

DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS FOR THE YEAR OF (2012-2013)

| Sl. No. | C.G. No. / Date | Name & Address of the Complainant/S.C. No. | Issue/Nature of Case | Verdict of CGRF (Subject) | Compliance status | Reasons for delay in compliance if any |
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| 1 | 330/ 18.01.12 | Sri. V. Srinivas Jai Sri Hanuman Construction, H. Nos. 6-8-174,175, 176, 177 & 177/1, Opp: Masjid, Vijaya Talkies Road, Chowrastha, Hanamkonda, Warangal-Dist. General | Restoration of power supply | The complainant grievance is resolved by the respondents amicably in favour of the consumer. The complainant has also given a letter addressed to the Chairperson/Consumer Grievances Redressal Forum stating that due to completion of the work by the respondents, he is willing to withdraw his complaint which is lodged at Forum in the earlier instant. Hence no specific orders are necessary in this case, the complaint is dismissed as resolved by the respondents. | Resolved | |
| 2 | 331/ 24.01.12 | Sri. Syed Tajuddin S/o. Abdul Razak, Reddypuram-Village, Hasanparthy-Mandal, Warangal-Dist. General | Release of new service connection | Keeping in view of above all consequences occurred and on redressal of the consumer grievance amicably by the respondents as per the information given by the complainant over telephone and satisfied by himself to this extent and in the absence of not produced any recorded evidence in connection with correspondence made by the complainant in this aspect with the respondents, the case is closed without going in detail. | Resolved | |
| 3 | 333/ 28.02.12 | M/s. Srinivasa Sai Constructions Ammavaripet, Hanamkonda, Warangal-Dist. S.C. No. 2297-00067, LT-Cat-III (B) | Excess billing | The respondents are directed to apportionate the consumption recorded during the month of 05/2011 for the period from 02/2011 to 05/2011 and withdraw excess billed amount, due to non established the date of disconnection with final reading based on the recorded evidence. Further, the average consumption calculation is also not correct for the period from 08/2011 to 12/2011 due to meter with "No Display". In this connection also the respondents are directed to revise the average consumption during the meter "No Display" period from 08/2011 to 12/2011 by considering consumption during the preceding three billing cycle as per the Clause 7.5.1.4.1 and 7.5.1.4.2 of Terms and Conditions of Supply. The complainant is requested to pay the C.C. Charges as per the revised bills if any outstanding amount is available. | Implemented | |
| 4 | 334/ 29.02.12 | Sri. M.V. Rama Rao S/o. M.V. Ranga Rao, H. No. 2-342, Madikonda, Warangal-Dist. S.C. Nos. 2552-4858-4837, Cat-I | Wrong Billing | The respondents have redressed the grievance of the complainant against his service connection amicably. The excess amount claimed by the respondents against two number service connections i.e., 4858, 4837, for an amount Rs. 1961/-, 2074/- was withdrawn vide JE. No. 10 of 04/2012 and JE. No. 11 of 04/12. The audit shortfall raised for an amount of Rs. 3366/- by the respondents is agreed to pay by the complainant during the hearing conducted on 30.04.12. The Forum has given direction to the respondents not to deviate the Citizen Charter on redressal of the consumers grievances. | Implemented | |

