	495/06.12.2012	Sri Kosuru Kasiviswanadha Raju, S/o Narayana Raju, Koduru Village, Rowthulapudi Mandalam, E.G.Dist.	Physically 2Nos Agricultural services released in November, 2007 by paying estimated charges through DDs at Koduru Village, Rowthulapudi Mandal, East Godavari District so far no bills, no service number and no meters.	<p>The Grievance of said consumers has been resolved duly allotting the service numbers at Koduru Village, Rowthulapudi Mandal, West Godavari District</p> <ol style="list-style-type: none"> 1. K. Kasiviswanadh Raju, SC.No.576, Date of Release 02.07.2008 2. K. Kasiviswanadh Raju, SC.No.577, Date of Release 02.07.2008 <p>The Superintending Engineer/ Operation/ Rajahmundry is herewith directed to conduct detailed enquiry and take suitable disciplinary action for delay against the concerned respondents and compliance report should be submitted to the Forum within 15 days as there is service lapse from the respondents side.</p> <p>Assistant Accounts Officer/ ERO/ Jaggampeta is herewith directed that the above Agricultural services should be regularized as per the supply return of first respondent and issued CC bills from date of release of power supply physically.</p>	Resolved	
92	377/06.12.2012	Sri G. Rama Krishna, Lakshmipuram - 534456, Jilugumalli Mandalam, A. Polavaram Post, W.G.Dist. Sc.No.384.	Though he paid total arrears along with Security Deposit and RC fees on 06/04/2009 against Sc.No.384, Taduvai (V) & (M), West Godavari District the existing agricultural service is not regularized but in the field the supply is being issued without interruptions till to date.	<p>The Agricultural service No.384, Laxmipuram (V), Jilugumilli (M), W.G.Dist should be regularized in ERO records as the same service is being utilized power supply from the date of payment of CC charges along with Security Deposit and RC fee on 06/04/09 vide PR.No.000161.</p> <p>The bill stopped Agricultural service cannot be put into 'Live' even if the consumer paid all outstanding amount. The consumer has to register a fresh application at Call Centre for new service, if the consumer pays Development charge & Security Deposit, then only the service can be released on the same spot, if the infrastructure available. There is no provision for restoration of bill stopped services of Agricultural service connection.</p> <p>As the concerned respondents failed to implement the existing rules and regulations issued by the Hon'ble APERC, all the respondents are liable for punishment.</p> <p>Superintending Engineer/Operation/Eluru is herewith directed that a detailed enquiry should be done duly appointing an enquiry officer against the above issue as stated above.</p> <p>"No doubt" it is clear cut lapse of departmental people which needs disciplinary action against erroring officers.</p> <p>A compliance report should be submitted to Forum within 15days from the date of receipt of this order duly regularizing the above agricultural service.</p>	Resolved	
93	441/06.12.2012	Smt Akula Lakshmi Sarojini, Eluru Road, Behind Kids School, Jangareddygudem, W.G.Dist, Sc.No.8089.	The existing meter replaced with new one on 28/08/10 against Sc.No.8089, J.R.Gudem, W.G.Dist and no bills received so far.	<p>There is a deficiency of service in regularizing the meter change particulars against Sc.No.8089 J.R.Gudem, W.G.Dist.</p> <p>The 1st and 3rd respondents are herewith WARNED and should not be repeated such type of mistakes in future.</p> <p>As they said, at present the CC bills are being issued at spot.</p>	Resolved	

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94	461/06.12.2012	Sri Venkata Durga Hanuman Rice & Flour Mill, Prop: Pulakhandam Madhava Rao, Mallavaram, Narasapur Mandal, W.G.Dist Sc.No.77.	Though he paid Rs.40,000/- on 17/10/2008 towards additional load of 20 HP against Sc.No.77, Cat-III with existing load of 48.73 HP, the ACD is not regularized so far. That too ACD notice was issued for 11-12	The 3rd respondent is herewith directed that the said additional load particulars against Sc.No.77, Cat-II, Mallavaram (V), Narasapur (M), W.G.Dist should be regularized immediately without fail and interest charges should also be credited to his service from date of payment. The 1st and 2nd respondents are herewith directed that the revised test report and revised agreement should be obtained from consumer immediately and send to ERO for regularization. All the respondents are herewith WARNED and such type mistakes should not be repeated in future.	Resolved	
