

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS
For 2nd Quarter of 2011-12**

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	reasons for delay in compliance if any
1	61/14.07.2011	Sri Dr. S. Subba Rao, H.No. 1-465, Bank Colony, K.L. Puram, Vizianagaram – 535003, SC.No. 173.	Frequent power cuts for the Last few days continuously at Bank Colony, K.L. Puram, Vizianagaram.	<ul style="list-style-type: none"> The 1st Respondents has redressed the grievance by defective breaker was rectified and load was also balanced. For balancing the load on the DTR 40 mtrs line LT 1Ph 3 wire line is converted to 3 Ph 4 wire line and part of the single phase line is diverted to near by under loaded DTR at KL Puram. 	Resolved	
2	65/14.07.2011	Sri L. Chandrayya Naidu, Penasam Village, Gantyada Mandalam, Vizianagaram. District, SC.No. 004245.	(1) Change of Category of SC.No. 004245 from II to I as the house is occupied after construction. “ (2) Release of 4 Nos. Domestic services for the 4 Buildings in the above premises.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to submit the Plan approval and shall approach and register the application at the concerned Call Centre at Vizianagaram. All the Respondents shall take necessary action immediately after receipt of all the required documents. 	Resolved	
3	16-Apr	Sri CH. Suresh Chowdary, Plot No. 23, Prasanti Nagar Colony, Srikakulam District, SC.No. 039372.	Receiving CC bills for huge amounts due to defect in the meter request for rectification.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay the Challenging fee at the Call Centre if he so desire to get the Meter tested at the MRT Lab. All the Respondents are hereby directed to take action as per the MRT Test Report. 	Resolved	
4	09/29.06.2011	Sri Vakalapudi Venkata Ratnam, S/o. Raghavulu, Challa Chintalapudi Denduluru Mandalam West Godavari District. SC.No. 586	Additional Load amounts for 2HP is not regularized so far against SC.No. 586, Agricultural, Chella Chintalapudi Village, Denduluru Mandalam, West Godavari District.	<ul style="list-style-type: none"> No doubt it is clear cut deficiency of service, after a lapse of 2½ years also the details of the additional load of 2HP are not updated so far in the records of ERO as well as section office. Hence the respondents are herewith WARNED and directed that the above said additional load particulars should be regularized on war footing basis against Sc.No.586, Chella Chintalapudi Village, Denduluru Mandalam, W.G.Dist as stated above. A compliance report should be submitted to Forum within 15 days from the date of receipt of order duly regularizing the above said additional load particulars. 	Resolved	
5	63/14.07.2011	Sri Amara. Jagannadha Rao, S/o. (Late) Satyanarayana, Penubarthi Village, Gurla Mandalam, Vizianagaram, SC.No. 661.	The Meter of his service stuck up since 12 months and the bills are being issued without the actual consumption. Hence he wants his stuck up meter tobe replaced and adjustment of the CC bills accordingly.	<ul style="list-style-type: none"> The 3rd Respondent has revised and an amount of Rs.720/- withdrawn vide RJ No.57/5.2011, hence the grievance has been redressed. 	Resolved	

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6	64/14.07.2011	Sri Vepada Bangarayya, Plot No. 38, 100 Feet Ring Road, Back side of Puvada High School, Sri Shiridhi Sai Nagar, Vizianagaram. – 535002, SC.No. 050759.	Suffering with Low Voltage Problem	<ul style="list-style-type: none"> The 1st and 2nd Respondents have misled the Forum by taking the signature of the Daughter-in-law of the consumer i.e. other than the Complainant Consumer. The reply given is not also not correct as the Consumer when contacted on 6th July'2011 has stated that the Low Voltage problem was not rectified and they have taken the signature of house-wife. It is evident from the personal discussion by the CGRF with the Complainant Consumer on 6th July'11 the problem was not rectified and also vide representation (dt. 6th July'2011 received by Fax) reveals that the Respondents have intentionally misled the Forum by sending false statement. As per Schedule 2 of APERC Reg. 7/2004 the Licensee shall pay an amount of Rs.50/- per day as Compensation from 15th June'2011 onwards till the date of rectification of the problem. The SE/O/VZM shall take all necessary steps to redress the problem by 15 days and shall also send a compliance report by implementing the order within 7 days from the date of receipt of this order. The CGM/HRD shall take necessary disciplinary action on both the Respondents for misleading the Forum as narrated above. 	Resolved	
7	123/14.07.2011	Smt. Rashma Mohammed, 3 B Samudrika Apartments, Panduranga Puram, Visakhapatnam. Sc.No.068306/B608.	Receiving the CC bills for huge amounts for the last 3 Months	<ul style="list-style-type: none"> The Complainant Consumer is hereby advised to pay the Challenging fee if the problem still persist The Complainant Consumer is also advised to have the internal wiring properly checked besides the compressors etc. The 3rd Respondent is hereby advised to put forth the request of the consumer for payment in 3 installments to the 4th Respondent. 	Resolved	
8	45/15.07.2011	Sri M. Kanaka Rao Municipal Colony Tuni East Godavari District. SC.No. 2666	Request for adjustment of the bills by taking average consumption which were issued under Door Lock Status.	<ul style="list-style-type: none"> The Grievance of Complainant has been resolved duly adjusting the previous Door Lock Status CC bills against SC.No.2666, Municipal Colony, Tuni. The 1st Respondent is herewith directed that this is a mistaken one by the Spot Billing Reader without taking actual readings, the CC bills are being issued. Hence suitable steps should be taken to avoid such complaints. 	Resolved	
9	81/12.07.2011	Sri Maddala Rajesh Kumar B.Tech., M.E. M.L.A 16-44, Ashram Street, Chintalapudi, West Godavari District	Shifting of the damaged DTR Structure of SS1 which is obstructing the reconstruction of the Temple.	<ul style="list-style-type: none"> The execution of shifting of existing iron structure of 100 KVA DTR which is inconvenience existed in Temple construction due to dilapidated condition should be completed by end of July/2011 as promised by the 3rd respondent in his written submission. A compliance report should be submitted to Forum within 15 days from the receipt of this order competing the said work. 	Resolved	
10	22/29.06.2011	Sri Pola Simhadri Naidu and 4 Others, S/o. Jammi Naidu, Cultivation, Basangi Village, Jiyammavalasa Mandal, Vizianagaram Dist.	New agricultural service connections are not released so far, even though paid the necessary charges on 09/03/10 and taken Rs.62500/- as hush money by Mr. Mohan Chakravarthy the then ADE/O/R/Parvathipuram towards department formalities at Jiyammavalasa Mandalam, Basangi (V), VZM Dist.	<p>The Respondents shall also pay compensation to the affected 5 prospective consumers at Rs. 50/- each per day per complainant from the date over 60 days from the date of receipt of the payment of charges on 09.03.2010 till the date of release of each service connection or the date of receipt of intimation by the complainants about the readiness of the respondents to release the service connections which ever is earlier ad per schedule II in Regulations 7/2004.</p> <p>The CGM/HRD shall take necessary action on all the Respondents who have failed in submitting their written submission as detailed below:</p> <ul style="list-style-type: none"> A Notice has been served on all the respondents on 26th February'2011 with instructions to submit their written submission on or before 6th May'2011. The Complainant Consumer Sri Pola Simhadri Naidu and 4 others have represented that "New agricultural service connections are not release so far, even though paid the necessary charges on 9.3.2010 and taken Rs.62500/- as hush money by Mr. Mohan Chakravarthy then the ADE/O/R/Pavarthipuram towards department formalities at Jiyammavalasa Mandalam, Basangi (V), VZM Dist" to CGRF on 23rd Feb'2011. 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 65 days which shows negligence in attending duties. All the Respondents have also failed to adhere to Para 5 & 6 of Notice dated 26th Feb'2011. 	Resolved	