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| 5 | 336/ 22.03.12 | Sri. B. Vishnuvardhan Rao M/s. Shivaramakrishna Modern Rice Mill, Govindaraopet-Village, Warangal-Dist. S.C. No. 132, LT-Cat-III | Back billing case | The respondents have redressed the grievance of the complainant amicably rectifying and withdrawing of surcharge vide J.E. No. 03/3-12 for an amount of Rs. 14,66,287/-. The consumer deposited amount of Rs. 18,200/- which was FDR in the Nationalized Bank was ripped pout of Rs. 40,605/- also credited to consumer account of his S.C. No. 1001-00132. An amount of Rs. 5000/- was awarded as compensation to the complainant shall be adjusted to the future consumed units by him. Directions were also issued to the respondents from the Forum to act and follow the departmental rules in vogue strictly while conducting meter testing without much delay like in this case. | Implemented | CGRF Orders Implemented. Adjusted in CC bills vide DD No.7991960,Dt.11.12.20 13. |
| 6 | 02/2012 03.04.12 | Sri. Ch. Narsimha Rao Branch Manager HDFC Bank Limited, H. No. 1-8-605/1, Nakkalagutta, Hanamkonda, Warangal-Dist. Pin Code No. 506002 (A.P.) | High Voltage Problem | The complainant grievance is resolved by the respondents amicably in favour of the consumer. The complainant has also given a letter dated. 21.04.12 addressed to the concerned Assistant Engineer stating that the problem of low voltage in their branch as attended by the respondents well-in-time for which he has satisfied. Hence no specific orders are necessary in this case, the complaint is dismissed as resolved by the respondents. | Resolved | |
| 7 | 05/2012 26.04.12 | Sri. V. Ramana Reddy Balasamudram, Advocates Colony, Hanamkonda, Warangal-Dist. S.C. No. 12397-5212, Cat-I | Discrepancy in C.C. Bill | The respondents have redressed the grievance of the complainant amicably duly revising the wrong C.C. bill already issued by them. Accordingly the complainant has also paid an amount of Rs. 500/- (Rupees Five Hundred Only) vide PR No. 55669 on 25.04.2012 as per the revised C.C. bill issued by the respondents taking into consideration of actual units consumed by the complainant against the S.C. No. 12307-05211 released to him. In view of the redressal of the grievance of the complainant as above, without going in detailed this case is closed. Certain directions were also issued by the Forum in this order to the respondents in connection of submission of reports on the notices served by the Forum well-in-time. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/NBS/Th eft/D.No.532/13, Dt.13.08.13 |
| 8 | 06/2012 16.05.12 | Sri. P. Narayana S/o. P. Vasantharayudu, Mallur-Village, Mangapet-Mandal, Warangal-Dist. Cat-V | Agricultural service connection from non free to free service connection | Based on the reports submitted by the respondents orders were issued by the Forum directing to the respondents to convert the agricultural service connection numbers 252, 349 & 244 from non free to free agricultural services duly conducted physical field verification of respondents and implying the guidelines issued by the APERC as well as licensee in this regard. The fictitious demand raised against these agricultural services from years together indicating huge amount i.e., morethan One Lakh shall be withdrawn by the respondents and issue revised C.C. bills immediately. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/MLG/ JAO(BS)/S.A/D.No.197/12, Dt. 04.07.12. |
| 9 | 07/2012 16.05.12 | Sri. P. Satyanarayana S/o. P. Narayana Mallur-Village, Mangapet-Mandal, Warangal-Dist. Cat-V | Agricultural service connection from non free to free service connection | Based on the reports submitted by the respondents orders were issued by the Forum directing to the respondents to convert the agricultural service connection numbers 252, 349 & 244 from non free to free agricultural services duly conducted physical field verification of respondents and implying the guidelines issued by the APERC as well as licensee in this regard. The fictitious demand raised against these agricultural services from years together indicating huge amount i.e., morethan One Lakh shall be withdrawn by the respondents and issue revised C.C. bills immediately. | Implemented | Implementation report received Vide Lr.NO. AAO/ERO/MLG/ JAO(BS)/S.A/D.No.196/12, Dt. 04.07.12. |