95	382/06.12.2012	Sri Rev. Fr. David Tenali, Parish Priest, St. Joseph's Church, Thangellamudi, Eluru, W.G.Dist. Sc.No.653	Requesting for free Category of Agriculture service from paying Category and refund of excess amount paid against SC.No.653, Somavarappadu Village, Denduluru Mandal, West Godavari District	<ul style="list-style-type: none"> Divisional Engineer/ Operation/ Eluru is herewith directed that the proposal against SC.No.653, Cat-V, Somavarappadu Village, Denduluru Mandal, West Godavari District towards conversion of paying service into free Category as per eligibility, sent by second respondent should be verified immediately as it is long back issue and the same proposal was also sent by Divisional Engineer/ Operation/ Eluru to Superintending Engineer/ Operation/ Eluru utsupra. But no action in this regard and no correspondence. Superintending Engineer/ Operation/ Eluru is herewith directed that the above long pending issue should be resolved immediately without inviting further correspondence from consumer against this issue. All the respondents are herewith directed that the said long pending issued should be followed – up with Superintending Engineer/ Operation/ Eluru for getting approval immediately. After getting approval any excess amount paid by the complainant should also be adjusted in future bills. A compliance report should be submitted to Forum within 15 days from receipt of this order duly resolving the long pending issue. <p>Hence the consumer is liable to pay the CC bills accordingly.</p>	Pending	Proposal for change of Category from Paying to free of Sc.No:653,Cat-V,Somavarappadu(V) ,Denduluru(M) was returned from SE/Op/Eluru vide D.No:68,Dt:22.01.13 as the consumer is an IT assessee though he has submitted NIL return to IT department under section 143(3) of IT act.As per Tariff orders all the IT assess must be categorized under paying category.
96	386/06.12.2012	Sri P. Venkata Ranga Prasad Mallavaram Village Narsapuram Mandalam West Godavari District. SC.Nos. 147, 231, 237, Cat - V	Abnormal bills are being issued against SC.No.147, 231 and 237, Mallavaram Village Narsipuram Mandal, West Godavari and includes capacitor surcharges and AB Switch for the existing Distribution Transformer.	The Grievances against SC.No.147, 231 and 237, Mallavaram Village, Narsapuram Mandal, West Godavari District have been resolved duly withdrawing the capacitor surcharge utsupra. The damaged AB Switch should also be replaced immediately after getting proper sanction.	Resolved	

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97	378/06.12.2012	Mandal Consumers Council, President: K. Rama Chandra Rao, D.No.9-69, 1st Floor, Sri Lakshmi Complex, Opp: Petrol Bunk, Eluru Road, Jangareddygudem, W.G.Dist. Sc.No.152.	Though he paid additional load amounts through DDs for an amount of Rs.3200/- but not regularized on 04-08-2008 and again additional load case booked for 2KW in September, 2010 against Sc.No.152, Busarajupalli (V), Buttaigudem (M), W.G.Dist.	After lapse of 4 months from date of complaint, the written submission is not received neither from 1st respondent nor from 2nd respondent. Which is clear cut deficiency of service and needs disciplinary action against erring officers. Though he paid additional load amount on 04/08/08 for regularization of 2 KW against Sc.No.152, Busarajupalli (V), Buttaigudem (M), W.G.Dist still it is not taken into account. Superintending Engineer/Operation/Eluru is herewith directed that above issue as stated should be regularized and take suitable disciplinary action against the erring officers as it is a clear lapse of departmental people and arrange compensation to the complainant for their negligency of the respondents who involved for delay as per Standards Of Performance. A compliance report should be submitted to Forum within 15 days from receipt of this order duly regularizing the above additional load particulars in ERO records against said Cat-II service, failing which Section 146 of Electricity Act, 2003 will attract.	Resolved	