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11	116/18.07.2011	Sri Maddala Rajesh Kumar B.Tech., M.E. M.L.A 16-44, Ashram Street, Chintalapudi, West Godavari District	Shifting of the damaged DTR structure which obstructing to the construction of the Temple	<ul style="list-style-type: none"> The execution of shifting of existing iron structure of 100 KVA DTR which is inconvenience existed in Temple construction due to dilapidated condition should be completed by end of July/2011 as promised by the 3rd respondent in his written submission. A compliance report should be submitted to Forum within 15 days from the receipt of this order competing the said work. 	Resloved	
12	82/19.07.2011	V.K.R Auto Mobiles Prop: V.V.V. Suryanarayana Chowdary Plot No. 52-A, Industrial Park, Sarpavaram, Kakinada, East Godavari District	Abnormal estimated charges demanded for 5HP Industrial service connection at Industrial Park, Sarpavaram, Kakinada, East Godavari District	<ul style="list-style-type: none"> In light of above findings, the complainant is herewith advised to pay the estimated charges utsupra to release the industrial service at Industrial Park, Surpavaram, Kakinada in the name of M/s V.K.R. Auto Mobiles. 	Resloved	
13	46/20.07.2011	Sri I. P. Sastry 5-10-39/1 Bank Colony Tuni - 433504 East Godavari Distrct. SC.No. 006998	Rectification of wrong bills issued for huge amount in 4/2011 for 3988.54 and 3/2011 for Rs. 3602.54	<ul style="list-style-type: none"> The Grievance of complainant is redressed duly rectifying the Shortfall raised and issued revised bill against SC.No. 6298, Cat – I, Bank Colony, Tuni, East Godavari District. 	Resloved	
14	67/19.07.2011	K.L.Puram Residential Welfare Association, Sri G. Paidithalli (Secretary), 119, Sai Lalitha Nagar, K.L.Puram, Vizianagaram District – 535 003.	Suffering with frequent interruptions due to over load of the DTR.	<ul style="list-style-type: none"> The 1st Respondent has balanced the load on the DTR, 40 mtrs line LT 1 Ph 3 wire line is converted to 3 Ph 4wire line and part of the single phase line is diverted to near by under loaded DTR at K.L.Puram The K.L. Puram Residential Welfare Association has again represented that 95% of the LT Distribution lines are yet to be converted from 1 Ph to 3 Ph system to curtail the power interruption. The SE/O/VZM is hereby directed to redress the grievance within 30 days from the date of receipt of this order and shall send a compliance within 10 days. 	Resloved	
15	92/18.07.2011	Sri A.L.N. Sarma, Sri Sai Balaji Resident, D.No. 11-253/2, House Block No. 102, Ground Floor – 2, Veerata Nagar, Gopalapatnam, Visakhapatnam District.	Abnormal bills issued due to meter stuck up since more that 2 years due to unoccupied house	<ul style="list-style-type: none"> The 3rd Respondent has revised as per the field report and the CC bills for 4/11 and 5/11 were revised and an amount of Rs.1677/- has been withdrawn from the Consumer account vide RJ No.99/6-11 and intimated to the Consumer on 20.6.11. 	Resloved	
16	51/12.07.2011	Sri C. Janardhana Rao, House No. 13-3-10, Tilaknagar, Kasibugga, Srikakulam District, SC.Nos. 4014.	Rectification of wrong bills of SC.No.4014, Kasibugga.	<ul style="list-style-type: none"> The AE/O/Kasibugga has recommended to revise the bill by apportionating the last 6 months average consumption The said bill was revised for the period from 1/11 to 6/11 and withdrawn an amount of Rs.3044/- and the same was intimated to the consumer and the closing balance to end of 6/11 was Rs.2167/- Hence the Complainant Consumer is hereby directed to pay the remaining balance amount of Rs.2167/- immediately. All the Respondents shall collect the balance amount accordingly. 	Resloved	
17	50/21.07.2011	Sri Perumalla Lova Raju & Others, K.P. Puram Panchayat, Ukkumpeta Village, Thondangi Mandalam, East Godavari District, SC.Nos. 57.	Replacement of damaged conductor which is snapping frequently and causing power interruptions.	<ul style="list-style-type: none"> The respondents are directed that the work towards replacement of damaged conductor at Ukkumpeta Village, Tandangi Mandal to avoid power interruptions should be commenced and completed as per the estimate sanctioned as promised by the 2nd respondent Utsupra. A compliance report should be submitted to Forum within 15 days from the date of receipt of this order duly completing the said work. 	Resloved	

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18	49/21.07.2011	Sri Koyya Murali Krishna, A.V. Nagaram, Thondangi Mandalam, Tuni Taluka – 533449, East Godavari District, SC.No. 15.	Frequent interruptions due to snapping of old Conductors which requires replacement.	<ul style="list-style-type: none"> Frequent interruptions are minimized on A.V.Nagaram feeder due to existing load has been diverted to Ontimamidi – Danaviapeta feeder. Hence, Grievance is resolved. The 3rd respondent is directed that suitable initiation is to be taken against posting of Line Man at A.V.Nagaram (V) as requested. 	Resolved	
19	16/29.06.2011	Sri Vanapalli Siva Rao, Rtd. Head Master, House No. 417, Gandhi Nagar New Colony, Nellimarla – 535217, Vizianagaram District. SC.No. 1038	Though New Meter fixed, the old Meter reading is being continued against SC.No. 1038, Main Road, Opp: Kandarpa Colony, Nellimarla, Vizianagaram District.	<ul style="list-style-type: none"> The revision of bill raising the demand against Sc.No.1038, Nellimerla duly taking the final reading of old meter removed on 23-06-09 as per change slip and check reading of new meter is in order and no evidence for final reading of old meter is as 4394. 	Resolved	
20	17/29.06.2011	Sri Cherukuri Buchchi Ramana, Dosakayalapalli (Post, Village), Korukonda Mandalam – 533292, East Godavari District.	Interruptions On DTR, Aadavichoor, Nandarada Village, Rajanagaram Mandalam	<ul style="list-style-type: none"> The interruptions on SS-16-100 KVA DTR at Nandarada Village, Rajanagaram (M) are minimized duly attending the said works Utsupra. 	Resolved	
21	95/21.07.2011	Sri V.N.B.K. Mohana Rao, Retd., Dist., Audit Officer, State Audit Department, 1-197, Andalamma Thota, Kodelu Road, Eluru – 4, West Godavari District,	Rectification Low Voltage problem and over loading of the DTR	<ul style="list-style-type: none"> The respondents are herewith directed that the said work to avoid low voltage problem at SS1, K.V Road should be commenced on war footing basis duly fixing the contractor and completed within the schedule time fixed. A compliance report should be submitted to Forum with in 15 days from the date of receipt of the order duly commencing the said work. 	Resolved	
22	66/28.07.2011	Sri P. Madhusudhana Rao (VRO) Bhogapuram Chinna Veedhi Bhogapuram Mandalam Vizianagaram. District SC.No. 165	The Service is released with a distant pole with along service connection wire due to which he is facing trouble and requesting for providing a pole to reduce the length of the service connection wire.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register the application at Call Centre for shifting of the meter and for erection of 2 poles etc. All the Respondents are hereby directed to take necessary action after registration of the application at the Call Centre. 	Resolved	
23	60/28.07.2011	The Karur Vysya Bank Limited Palakonda Road Near Krishna Park Srikakulam - 532001 SC.No. 41125	Frequent Voltage fluctuations at Near Krishna Park, Karur Vysya Bank, Srikakulam.	<ul style="list-style-type: none"> The 1st Respondent has redressed the grievance as rejumping work done at cut point and there is no voltage fluctuations and the Complainant consumer has been contacted on 21.7.2011 over Cell No.9652273273 and he has expressed satisfaction for rectification of voltage fluctuations. 	Resolved	