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| 10 | 08/2012 19.06.12 | Sri. M. Hari Krishna H. No. 1-7-215, Pragathi Nagar, Subedari, Revenue Colony, Hanamkonda, Warangal-Dist. S.C. No. 13577, Cat-I | Discrepancy in C.C. Bill | The respondents have redressed the grievance of complainant amicably by withdrawing an amount of Rs. 26,300/- through vide JE. No. 514 of 06/2012 against the abnormal bill already issued by them for an amount of Rs. 26,642/. Redressal of grievance of the complainant like in this case is not a criteria of their performance providing good services to the consumers. The respondents are directed to take precautionary measures before issuing abnormal C.C. bills to the consumers duly comparing with earlier months C.C. bills already issued to them along with actual consumed units against their service connections. If this has done so properly the problems on issuing abnormal C.C. bills/disputes on the billing system from the consumers will be solved to the maximum extent without giving any scope to the consumers to approach the Forum and also image of the company will also be very high among the consumers in providing good services by the respondents in issuing correct/actual C.C. bills against their service connections. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/T/HNK/JAO(B)/D. No.553/ 12, Dt. 30.07.12. |
| 11 | 11/2012 27.06.12 | Sri. J. Mangapathi Rao Managing Partner M/s. Sai Srinivasa Cotton Industries, S. No. 53, Bethol-Village, Mahabubabad-Mandal, Warangal-Dist. S.C. No. 327, H.T. Category | Interruption of power supply. | The respondents are directed to take proper precautionary measures whenever such un towards incidents are going to be occurred like heavy rain due to heavy gale and wind for providing proper supply to the consumers of HT services and also all the consumers in various categories without occurring interruption in restoration of supply hours together and days together telling silly causes like in this case throughing blame on lower staff working under their control. Further they are directed to take appropriate departmental action as deemed fit against the field staff whoever may be the responsible in restoration of power supply to the consumers as per the norms fixed in the Citizen Charter. The complainant is also requested to take appropriate steps as recommended by the respondents for erection of independent/separate 11 KV feeder to their Industry to avoid frequent interruption on 11 KV Town-II, Mahabubabad duly following departmental guidelines rules as applicable for the same please. | Closed | Consumer has not given the consent letter.Hence case is closed. |
| 12 | 15/2012 13.07.12 | Sri. Antony Principal M/s. Fatima Industrial Training Centre, (A Catholic Minority Institution) REC Post, Fatimnagar, Warangal-Dist. Pin Code No. 506004. S.C. No. 220701575, Cat-II | Levy of audit shortfall amount of Rs. 2,97,210/- | The Forum duly taking into acknowledge of the written submission of the Divisional Engineer/Operation/Warangal and Assistant Accounts Officer/ERO/Town /Hanamkonda and as per the orders from General Manager (Audit)/NPDCL/ Warangal the following order is herewith passed. The General Manager (Audit)/NPDCL/Warangal has issued orders to withdraw the shortfall amount based on the review of field report. The respondents implemented the orders and withdrawn the total amount. Hence the grievance is redressed. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/T/HNK/F.No./AO/BS-I/D.No.997/12, Dt.27.11.12. |
| 13 | 16/2012 13.07.12 | Sri. D. Bhanu Naik 41 Division, C.P.M. Party Leader, Hanamkonda, Warangal-Dist. S.C. No. General | Sanction of new meter service connection | The complainant is requested to follow the guidelines issued by the respondents in connection with release of new service connections at their residing area consumers i.e., Vajpayee Colony, Hanamkonda, Warangal-Dist. Further the complainant is also requested to give the proper advise to the remaining consumers who are residing at this area without releasing new service connections to them for payment of required charges whatever applicable as per the departmental rules in vogue for release of new service connections to them duly registering 'A' forms at Consumer Service Centres/ Hanamkonda for taking appropriate action by the respondents for release of new service connections to the people residing at Vajpayee Colony and also avoiding the electricity problems whatever they are facing as per the petition lodged at Consumer Grievances Redressal Forum. | implemented | |

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| 14 | 18/2012 13.07.12 | Sri. Dr. Ch. Mohan (President) Gayathri Colony, 80 Feet Road, IST Bank Colony, Kothawada, Warangal-Dist. S.C. No. General | Interruption in power supply. | Taking into consideration of the reports submitted by the respondents the Forum has come to a conclusion that though the grievance of the complainant is redressed which has taken an abnormal delay of time for providing an improvement DTR to avoid the interruptions in power supply at Gayathri Colony of Pochammaidan Section as requested by the complainant in the earlier instants several times by orally and giving written submissions by him to the departmental officials/staff to redress his grievance. The respondents are directed not to deviate the departmental procedures and Citizen Charter, Standards of Performance whenever the consumers approach to them for redressal of their grievances well-in-time without fail as per the norms fixed in the Citizen Charter duly applying the departmental procedures atleast in the future instances on the various electricity related aspects. | implemented | |
| 15 | 20/2012 13.07.12 | Sri. G. Srinivas Narayanagiri-Village, Dharmasagar-Mandal, Warangal-Dist. S.C. No. 554, Cat-III (A) | To wavier of additional surcharge | After considering the material on records, the Forum passes the following order. The respondents are directed to withdraw the capacitor surcharge Rs. 12,465/- levied by the AG Audit as the capacitors are working normally as already same was intimated to the ERO/Ghanpur by the Assistant Engineer/ Operation/ Narayanagiri in his letter dated. 07.03.2009. But due to neglected the field report was not traceable in ERO. However again the AE/Op/Narayanagiri has conducted inspection on 25-08-2012 and found capacitors are working normally and its details given in report. The respondents are also directed not to repeat such lapse in future as like in the above case. The respondents are directed to produce reply to the AG Audit along with field physical inspection report for dropping of the para. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/GNP/JAO(B)/D.No .651/12, Dt.05.12.12. |
| 16 | 22/2012 13.07.12 | Sri. T. Uppalaiah Peddamage, Hanamkonda, Warangal-Dist. S.C. No. General | Sanction of current supply and transformer. | The respondents are directed to complete the work immediately as per the sanction accorded by the higher officials and redress the grievance of the complainant in connection with facing low voltage problems at Peddamagadda as per the petition lodged at Forum. Further, the respondents are directed to submit a detailed compliance report to the Consumer Grievances Redressal Forum soon after completion of the work at complainant area without fail | Implemented | |
| 17 | 24/2012 13.07.12 | Smt. P. Chandrakala Peddamage, Hanamkonda, Warangal-Dist. S.C. No. General | Low voltage problem | Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that the respondents have redressed the grievance of the complainant amicably. Hence without going in detail this case is closed. | Resolved | |