98	499/11.12.2012	Sri K. Srinivasa Rao, Sangayagudem Village, Devarpalli (M), W.G.Dist	Requesting for replacement of damaged DTR at Chinnayagudem Sub-Station.	<ul style="list-style-type: none"> The Grievance has been resolved duly replacing the damaged DTR at Chinnayagudem Sub-Station on 25/10/12. 	Resolved	
99	496/11.12.2012	Sri Kosuru Kasiviswanadha Raju, S/o Narayana Raju, Koduru Village, Rowthulapudi Mandalam, E.G.Dist.	Physically 3 agricultural services were released in October, 2008 by paying estimated charges through DDs at Koduru (V), Rowthulapudi (M), E.G.Dist so far no bills no service numbers and no meters.	<ul style="list-style-type: none"> The Grievance of said agricultural consumers has been resolved duly allotting the service numbers at Koduru Village, Rowthulapudi (M), W.G.Dist. 1) Smt D.Laxmi Lavanya, W/o Manoj – Sc.No.578 date of release 05/04/09. 2) Smt D.Laxmi Lavanya, W/o Manoj – Sc.No.579 date of release 05/04/09. 3) Smt D.Laxmi Lavanya, W/o Manoj – Sc.No.580 date of release 05/04/09. Assistant Accounts Officer/ERO/Jaggampeta is herewith directed that the above agricultural services should be regularized as per the supplementary return of 1st respondent and issued CC bills from date of release of power supply physically. The 1st and 2nd respondents are herewith WARNED that such type of mistakes should not be repeated in future as well as such type of services not allotted numbers may also be regularized in the total section without fail. 	Resolved	
100	497/11.12.2012	Sri T.S. Murthy, (Chief Manager) (Retd.) (SBI), Flat No.G-2, SSS Residency, Sector-8, Muralinagar, Visakhapatnam-530 007.	Though 3 No. of electrical services are being utilized for domestic purpose from October, 2011 against Sc.No.7433, 15549, 15550, D6, Ashok Nagar, Kakinada, E.G.Dist, but the same are being continued under Cat-II.	Assistant Divisional Engineer/Operation/Town-II/Kakinada is herewith directed that the above said premises should be inspected physically at present and observed in the above lines as concluded and take a decision at your end for paying SLC charges as intimated Dt.01/01/2011 because of the complainant is paying under Cat-II Tariff rates even though they are utilizing supply under Cat-I. A compliance report should be submitted to Forum within 7 days from the date of receipt of the order duly solving the above issue.	Pending	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
101	509/11.12.2012	Sri Undavalli Suresh S/o. Satyanarayana 1st Ward, Undavalli vari Street Palacherla Rajavaram Jilugumilli, West Godavari District	Though they paid estimated charges on 18.07.2012 for releasing of New Agricultural service at Palacherla Rajavaram Village, Jeelugumilli Mandal, West Godavari District, so far the service is not released and requested for re examine the estimate once again.	<ul style="list-style-type: none"> The respondents are herewith directed that the new agricultural service in favour of Sri Undavalli Suresh at P.Rajavaram (V), Jeelugumilli (M), W.G.Dist should be released immediately as the revised estimated charges are also paid by the prospective consumer on 05/11/12. The compliance report should be submitted within 15 days failing which the section 146 of the Indian Electricity Act, 2003 will attract for delay. 	Resolved	
102	517/11.12.2012	Sri Bala Gandhi, S/o Kotayya, Chinnamillipadu Gramam, Akiveedu Mandalam, W.G. District. Sc.No.242.	Abnormal bill issued against Sc.No.242, Chinnamillipadu (V), Akiveedu (M), W.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the revision of CC bill against Sc.No.242, Chinnamillipadu (V), Akiveedu (M), is to be made immediately after getting MRT test results against replaced meter and also observed the present meter readings. 	Resolved	
103	483/11.12.2012	Sri B. Ramachandran, 302, Anasuya Apartments, Peda Waltair, Visakhapatnam, Sc.No.2260.	Abnormal bill was issued against Sc.No.2260, Panchavati Colony, Akkireddipalem, Visakhapatnam.	<ul style="list-style-type: none"> The Grievance of complainant against Sc.No.2260, Panchavati Colony, Akkireddipalem, Visakhapatnam has been resolved duly withdrawing the excess amount after getting proper approvals from 4th respondent in this regard for the period from May, 2012 to August, 2012. 	Resolved	