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24	78/27.07.2011	Sri Bikkina China Veeraju N.T. Rajapuram Gandepalli Mandalam East Godavari District	Non release of Agriculture service connection though the estimate charges paid on 07-12-09 and the others who paid after him got the agriculture service connection.	<ul style="list-style-type: none"> The Respondents are directed that the above agricultural New Connection in the name of Sri Bikkina China Veeraju, NT Rajapuram, Gandepalli Mandalam should be released on war footing basis as promised by the 2nd Respondent in his written submission simply. The Respondents are liable to pay the compensation to the complainant @ Rs. 250/- each day default over and above 60 days from the date of payment of estimated charges till to date of releasing of New service as per Standards of Performance norms mentioned in scheduled II of Regulation No. 7 of 2004, APERC. Superintending Engineer/Operation/ Rajahmundry is herewith directed that a detailed enquiry should be conducted duly appointing an enquiry Officer to take draconian action against erring Officers. A compliance Report should be submitted with in 90 days from receipt of this over duly implementation the directions and payment of Compensation accordingly. 	Resolved	
25	08/29.07.2011	Smt. Surla Yerrayamma, W/o. Late Gowrinaidu, Main Road, Thalluru Village Tuni Mandalam East Godavari District. SC.No. 106, Cat-III (A)	Requesting for withdrawing of back billing amount against SC.No. 106, Cat – III (A), Tuni Mandalam, East Godavari District.	<ul style="list-style-type: none"> After through verification of records, written submissions of respondents the following order is herewith passed for implementation. The 4th Respondent is herewith directed that the excess billing and shortfall as per PA Notice issued by the 2nd Respondent should be withdrawn on war footing basis against SC.No. 106, Cat – III, Talluru as per the instructions of 3rd Respondent vide Lr.No. DEE/O/JGP/AE/Tech./D.No. 878/11, dt. 18.07.2011. It is clear cur lapse on part of 1st and 2nd Respondents as the defective Meter was being continued for the last 16 months without replacing and neglected their legitimate duties which warrants disciplinary action. Superintending Engineer/Operation/Rajahmundry is herewith directed that suitable disciplinary action is to be initiated ut supra against erring officers. A compliance report should be submitted to Forum within 15 days duly implementing the order. 	Resolved	
26	107/02.08.2011	Sri B. Atchyuta Rambabu, S/o. Arjuna Rao, Pullalapadu, Nallajerla Mandal, West Godavari District – 534112.	Delay in releasing the agriculture connection after payment of the charges.	<ul style="list-style-type: none"> There is a deficiency of service and all the respondents have failed to release the new agricultural service at Pullapadu Village, Nallazerla Mandal in favour of Sri Atchyuta Rambabu, S/o Arjuna Rao as per standards of performance specified in schedule –II of Regulation No.7 of 2004 issued by APERC. Though the delay is more than 56 days, the service is not released still. Hence, the respondents are liable to pay the compensation to the affected consumer @ Rs.250/- per day over and above 60 days from the date of payment of estimated charges to till the date of release of new agricultural connection in favour of complainant as per SOP Norms Utsupra. The payment of compensation shall be made to the affected consumer within 90 days from the receipt of order. A compliance report should be submitted to Forum with in 15 days after implementation of this order. 	Resolved	
27	40/02.08.2011	Sri V. Venkateswara Rao Mundururu, Pedavegi Mandalam West Godavari District. Sc.Nos. 327, 328.	CC bills are being issued without actual readings against SC.No. 327 & 328 of Mundururu, Pedavegi Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Grievance of Complaint has been resolved duly making the revision of CC bills from 4/10 to 4/11 with actual recorded units against SC.No.327 & 328, Munduru Village, Pedavegi Mandal, West Godavari District. The 3rd Respondent is herewith directed the excess demand already raised against both the services should be withdrawn duly getting the approvals from competent authority immediately. The Complainant is liable to pay the balance arrears after deducting excess demand raised against both the services as per the intimation of 3rd Respondent. The Forum hereby directed the Superintending Engineer/Operation/Eluru that suitable disciplinary action may be initiated against the 3rd Respondent who failed to issue CC bills. The respondents shall implement the order within 15 days from the date of receipt of this order and report compliance within one week there after. 	Pending	
28	126/02.08.2011	Sri R.P. Jahshuva Ankamvari Veedhi Ramachandrapuram - 533255 East Godavari District	Frequent interruptions due to failure of fuse at the DTR.	<ul style="list-style-type: none"> The Forum hereby directed Superintending Engineer/Operation/ Rajahmundry to take suitable disciplinary action against the respondents for not submitting correct information to the Forum. The Forum hereby directed the Respondents to conduct service to service load survey and detect additional load and get them regularized duly collecting Development Charges and Service Connection Charges. The Inspection Notes should be handed over to each consumer on the spot with load particulars. The Grievance is redressed duly done load balancing at existing 100KVA DTR at Ankamvari Veedhi, Ramachandrapuram, East Godavari District. Now minimize the interruptions. A compliance report should be submitted to Forum with in 15 days after implementation of this order. 	Resolved	

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29	127/02.08.2011	Sri C.S. Prabhakara Rao 24-12-4 K.S.R. Nagar Behind Tilak Town Hall Ramachandrapuram - 533255 East Godavari District SC.No. 5289	Low Voltage Problem causes non glowing of Tube lights.	<ul style="list-style-type: none"> The Low voltage problem at K.S.R. Nagar, behind Tilak town Hall, Ramachandrapuram has been attended and rectified duly changing the phas Jumpers to another phase. Now the voltage is improved and tube lights are glowing. The Respondents are hereby directed that they should conduct service to service load survey. If any additional loads detected, notice to be issued to those consumers for regularization of additional loads as per the rules and regulations. A compliance report should be submitted to Forum with in 15 days after implementation of this order. 	Resolved	
30	72/03.08.2011	Sri V.V.S.S.N.Raju, H.No.31-45-10/9, Plot No.23, Prashanti Nagar, Near VUDA Phase-II, Kurnannapalem, Visakhapatnam SC.Nos.001421	1) Though the meter changed on 5-10-10, the old meter reading is being continued and billed for excess units against SC. No.001421, Kurnamannapalem, VSP. 2) The name of consumer is appearing in receipt as V.S.S.N. Raju instead of V.V.S.S.N Raju.	<ul style="list-style-type: none"> The Grievance of Complainant are resolved by the respondents duly updating the actual readings of New meter fixed on 05-10-11 and revised the bills are raised the demand accordingly now no arrears are pending against Sc.No.1421, Kurnannapalem, Visakhapatnam. As well as the phase change particulars (Sq to 3q) and name change particulars are also updated. 	Resolved	
31	96/02.08.2011	Sri Dakamarri Suryanarayana and 2 Others S/o. Lova Raju Near Sathemma Temple Dibbalapalem Yeleswaram East Godavari District	Voltage fluctuations and Low voltage problem near Dibbalapalem, Yeleswaram, East Godavari District	<ul style="list-style-type: none"> The Forum hereby directed the respondents that they should conduct load survey for each and every service. After conducting load survey the load particulars must be noted in the inspection report (LN) and get them signed by each consumer and serve one copy of inspection Notes to the concerned consumer at the spot. If any additional load services detected the same may be regularized by duly collecting Development Charges and Security Deposit. The Forum hereby directed the consumers to regularize the additional loads immediately to improve low voltage problem. To avoid Voltage fluctuations and Low Voltage problems near Dibbalapalem, Yeleswaram Village, 1No. of 100KVA additional DTR was proposed and got sanctioned work is under progress and it will be completed shortly. The 1st Respondent is directed that the erection of additional 100KVA DTR at Dibbalapalem to give load relief to SS35 at Yeleswaram Village should be done immediately as promised by the him in written submission. A compliance report should be submitted to Forum within 15 days from the receipt of this order duly completing the erection work of additional DTR. 	Resolved	