104	486/11.12.2012	Smt Lakshmi Bai, W/o Bhurmal Tarachand, Nallamandu Street, Near Clock Tower, Eluru - 534001. Sc.No.41308	The concerned Line Inspector is behaving to his whims and fancy causing untold suffering, harassment as well as billing is not done properly against Sc.No.41308, Nallamadu Street, Eluru, W.G.Dist.	<ul style="list-style-type: none"> The complaint has been resolved against Sc.No.41308, Nallamandupadu Street, Eluru, W.G.Dist duly rectification against the readings taken manually and warned concerned line inspector in this regard. Hence after CC bills will be issued through spot billing module in time. The 2nd respondent is herewith directed that the spot billing agency should be instructed strictly for proper billing or otherwise penalty will have to be imposed. The complainant is herewith advised to remove the concealed pipe immediately. 	Resolved	
105	524/12.12.2012	Smt. N.Bangaramma D.No.39-22-82/4/3, Kalinga Nagar Madhavadhara, Visakhapatnam-27	Higher amount of estimation.	<ul style="list-style-type: none"> It is clear that the HVDS works were completed and the grievance of the consumer can be solved by revising the old estimation. The respondents are therefore, directed to revise the old estimate for release the service through HVDS and intimate the action taken within 7 days from the date of receipt of this order. 	Pending	-
106	523/12.12.2012	Sri N.v.Mohana Varma, D.No.39-22-82/4/3, Kalinga Nagar Madhavadhara, Visakhapatnam-27	Higher amount of estimation.	<ul style="list-style-type: none"> It is clear that the HVDS works were completed and the grievance of the consumer can be solved by revising the old estimation. The respondents are therefore, directed to revise the old estimate for release the service through HVDS and intimate the action taken within 7 days from the date of receipt of this order. 	Pending	-

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107	502/12.12.2012	Sri Rajanala Satyanarayana, S/o Sooranna, Akiveedu Village, Akiveedu Mandalam, W.G.Dist Sc.No.5956.	Abnormal bill issued against Sc.No.5956, Akiveedu, W.G.Dist.	<ul style="list-style-type: none"> Assistant Accounts Officer/ERO/Bhimavaram is herewith directed that the excess billing should be withdrawn against Sc.No.5956, Akiveedu (V) & (M), W.G.Dist as per the recommendation of the 1st and 2nd respondents Utsupra. A compliance report should be submitted within 7 days from receipt of this order duly withdrawing the demand already raised. 	Resolved	
108	417/13.12.2012	Sri P.Bangar Raju, S/o P.S.Prasad Raju, Jonnavalasa (V) Vizianagaram	Non issue of bills	<ul style="list-style-type: none"> As seen from the written submission it is observed that the CC bill was issued to the consumer and thus the grievance is redressed. The respondents however, directed to avoid such delays in future causing inconvenience to the consumers. 	Resolved	
109	421/13.12.2012	Sri C.S.Bhagavan,Advocate F/5, Sainadha Residency, Road No. 4, Padmavathinagar, Vizianagaram	Non issue of bills	<ul style="list-style-type: none"> It is observed that the meter reader is at fault. However, the bills were issued to the consumer and he has paid the same. Thus, the grievance is redressed. The respondents are hereby directed to be vigilance and make surprise checks on the works of the billing agencies by which inconvenience to the consumer would have averted. 	Resolved	
110	470/13.12.2012	SALUR TOWN CONSUMER COUNCIL, Sri Jillella Seeta Ram (General Secretary), Dr.No.35/47, Barkasu Street, Salur – 535 591, Vizianagaram Dist.	1) Midnight interruptions frequently, 2) SS-27 DTR is over loaded causing low voltage problem in Salur (Town).	<ul style="list-style-type: none"> The ELR are in the control of central load dispatch center at Hyderabad total entire ELRs are controlled time to time by them only. The ELRs not in the hands of EPDCL. All the state ELRs concluded by them only. The SS27 DTR is over loaded and another 1No.40KVA DTR has been erected to minimize the over load problem in addition to the existing DTR on 28.08.2012. The grievance is redressed. 	Resolved	
111	498/13.12.2012	Sri Vallabhanani Suryanarayana and Others, Yernagudem Village, Near Board High School, Devarpalli (M), W.G.Dist	Their electrical appliances are damaged due to HT line at Yernagudem (V), Devarapalli (M), W.G.Dist.	<ul style="list-style-type: none"> Due to the villagers are not cooperating to shift the existing HT/LT line passing in the streets of Yarnagudem (V) Utsupra, the existing line is to be maintained carefully to avoid accidents in that particular street. If any damages occurred, the complainants must be registered in Call Centre duly mentioning the specific causes for damages of electrical appliances. The respondents are herewith directed that, if any option is there to shift the existing line from that street may be surveyed immediately and take action accordingly. 	Resolved	