32	36/04.08.2011	Sri G. Kanakayya, Teachers Colony, Munchingiput Village, Paderu Mandal, Visakhapatnam District. Sc.No.349.	Abnormal bill is issued against SC No.349, Munchingiputti (V), Paderu	<ul style="list-style-type: none"> The grievance of Complainant has been resolved duly regularizing the bill stopped status and raising the demand as per check readings furnished against Sc.No.M034/349, Munchingiputti (V), Pederu and the payable amount was intimated by the 3rd respondent. Complainant is liable to the balance amount and his request for clearance of arrears in two installments may be considered. 	Resolved	
33	139/05.08.2011	Sri N.Krishna Rao (Retired D.E.E.), Dr.No.86-6-22/1, Manthena Gardens, Vadrevu Nagar, Rajahmundry. Sc.No.3857 & 3254.	Additional loads against Sc.No.3857 and 3254 are not regularized at D.No.86-6-22/1, Manthena Gardens, Vadrevu Nagar, Rajahmundry.	<ul style="list-style-type: none"> The additional load particulars have been regularized and 3 Phase meter was fixed on 10/07/2011 against Sc.No.3857 and the same fact was also confirmed by the complainant. The additional load particulars are to be regularized against Sc.No.3254 shortly as promised by the 2nd respondent Utsupra. The 1st and 2nd respondents are herewith directed that the above additional load particulars against Sc.No.3254 should be regularized immediately duly fixing 3 Ph meter as it is already delayed. 	Resolved	

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34	80/02.08.2011	Sri M. Venkata Satyanarayana Murthy, D.No. 7-27, Kapilesvara Puram, Gandhi Centre Road, East Godavari District.	Received the CC bill wrongly for an huge amount of Rs.8138/- against Sc.No.663, Kapileswarapuram, E.G.Dist.	<ul style="list-style-type: none"> The grievance of Complainant has been redressed duly revising the huge CC bill for the month of October'2009 and excess amount of demand already raised has been withdrawn against Sc.No.663, Kapileswarapuram, E.G. Dist. The complainant paid the revised bill also. As per his request, the name change shall be attended immediately. The 4th respondent is herewith directed that the name of complainant Sri "M.V.S.N. Murthy" should be appeared in the CC bills hereafter instead of M.V.S.Narayana. 	Resolved	
35	117/09.08.2011	Sri A. Nagamunidara Rao, S/o Venkaiah, Appanna Peta Grama Panchayati, Pedapadu (M.D.L), Hanuman Junction, W.G. Dist.	APSIDC, Eluru paid for estimated charges in March/2011 towards revival of Tallamudi LI Scheme, the works are not commenced so far.	<ul style="list-style-type: none"> The Respondents are herewith directed that the LI Scheme, Tallamudi the erection of HT Line as per the revised estimate should be taken up and completed shortly as promised by Superintending Engineer/Operation/ Eluru. 	Resolved	
36	75/09.08.2011	Datla Sambhamurthy Raju, Thangedu Village, Peddagummuru Post, Kotavuratla, S. Rayavaram Mandalam, Visakhapatnam District.	4Nos. of Agriculture Services are not released so far even though necessary charges paid on 15.06.201 at Thangedu (V), Kota Vurtla (M), Visakhapatnam District.	<ul style="list-style-type: none"> After through verification of records/ Material, written submissions of respondents and court hearings, the following order is herewith passed for implementation. "No Doubt" there is deficiency of service and delay in releasing of new agricultural service at Thongedu Village, Kotavurla (M), Visakhapatnam Dist. After lapse of 400 days from the date of payment of necessary charges i.e. 15-06-2010, the 4 Nos. of new agricultural services are released on 30-07-2011 in the name of Sri Datla Samba Murthy Raju (2 Services), his family (1 Service), and Sri Chitikula Appala Naidu (1 Service). Therefore the respondents are liable to pay the compensation for the delay in releasing new agricultural services Utsupra @ Rs.250/- per each day default over and above 60 days from the date of payment to the affected consumers as per schedule II of SOP, Regulation No.7 of 2004, APERC. The compensation of each day @ Rs.250/- over and above 60 days from the date of necessary charges i.e. 340 days X Rs.250/- per day = Rs.85000/- is to be paid to the 4 No. of prospective consumers as per the estimate sanctioned within 90 days from receipt of this order. Superintending Engineer/Operation/Visakhapatnam is herewith directed that the suitable disciplinary action should be initiated against erring Officer duly conducting a detailed enquiry. A compliance report should be submitted to the Forum within 15 days after implementation of this order Utsupra. 	Resolved	
37	114/09.08.2011	Sri Dubey. Devananda Prasad, Sri Nataraja Swami Devalaya Committee Karayadarsi, 1st ward, Opp: Old Government Hospital, Jangareddygudem, W.G. Dist.	Even though payment made for shifting of Pole in January, 2011 at SSI, 100KVA DTR near Old Government Hospital, not shifting so far at Jangareddygudem, West Godavari District.	<ul style="list-style-type: none"> After clearing of site objections against shifting of Pole at Old Government Hospital, Jangareddy Gudem, the work was completed in the first week of July, 2011. Hence the Grievance is redressed. 	Resolved	
38	136/10.08.2011	Sri S. Narayana Raju, Plot No.12, Sri Surya Nagar, Behind Anandapuram Colony, Jammu, Vizianagaram. Sc.No.988.	Rectification of sagged lines passing in front of his house	<ul style="list-style-type: none"> The Grievance of complainant has been attended and rectified duly restring the conductor at plot No.12, Sri Surya Nagar, Jammu, Vizianagaram. The respondents are hereby directed that they should take immediate initiation to attend for rectification of such problems to avoid future electrical accidents. 	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
39	150/11.08.2011	Sri Y. Appa Rao Near New FCI Colony Pamugunta Thammavaram Kakinada – 5 East Godavari Dist	New domestic service under Indiramma Scheme is not released though it was applied more than one year at new FCI colony, Pamugunta, Thammavaram Village, Kakinada, E.G.Dist.	<ul style="list-style-type: none"> The respondents are directed that such type of new services under Indiramma Scheme as it is under Progress, should be released on war footing basis as promised by the 2nd respondent. 	Resolved	
40	118/11.08.2011	Sri B.V.V. Vasantha Ramulu, Dr.No.2-149, Chintavari Veedhi, Satrampadu, Eluru, W.G. Dist. Sc.No.062868.	Wrong readings taken when the meter the meter changed and bill issued to excess amount against SC.No. 62868, Satrampadu, Eluru.	<ul style="list-style-type: none"> The Grievance of Complainant against SC.No.62868, Satrampadu, D3 Section, Eluru has been resolved duly taking the actual Final Reading of Single Phase meter removed and revised the CC bill accordingly. The Complaint paid the revised bill on 18.07.2011 Utsupra. 	Resolved	
41	153/11.08.2011	Sri Ameena Ansari W/o. Shiak Gouse Mohiddin RPF Head Constable Bada Mahalls Street Near New Masqe Thangellamudi Eluru, West Godavari District SC.No. 067544	Low Voltage problem at Bada Mahalls Street, Tangellamudi, West Godavari District.	<ul style="list-style-type: none"> The Low voltage problem at Bada Mahalls Street, Tangellamudi, West Godavari District has been attended duly done the load balancing on existing DTR and now voltages are improved and Tube Lights are glowing at Peak hours. The 1st and 2nd Respondents are herewith directed that all the services against existing DTRs over loaded should be inspected and found additional loads for which notices will be issued for collection of necessary charges. A detailed report will have to be given to Forum after inspection of all the services against the existing DTRs over loaded as promised by the 1st Respondent in his written submission. 	Resolved	
42	88/11.08.2011	Sri E.P. Vijayakumar Rajahmundry Nagara Congress Secretary D.No.43-8-5. 30th Ward Church Peta Rajahmundry East Godavari District. SC.No. 33540	Voltage fluctuations causing in convenience at 30th Ward, Church Peta, Rajahmundry, E.G.Dist.	<ul style="list-style-type: none"> The voltage fluctuations at 30th ward, Church Peta, Rajahmundry have been attended duly replacing the damaged cable and now voltages are normal. Hence, the problem is resolved. 	Resolved	
43	158/11.08.2011	Sri K. A Mohan C/o. Vasanta Mahal G.N.T Road Eluru – 534001 West Godavari District SC.No. 332	The Idle Pole is not shifted through the shifting charges paid in 2004 at Vangaya Gudem, Kothuru Road, Eluru.	<ul style="list-style-type: none"> The Respondents are herewith directed that the shifting work of 33KV idle Pole/idle span at Vangaya Gudem, fields, Kothuru Road, Eluru should be taken up by war footing basis Utsupra as there is an abnormal delay after payment of shifting charges i.e. in April, 2004. The Respondents are herewith WARRANT that such type of mistake should not be occurred in future and viewed it is a serious lapse of part of Respondent. 	Resolved	
44	121 & 129/11.08.2011	M/s SAI SURYA CASHEW INDUSTRIES, Ananthapuram, Industrial Area, Plot No.66, Kasibugga, Srikakulam Dist.	Though he paid the estimated charges of Rs.77050/- on 14-05-11 and the balance amounts on 16-05-11 the LMC for releasing the service connection is not started so far.	<ul style="list-style-type: none"> The grievance of the consumer is redress and disposed off no costs. 	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
45	52/16.08.2011	Sri S. Rambabu, Head Master of MPUP School, Piruvada, Polaki Mandalam, Srikakulam District, SC.Nos. 150.	Though the arrears of CC charges with reconnection fees paid on 03-07-2009 against Sc.No.150, Piruvada, Polaki (M), Srikakulam, the Service connection is kept under bill stopped and request for reconnection of supply.	<ul style="list-style-type: none"> The 1st and 3rd respondents have resolved the issue against Sc.No.150, Cat-III, Government School, Piruvada, Polaki (M) duly regularizing the status from bill stopped to live as a special case and raised the demand accordingly. The complainant paid the total dues along with reconnection fees for regularization. 	Resolved	
46	132/16.08.2011	Sri P. Sriramulu, Chagallu Mandalam, Nidadavolu, West Godavari Dist Sc.No.146.	Non arrecting of the reduction of load as sanction from 11HP to 5 HP + 200Watts and refund of the excess bill paid against SC.No.146, Chagallu, Nidadavole, West Godavari District.	<ul style="list-style-type: none"> The Grievance of complainant is resolved duly effecting the reduction of load particulars from 11HP to 5HP against SC.No. 146, Chagallu Village, Nidadavole, West Godavari District and excess amount of fixed charges demand raised has been withdrawn and complainant is also updating in payments. 	Resolved	
47	147/17.08.2011	Sri D.S. Rani, MIG 271, APHB Colony, Z.P. Opp. Srikakulam - 532001	Wrongly taken check reading in the bills as per Assessment Notice issued for Cat – I to II with FR 3551 and shortfall units raised 604 instead of 325 units against SC.No. 51836, APHB Colony, Opp. to Z.P, Srikakulam.	<ul style="list-style-type: none"> The Forum here by directed that the 3rd respondent should rectify the wrongly noted meter reading duly verifying the report submitted by the 1st respondent immediately. The 3rd respondent should issue the revised bill to the complainant immediately and adjust the excess amount paid by the consumer in future bills. This type of incident should not be repeated to any type of consumer in future. The compliance report should be submitted with 15 days after receipt of this order. 	Resolved	
48	148/17.08.2011	Smt. A. Lakshmi, W/o. Govindarajulu, Plot No. 11, Visaka 'A' Colony, Srikakulam – 532001	Abnormal bill is issued for 6/2011 against SC.No. 33995, Srikakulam	<ul style="list-style-type: none"> The Forum is here by directed that the 3rd respondent should apportionate the CC bills as per the written submission of 1st respondent immediately and serve the revised CC bills to the consumer. The Forum is here by directed the consumer (Complainant) that he should arrange payment within 15 days soon after receipt of revised CC bills from the 3rd respondent as there is no defects found in energy meter performance during inspection by the 1st respondent. The Forum is here by directed the respondents that this type of incidents should not take place in future and notice may be issued to the billing agency not to repeat. The compliance report should be submitted to the Forum within 15 days after receipt of this order. Hence, the grievance of complainant is redressed. 	Resolved	
49	105/19.08.2011	Sri S. Subba Rao and Others Nagavamsapu Veedhi Dasannapeta Maharanipeta Vizianagaram District SC.No. 37660.	Low voltage problem due to non replacement of their failed DTR and tagged his service to the neighboring DTR.	<ul style="list-style-type: none"> The Respondents are hereby directed to conduct load survey of each and every service connected to the Transformer No. SS-61 and submit the correct connected load particulars and regularize if they detect any additional load during inspection. The Respondents are herewith directed to checkup randomly the DTRs during peak load hours to detect any kind of low voltage problem in advance as a precautionary measure to avoid inconvenience to such consumers. The Respondents are herewith directed to balance the DTR load each Phase immediately to reduce neutral current within the permissible limits to minimize the low voltage problem. The Respondents should submit the compliance report within 15 days 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
50	176/19.08.2011	Smt Kotari Annapurna, W/o Narayana, Singaraju Palem, Nallajerla Mandalam, West Godavari District.	Delay in releasing new agriculture service with contacted load 30 HP, at Singarajupalem, Nallajerla (M), W.G.Dit though they paid necessary charges on 22-03-11 and not followed priority list and another services are released after payments made by the complainant.	<ul style="list-style-type: none"> There is a delay in releasing new agriculture service in favour of Smt Kotaru Annapurna, W/o Narayana Rao, P.R.Palem (V), Nallajerla Mandalam after payment of necessary charges which attracts Standards of Performance Norms for compensation. The respondents shall be liable to pay to the affected consumer compensation specified in schedule-II of standards of performance; regulation No.7 of 2004, APERC @ Rs.250/- for each day of default from the date of receipt of necessary charges over and above 60 days to date of release of supply to the affected consumer. 1. Date of Payment of necessary charges - 22-03-11. 2. New service is to be released as per SOP Norms - within 60 days. 3. Date of release of supply as Standards of Performance - 21-05-11. 4. So for the service not released. 5. Delay as on 20-08-2011 - 91 days. The total compensation is to be calculated upto date of release of supply and arrange payment within 90 days from the date of receipt of order. The respondents are herewith directed that the said new agriculture service should be released on war footing basis duly providing the said DTR as per estimate sanctioned. A compliance report should be submitted to Forum within 15 days after implementation of this order Utsupra. 	Resolved	
51	97/24.08.2011	Sri Dr. A. Ravi Kumar, C/o. Rada Mohan Rao, Opp: Varam Residency, Near Day & Night Junction, Palakonda Road, Srikakulam Dist - 532001. Sc.No.19322.	Single ph meter was replaced with 3 ph meter but the changing was not affected in the records and also the SD amounts not appeared on the CC bills.	<ul style="list-style-type: none"> The Respondents are hereby directed to furnish the information as requested by the GM/IT on war foot basis to take necessary action on the subject matter. The Respondents are hereby directed to update the change of phase conversion immediately on the records in the succeeding month and furnish the compliance report along with proof of change with in 15 days. 	Resolved	
52	111/24.08.2011	Sri B.J. Benhar Babu, MIG-131, Samatha Nagar, Pedagantyada, Visakhapatnam, Sc.No.000867.	CC bill issued for huge amount wrongly for no consumption against SC.No.867, Samathanagar, MIG- 131, Pedagantyada, Visakhapatnam.	<ul style="list-style-type: none"> The Grievance of complainant is resolved against SC.No. 867, Samatha Nagar, Pedagantyada, Visakhapatnam District duly withdrawing the shortfall amount already raised wrongly for the month of July, 2010 and August, 2010. Now the complainant is having minus balance of Rs. 1728/60Ps to end of July, 2011. 	Resolved	Grievance of complainant rectified.