112	485/14.12.2012	Sri D.Lakshmana Rao and others, J.R.Puram Village, Ranastalam, Srikakulam Dist.	Delay in attending fuse of call due to 33 KV Line .	<ul style="list-style-type: none"> As per the respondent reply the pole was shifted away from the 33KV Line to attend fuse off calls on that pole. Hence, the grievance is redressed. 	Resolved	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
113	503/14.12.2012	Sri U.L.P.Raju, R.V.Nagaram, Gudivada Post, Via Peda Gummuluru Visakhapatnam.	Non replacement of failed DTR.	<ul style="list-style-type: none"> It is very unfortunate that the consumer was forced to approach this office once again after issue of orders vide CG No.251 dated 21-7-2012. As per the respondent reply the transformer was erected on 21-6-2012. If such is the case the consumer need not represent to this office. It was happened otherwise. Thus, the reply of the respondent is not fully correct. However, the grievance is redressed with delay. Therefore, petitioner is advised to intimate this office either by a letter or by phone if there is any discrepancy in service. The respondents are hereby directed to take immediate action on the orders of the CGRF. Failing which further action as deemed fit will be taken as per section 146 of Indian electricity Act 2003. They are also directed to inspect the above services within in 7 days from the date of receipt of these orders and report compliance about the status of the transformer. 	Pending	-
114	510/14.12.2012	Sri Kosana Simhachalam, S/O/ Chandrayya, D.No.4-24, gudivada Post, Chittivalasa (S.O.), Chigapuram mandalam, Vizianagaram district – 531 162	Abnormal bill	<ul style="list-style-type: none"> It is observed that there was discrepancy in meter reading which may be due to status of meter or suppression of reading. The status of the meter was not 1 w.e.f 6/11 to 10/11. Had the respondents have verified this aspect while reviewing they would have inspected the premises and inconvenience to the consumer would have averted. However, the consumer is liable to pay the amount for the current they have utilised. The respondents are hereby directed to be vigilant, review and take appropriate action swiftly to avoid inconvenience to the consumer. The petitioner is advised to pay the CC charges as per the notice. She is also advised to verify the reading when the CC bill is issued. If any error is observed the same may be brought to the notice of the AE concerned immediately for rectification. 	Resolved	
115	413/14.12.2012	Vasavi AGR Food Industries, NGR Puram, Gajapathinagaram 535270 Vizianagaram dist.	Abnormal bill.	<ul style="list-style-type: none"> As per the respondent reply the consumer has paid the amount due to the licensee for which he has made a complaint to this office. Hence, the grievance is redressed. 	Resolved	
116	507/14.12.2012	Sri Rayapalli ravisankar s/o Late Appa Rao Mentada Village, Mentada (M), Vizianagaram dist.	Abnormal bill	<ul style="list-style-type: none"> It is a clear case of suppression of reading. The fault lies with meter reader and the relevant agency. As well the respondents are also share the responsibility equally for not verifying the service which is recording NIL consumption from the date of it's release. As such the FORUM made the following order: The 1st and 2nd respondents to apportion the units billed from the date of release and recommend to the 3rd respondent.. The 3rd respondent to issue demand notice accordingly. The 4th respondent to observe the above action to report compliance within 15 days from the date of receipt of this order. The consumer is advised to pay the amount and get the service restored. He is also advised to observe the reading on the bill when it is issued to avoid any inconvenience. If any discrepancy is observed he is free to contact the AE/ADE/DE or this office. 	Pending	The consumer has paid Rs.40,000/-. Balance amount of Rfs.60,000/- to be paid by the consumer.