53	162/27.08.2011	Sri Kotikalapudi Ravi Door No. 9-6-6 Golivari Street Samalkot - 533440 East Godavari District	The New Agricultural Service is not released so far, even though estimated charges of Rs. 104870/- paid in February, 2006 at Chendurthi (V), Gollaprolu Mandalam, East Godavari District. 2) Neighbor former Sri K. Perraju utilizing Power Supply unauthorizedly. 3) He is requested Distribution Transformer + balance material for releasing the Agricultural Service.	<p>After through verification of records, written submission cogent evidences given by the complainant and hearing scheduled on 17.08.2011, the following order is herewith passed for implementation scrupulously.</p> <ul style="list-style-type: none"> A Detailed enquiry should be conducted immediately duly appointing the enquiry Officer by the Superintending Engineer/Operation/Rajahmundry against the said issue and take suitable disciplinary action against all erring Officers right from the beginning. The New Agriculture service infavour of Sri Kotikalapudi Ravi, Chendurthi Village, Gollaprolu Mandalam should be released on war footing basis duly erecting 16KVA Distribution Transformer as it is already delayed more than 5 Years. It is a clear cut deficiency of service on part of Respondents. Hence the Respondents are liable to pay the compensation to the affected consumer as per the standards of performance specified in schedule II @ Rs. 50/ per each day of default from the date of payment of necessary charges paid over and above the 60 days to the date of release of supply. (So far not released) (A) Date of payment of estimated charges - 09/03/2006 <ul style="list-style-type: none"> Period for releasing service - 60 days Service is to be released as per Standards Of Performance norms - 09.05.2006 (B) Abnormal delay period as on 26.08.2011 - 5 years + 109 days (C) Total delay period is to be calculated upto date of release of supply to the complainant. The respondents are liable to pay the cost of material borne by the Complainant with interest duly conducting enquire. Total compensation should be paid to the affected consumer after releasing of service connection within 90 days from the date of receipt of this order. A Compliance Report should be submitted to Forum within 15 days after implementation of this order. 	Resolved	

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54	133/27.08.2011	Sri M.V. Bangara Raju, F-2, Satya Sai Sadan, Plot No.4, Sri Ramanagar Colony, Dharmapuri Road, Vizianagaram.	Due to failing of the Distribution Transformer feeding his domestic service connection, the SC was tagged to the neighboring Distribution Transformer and normal supply from the original Distribution Transformer is not restored.	The 1st and 2nd Respondents on 24.7.2011 charged the Distribution Transformer and the services were tagged on to the SS-105. The Complainant Consumer has also acknowledged the same. Hence the grievance of the consumer has been redressed.	Resolved	
55	169/27.08.2011	Sri B.V. Nagireddappa, Dr. No. 59-15-1, K. Agraharam, Jaganayakapur, Kakinada – 533 002, East Godavari District. SC.No. 4332	Low Voltage Problem at Jaganadhapuram, K. Agraharam, Kakinada, E.G.Dist.	<ul style="list-style-type: none"> The respondents are herewith directed that the execution of work to avoid low voltage problem at K.Agraharam, Kakinada should be completed duly providing 1 No of additional 40 KVA Distribution Transformer immediately as stated above by the 1st respondent. A compliance report should be submitted to Forum within 15 days after erection of said Distribution Transformer to avoid low voltage problem. Respondents are herewith directed that the intensive inspections on the said Distribution Transformer should be conducted and identified additional loads for which notices will be issued for regularization. 	Resolved	
56	73/27.08.2011	Lokavarapu Sanyasidemudu and Vadapalli Satyanarayana, Serabhupala Patnam (S.B. Patnam), Nathavaram Mandalam, Visakhapatnam District.	New agriculture service applications are cancelled without estimate sanctioned at Serabhupala Patnam (V), Nathavaram (M), VSP.	<ul style="list-style-type: none"> The Complainant Consumers are hereby directed to pay the estimated amounts immediately for providing new connections All the Respondents shall take necessary action for giving new agricultural connections after receipt of all the necessary estimated amounts. The Respondents should implement the Standards of Performance after payment of requisite amount to avoid future delay in release of services. 	Resolved	Necessary estimated charges are not received from the consumer .Soon on receipt of
57	104/27.08.2011	SRI SRINIVASA RAJESWARI, Agro – Tek Mills (P) Ltd. Sri Dr. K. Venkata Rao, Chairman, Antipeta, Near Bobbili, Vizianagaram District – 535 558..	Frequent interruptions causing loss in Milling.	<ul style="list-style-type: none"> All the Respondents are hereby directed that the frequent power interruptions shall be minimized and not to cause hardship to the consumers except during the unavoidable circumstances when there is power shortages. All the respondents are hereby directed to implement the Standards of Performance to minimize the interruption. 	Resolved	
58	120/27.08.2011	Smt K.K.G. Parvathi, W/o Sri K.V. Rao, Jammu Panchayat Limits, Vizianagaram Dist. SC.No.357.	Low voltage problem	<ul style="list-style-type: none"> The Forum herewith directs the respondents to conduct detailed load survey of each consumer's connected load to provide additional Distribution Transformer to minimize low voltage problem. If any additional load is existing with any of the consumer as against the contracted that load should be regularized duly collecting Development charges and Security Deposit from the concerned consumer. The Forum herewith directs the Divisional Engineer/Operation/ Vizianagaram to conduct detailed enquiry against the concerned who was on duty at that time to take suitable disciplinary action. The Compliance Report should be submitted with in 15 days after receipt of this Order. The Grievance of the complainant is yet to be 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
59	135/27.08.2011	Sri A. Gopala Rao, Public Relations Inspector (Posts), Plot No.41, Laxmi Ganapathi Colony, P.B. Colony, Vizianagaram. Sc.No.63674.	Low voltage problem at Plot No. 41, Laxmi Ganapathi Colony, VZM	<ul style="list-style-type: none"> The 1st Respondent has replaced the jumpers and tong tester reading done at the premises was 238 V at peak load time i.e. 1920 hrs. on 11.7.2011 and there is no low voltage. 2 Nos. additional 40 KVA Distribution Transformers have been proposed by the Respondent. The Respondents are hereby directed that detailed load survey is to be conducted to each and every service before installation of 2Nos. 40KVA additional Distribution Transformers. If any service connection is having additional in addition to the existing contracted load, such load should be regularized duly collecting the necessary charges. All the Respondents are hereby directed to take necessary steps to erect the new Distribution Transformers as proposed by 30 days. The 3rd Respondent is hereby directed to implement the order and shall send a compliance report within 15 days. 	Resolved	
60	134/27.08.2011	Sri Attada Surya Rao, B.C.Colony, Dharmapuri Gramam, Vizianagaram Mandalam. Sc.No.964.	Abnormal bills are being issued against SC No. 964, Dharmapuri Village, Vizianagaram	<ul style="list-style-type: none"> The 1st Respondent has replaced the meter in respect of SC No.964, Cat I was attended on 15.7.2011 and replaced vide Change slip No. 41110. The Grievance of complainant against Sc.No.964 has been resolved duly replacing the existing meter due to excess consumption recorded as per the request of complainant. 	Resolved	
61	173/02.09.2011	Sri Boppana Veera Babu S/o. Maeaidaya Opp: Yeleswaram Panchayati Yeleswaram – 533429 East Godavari District. SC.No.783	Abnormal bill is issued for the month July/2011 against SC.No. 783, Yeleswaram Section, Jaggampeta, East Godavari District.	The Grievance of Complainant against SC.No. 783, Yeleswaram has been resolved duly reducing the average consumption for the month of August, 2011 and prepared the revised bill duly withdrawing the excess demand. The complainant paid the revised bill.	Resolved	
62	143/02.09.2011	Sri I. Neelam Naidu Lecturer in Chemistry, Plot No. 33, Sri Sivaram Nagar, Bondilipuram, Srikakulam, SC.No. 34649	The old Iron Pole is not shifted even though necessary charges paid on 29/04/2009 against Plot No. 33, SC.No. 34649, Sri Sivaram Nagar, Bondilipuram, Srikakulam.	<ul style="list-style-type: none"> The Complainant Consumer has sent a letter and expressed his satisfaction. Hence the grievance of the consumer is redressed. 	Resolved	
63	100/06.09.2011	Sri S. Umamaheswara Rao, S/o. Subba Rao (Late), Ballanki Street, Palakonda, Srikakulam District - 532440	Stopping supply for taking up remodeling of his house.	The Forum duly taking into cognizance of the written submission of the Respondent, written statement of the complainant the CG No.100/11-12 is disposed off with no costs.	Resolved	
64	103/06.09.2011	Sri K. Ramesh, Kotta Devara Veedhi, Vizianagaram.	Replacement of the Iron Pole with Cement Pole to avert electrical accidents.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to register an application at the Call Centre and also should pay the estimated charges as per the rules in vogue. The Forum hereby direct the consumer to provide suitable place (Location) to re-erect the existing pole to new place. The place should not cause inconvenience to the neighbours as the existing pole was already there for 30 years. All the Respondents are hereby directed to take necessary steps to replace the iron pole after receipt of the estimated charges. 	Resolved	

Sl. No	C.G. No and Date	Name and Address of the Complainant	Issue	Verdict of CGRF	Compliance Status	Reasons for delay in compliance if any
65	87/07.09.2011	Sri Kottamsetti Bhavarushi, Nagara President, D.No. 20-2-4-1, Thummalova, Rajahmundry, East Godavari District.	Non providing of covers to the Fuse boxes for protection.	<ul style="list-style-type: none"> The complainant is herewith advised that any specific grievance identified in his particular area, he should clearly mention his domestic/commercial service connection number along with full postal address as the registered consumer/ firm consumer is only eligible for giving complaints to Forum. However, particular area as per the address of the complainant, problem has been rectified duly providing distribution box with doors at SS-9, Bhavarushi Temple, Tummalova, Rajahmundry. 	Resolved	
66	245/07.09.2011	Smt A. Nirmala Devi, W/o Satyanarayana, Pullalapadu (PO), Nallajerla Mandalam, W.G.Dist.	Though the necessary charges paid on 28/03/11, the new agricultural service is not released at Pullapadu Village, Nallajerla (M), W.G.Dist.	<ul style="list-style-type: none"> There is no deficiency of service regarding delay in releasing of new agriculture service infavour of Smt Alluri Nirmala Devi, W/o Satyanarayana, Pullapadu Village, Nallajerla (M) as the revised estimated charges paid on 03-08-11 regarding the difference cost of star rated Distribution Transformer and released service on 29-08-11. The releasing of new agriculture service is within the limits of Standards of Performance and she is not entitled for any compensation as requested. 	Pending	
67	128/13.09.2011	Sri VISAKHAPATNAM SOUTH WEST CONGREGATION, OF JHOVAH'S WITNESSES, C/o B.S.A. Vilard, MIG – 06, Authonagar, Visakhapatnam – 530 012.	To differ the proposal of erection of the new DTR structure at their premises.	<ul style="list-style-type: none"> The grievance of the complainant has been resolved and expressed his satisfaction over phone on 09-09-2011 at 13:00 Hrs. Hence, the grievance of the consumer is redressed. 	Resolved	
68	166/13.09.2011	Sri Suvvada Balaram, Vempadam Village and Post, Pusapatirega Mandalam, Vizianagaram District – 535 204 SC.No. 00813	16 KVA Transformer Burnt at Vempadam Village, Pusapatirega Mandalam, Vizianagaram District.	<ul style="list-style-type: none"> As the sick Distribution Transformer is replaced with good condition 16 KVA Distribution Transformer, the grievance of consumer is redressed. 	Resolved	
69	171/13.09.2011	Smt. Shaik Biby W/o. Ravi Sankar Srinivas Korukonda Village Vinayakudi Gudi Street D.No. 7-84 Raja Nagaram Rajahmundry East Godavari District SC.No. 641	High Voltage problem at Rajakulapeta, Vinayakudigudi Street, Korukonda Village and Mandal, East Godavari District.	<ul style="list-style-type: none"> The Respondents are herewith WARRANTED that such type of incidents should not be occurred in future to avoid that pre-monsoon Inspection should be conducted to all existing LT Line areas immediately. However the High Voltage problem accidentally occurred at Rajakulapeta was rectified duly transferring the existing loads to another Distribution Transformer. 	Resolved	
70	172/14.09.2011	Sri Pardha Sardhi (FEO) Reliance Communications Ltd. Door No. 3-347/A, Lala Cheruvu, NH – 5 Road, Rajahmundry – 533106 East Godavari District SC.No. 442	Abnormal bills are being issued against HT SC.No. 442, Reliance Communications Ltd./Rajahmundry.	The Grievance of complainant is resolved duly issuing the revised bill as per the actual readings furnished by the Second Respondent for the month of April, 2011 against HT SC.No. RJY 442, Reliance Communications Ltd., Lalacheruvu, Rajahmundry. Further, monthly bills are also issued without any variations.	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
71	108/14.09.2011	Sri Chonga Laxmi Naidu, S/o Satyam Naidu and Others, Haripuram Village, Burja Mandalam, Srikakulam District	Though an amount of Rs.3,04,883/- paid on 5.4.2011 for releasing the agriculture connections, the service connections are not released so far even after 2 ½ months after payment.	<ul style="list-style-type: none"> The Complainant Consumer is hereby directed to pay the revised estimate charges immediately. All the Respondents shall take necessary action duly after collecting the revised estimate charges. 	Resolved	
72	250/14.09.2011	Sri N. Veerababu Surya Rao Peta H.No. 6-202/5 Water Tank Street Rajanagaram Mandalam East Godavari District. SC.No. 3927	Though the New Meter is fixed in place of Old Meter not working against SC.No. 3927/I Surya Rao Peta Village, Rajanagaram Mandalam, East Godavari District for the last 7 months, minimum bills are being issued without actual reading of New Meter.	The Respondents have resolved the Complaint against SC.No. 3927/I Surya Rao Peta Village, Rajanagaram Mandalam, East Godavari District duly making the revision of bills for the periods from 02/11 to 07/11 as per the MRT Test results against existing Meter which was in Mal-functioning.	Resolved	
73	251/20.09.2011	Sri Rajarajeswari Residency Main Road, Annavaram East Godavari District SC.No.3514	Abnormal CC bills are being issued after replacement of existing Meter against SC.No. 3514, Annavaram, East Godavari District.	<ul style="list-style-type: none"> As per instructions of higher authorities of Licensee, all the Cat – II services with connected load more than 10KW, should be provided KVAH compactability meters and billing is to be done with KVAH readings only as per Tariff orders for 2011-12. Hence the existing meter was replaced with KVAH compactability meter. As per the KVAH readings, the billing is done for June, 2011 & July, 2011 is in order and complainant is liable to pay the total CC charges balance as per Ledger to end of August, 2011 Utsupra. The Respondents are herewith directed the AB switch with insulation should be provide immediately. 	Resolved	
74	180/21.09.2011	Sri Ex. SGT.E.V. Subba Rao (I.A.F) S/o. Atchutaramayya Akkireddigudem Village Gangannagudem Post West Godavari District – 534 450	LT Cables are loosely connected to the distribution boards causing Voltage fluctuations and avoidable transmission losses at SS-34, Pedavegi, West Godavari District.	<ul style="list-style-type: none"> The Grievance of Complainant has been resolved duly replacing the damaged LT Cable and Loose Connections rectified duly providing New LT Fuse Set at SS-34, Pedavegi, West Godavari District. 	Pending	
75	152/21.09.2011	M/s. Greengromor Bio Fertilizers Plot No. 14, Industrial Estate Eluru West Godavari District SC.No. 6106 - 026457	Bill stopped Service No. 6106 – 026457, Cat – III is not regularized though he paid total arrears on 10.03.2011.	<ul style="list-style-type: none"> The restoration of Power Supply to bill stopped service No. 026457, Green Growmore Bio Fertilizers, Eluru has been done on 30.08.2011 after obtaining proper permission of Corporate Office, APEPDCL. The Respondents are herewith directed that the huge delay should not be occurred in future regarding restoration of supply. 	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
76	142/20.09.2011	Smt. P. Ramanamma, D.No. 3-8-48/C, Gajula Street, Srikakulam, SC.No. 13964	Initial reading of New meter 4821 taken as '0' and issued bills for huge amounts and requested for withdrawing the excess billing against SC.No. 13964, Gajula Street, Srikakulam.	<ul style="list-style-type: none"> During the period from July, 2010 to March, 2011 against SC.No.13964, Gajula Street, Srikakulam the existing Meter was replaced in 3 times with New Meters Utsupra. Total Consumption was billed duly taking an average consumption based on the recorded units in replacing Meters and intimated the same to the consumer. The Complainant is liable to pay the revised bill for the above period as mentioned by the Third Respondent. 	Resolved	
77	70/20.09.2011	The SDE/BSNL, Telephone Exchange, Near Judge Court Pathapatnam, Srikakulam District SC.No. 645	Abnormal bill issued against SC No. 645 of Subalaya Colony, Hiramandalam, Srikakulam district.	<ul style="list-style-type: none"> The grievance of complainant is resolved against Sc.No.645,. Subhalai, Cat-II, Hiramandalam duly withdrawing excess amount and the same was accounted for in consumer's ledger after obtaining approval of withdrawing the shortfall amount by the 3rd respondent. Hence the grievance of the Complainant Consumer is redressed. 	Resolved	
78	76/20.09.2011	Geetha Hospital Dr. V.K. Guptha (MBBS, D.O.) Near One way Traffic Junction, Anakapalli - 531001 Visakhapatnam District	Though the consumer has paid for regularization of unauthorized additional load on 11.5.1997, again a notice for regularization of unauthorized use of additional load is issued without actually regularizing the payment done for the same purpose.	<p>The Forum is hereby directed the respondents to regularize the additional load as the complainant has already paid the requisite amount long back. The consumer need not pay any additional charges.</p> <p>The 3rd respondent is herewith directed that whatever security deposit already paid along with development charges towards regularization of additional load against Sc.No.14722, D2 Section, Anakapalli should be regularized in ERO/Anakapalli records along with interest charges payable from 16/05/97 suitable instructions should be given to Assistant Accounts Officer/ERO/ Anakapalli accordingly.</p> <p>A compliance report should be submitted to Forum within 15 days from the receipt of order.</p>	Resolved	
79	144/20.09.2011	Sri T. Gopala Rao, SAT Nagar, D.No. 16-24-119, Gujarathipeta Post, Srikakulam District.	Low voltage problem at SAT Nagar Colony, Thotapalem Road, Srikakulam.	<ul style="list-style-type: none"> All the Respondents are hereby directed that the grievance shall be redressed immediately by erecting the additional 40 KVA Distribution Transformer to curtail the low voltage problem at SAT Nagar Colony, Thotapalem Road, Srikakulam. The Superintending Engineer/Operation/Srikakulam is hereby directed that the work shall be completed by 12th October'2011 and a compliance shall be sent to the Forum within 7 days. The Forum is hereby directed the respondents to regularize the additional loads detected during inspection duly collecting requisite amount from the individual consumer. 	Resolved	
80	159/22.09.2011	Sri Nandamuri Satya Venkata Subrahmanyam S/o. Gandhi Musullakunta Nallajerla Mandalam West Godavari District. SC.No. 1740, 20HP.	Distribution Transformer is not replaced though it is failed on 05.07.2011 at SC.No.1740, Dubacherla Village, Nallajerla Mandalam, West Godavari District.	<ul style="list-style-type: none"> The Grievance of Complainant has been resolved duly replacing the failed Distribution Transformer with the healthy Distribution Transformer in time against SC.No. 1740, Dubacherla Village, Nallajerla Mandalam, West Godavari District. 	Pending	
81	197/24.09.2011	Sri Tamarba Chittinaidu, Tamarapalli Gramam, Vanugupalli Panchayati, Paderu Mandalam, Visakhapatnam Dist. Sc.No.56.	Abnormal bills are being issued at Tamarapalli Village, Paderu Mandalam, against SC.Nos. T007/56.	<ul style="list-style-type: none"> The Grievance of complainant is resolved against SC.No.T007/56 of Tamarapalli Village, Vanugupalli Post, Paderu Mandalam duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated. 	Resolved	

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82	231/24.09.2011	Sri G. Suri Babu, Area Code: K040, Hukumpeta Mandalam, Konthili Gramam, Visakhapatnam Dist. Sc.No.000081	Abnormal bills are being issued at Konthili Village, Hukumpeta Mandalam, against SC.Nos. K040/81.	• The Grievance of complainant is resolved against SC.No. K040/81, Konthili Village, Hukumpeta Mandalam, Paderu Division, duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated.	Resolved	
83	216/24.09.2011	Sri Kurusa Rama Rao, W/o Kurusa Chandrakalla, Kotta Paderu Gramam, Paderu Mandalam, Visakhapatnam Dist. Sc.No.2847	Abnormal bills are being issued at Kotta Paderu Village, Paderu Mandalam, against SC.Nos. P005/2847.	• The Grievance of complainant is resolved against SC.No. P005/2847, Kotta Paderu Village, Paderu Mandalam, duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated.	Resolved	
84	219/24.09.2011	The Principal, A.P.T.W.R. School (G), Paderu Mandalam, Visakhapatnam Dist. Sc.No.35	Abnormal bills are being issued to A.P.T.W.R. School, Paderu, against SC.Nos. 3008/35.	• The Grievance of complainant is resolved against SC.No. 3008/35, A.P.T.W.R. School, Paderu Mandalam, duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated.	Resolved	
85	236/24.09.2011	Sri Bandingi Kotham Naidu and 9 Others, Konthili Post, Hukumpeta Mandalam, Paderu, Visakhapatnam Dist	Abnormal bills are being issued at Konthili Post, Hukumpeta Mandalam, against SC.Nos. 65, 159, 76, 29, 86, 115, 131 and 44.	• The Grievance of complainants is resolved against SC.No.65, 159, 76, 22, 86, 115, 131 and 44 Konthili Post, Hukumpeta Mandalam, Paderu duly excess demand withdrawn and balance amount has been intimated. Complainants are liable to pay the balance amounts as intimated.	Resolved	
86	195/24.09.2011	Sri K. Rama Rao, Karakaput Village, D. Gounduru Panchayati, Paderu Mandalam, Visakhapatnam Dist. Sc.No.23.	Abnormal bills are being issued at Korakaput Village, Paderu Mandalam, against SC.Nos. K091/23.	• The Grievance of complainant is resolved against SC.No. K091/23, Korakaput Village, Paderu Mandalam, duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated.	Resolved	
87	223/24.09.2011	Sri B. Konda Babu (B.L. Rao), Konthili Village and Post, Hukumpeta Mandalam, Visakhapatnam Dist. Sc.No.03	Abnormal bills are being issued at Konthili Post, Hukumpeta Mandalam, against SC.Nos. K040/03.	• The Grievance of complainant is resolved against SC.No.K040/03, Konthili Post, Hukumpeta Mandalam, Paderu Division duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated.	Resolved	
88	170/27.09.2011	Sri Ch. Y.B. Reddy, D.No. 53-7-9/1, Near Rajyalakshmi Temple, Maddilapalem, Visakhapatnam District. SC.No. 194347	Abnormal bill is issued in July 2011 against SC No. 194347, Maddilapalem, Visakhapatnam.	The 1st, 2nd and 3rd have apportioned the consumption for 19 months and demand revised to Rs.13386/- and an amount of Rs.6611/- was reduced. The consumer has paid and hence the grievance is redressed. The Forum is here by directed the respondents not to make any inconvenience to any class of consumers and collect the penalty from the billing agency for not taking correct reading.	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
89	222/27.09.2011	Sri K. Modakonda, Konthili Baram Naidu Konthili Village and Post, Hukumpeta Mandalam. Visakhapatnam Dist. Sc.No.99	Abnormal bills are being issued at Konthili Village, Paderu Mandalam, against SC.Nos. K040/000099.	<ul style="list-style-type: none"> The Grievance of complainant is resolved against SC.No. K040/000099of Konthili Village, Paderu Mandal duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated. 	Resolved	
90	224/27.09.2011	Sri G. Appala Swamy, S/o Late Ballayya, Konthili Panchayati, Hukumpeta Mandalam. Visakhapatnam Dist. Sc.No.23	Abnormal bills are being issued at Karakaput Village, Paderu Mandalam, against SC.Nos. K040/000023.	<ul style="list-style-type: none"> The Grievance of complainant is resolved against SC.No. K040/000023of Karakaput Village, Paderu Mandal duly excess demand withdrawn and balance amount has been intimated. Complainant is liable to pay the balance amount as intimated. 	Resolved	
91	252/30.09.2011	Sri Kadari Nagaraju and Matla Govindulu, S. Agraharam Village, Rowthulapudi Mandalam, East Godavari District.	Though the necessary charges paid on 28th March' 2009, the new Agl Service is not released so far at S.Agraharam, Rowthulapudi Mandalam, Sankavaram, E.G.Dist.	<ul style="list-style-type: none"> After lapse of 2½ years, delay in releasing of new agricultural services to Sri K.Nagaraju and M.Govindulu, S.Agraharam Village, Rowthulapudi Mandal, E.G.Dist, now all the works are completed for releasing new services. As stated by the respondents in their written submission as well as oral hearing, the complainants are not ready with the motor and shed. Hence, the complainants are herewith advised that their readiness should be informed to respondents immediately as all the works completed for releasing the services. <p>A report compliance should be submitted to Forum within 15 days from the receipt of this order duly releasing the service connections.</p>	Resolved	