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| 18 | 25/2012 13.07.12 | Sri K.Rajendar Peddammagadda Hanmakonda Warangal-Dist. | To provide electricity supply to the family's residing at this area | The complainant is requested to follow the guidelines issued by the respondents in connection with release of new service connections at their residing area consumers i.e., Vajpayee Colony, Hnk, WGL. Further the complainant is requested to give the proper advise to the remaining consumers who are residing at this area without releasing new service connections to them for payment of required charges whatever applicable as per the dptl. rules in vogue for release of new service connections to them duly registering 'A' forms at CSC/HNK for taking appropriate action by the respondents for release of new service connections to the people residing at Vajpayee Colony and also avoiding the electricity problems whatever they are facing as per the petition lodged at CGRF. The respondents are directed not to deviate the dptl procedures and Citizen Charter, SOP whenever the consumers approach to them for redressal of their grievances well-in-time without fail as per the norms fixed in the Citizen Charter duly applying the dptl. procedures. | Resolved | |
| 19 | 38/2012 23.07.12 | Sri. K. Komuraiah Ex. MPTC S/o. K. Balaiah, Thirumalapur-Village, Chityal-Mandal, Warangal-Dist. S.C. No. General | Delay in Sanction of new transformer | The respondents are directed to complete the work within 15 days as promised by them in the report submitted to the Forum vide Lr.No.ADE/Op/BHPL/D.No. 455/2012, Dt: 04-09-2012 to redress the grievance of the consumer without taking much more period of delay as it was already delayed. Soonafter completion of the work as per the sanction accorded by the Divisional Engineer/C&O/Mulugu, the respondents shall submit a detailed compliance report to the Forum without fail. Further the respondents are directed to follow the departmental rules whatever applicable scrupulously and without deviating the norms fixed in the citizen charter and GSOP in redressal of consumer grievances on various electricity related aspects as furnished in the citizen charter, otherwise the consumers shall be liable for awarding the compensation for the delay of period took place in redressal of consumer grievances as per the guaranteed standards of performance. | Implemented | Implementation report received Vide Lr.No. ADE/OP/BHPL/D.No.611/20 12, Dt.10.11.2012. |
| 20 | 13/2012 13.07.12 | Sri. L. Mohan Reddy Retired AE/NPDCL, C/o. P. Chandra Mohan, H. No. 3-287/1/101, S.V.S. Homes, Gopalapuram, Hanamkonda, Warangal-Dist. S.C. No. 71468, Cat-I | Low voltage problem | The Forum duly taking into knowledge of the written submission of the respondents passes the following order. The respondents are herewith directed to solve the low voltage problem at SVS Homes Colony immediately by taking appropriate steps for installation of suitable DTR.The Superintending Engineer/Operation/ Warangal is herewith directed that a suitable action should be initiated immediately on the concerned staff/ officer involved in releasing of large number of services at SVS Homes Colony without observing feasibility on the existing DTR (100 KVA) duly conducting a detailed enquiry in this regard. | Implemented | Implementation report received Vide Lr.No. DEE/OP/WGL/AE/Tech/F.No. /D.No.1352/12, Dt. 06.02.13. |

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| 21 | 17/2012 13.07.12 | Sri. S. Krishna Zilla Vinyogadarula Sangem, H. No. 16-10-1061/1, Shivanagar, Warangal-Dist. S.C. Nos. 6001 & 4750, Cat-I | Low voltage problem | Due to non submission of reports by the respondents on the contents made by the complainant in his petition lodged at Consumer Grievances Redressal Forum, the Forum has come to a conclusion that whatever genuine raised by the complainant in his petition is found to be grievance in the absence of non receipt of reports from the respondents. Hence the respondents are directed to complete the work as per the request made by the complainant within ten days from the date of receipt of this order and submit a detailed compliance report their after within five days to the Consumer Grievances Redressal Forum. The Superintending Engineer/ Operation/ Warangal, is directed to initiate necessary action against concerned officer who is responsible for non submission of report based on the petition filed in the Consumer Grievances Redressal Forum. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/F.No.28/D.No.407/13, Dt.10.07.13. |
| 22 | 19/2012 13.07.12 | Sri. N. Venkatrama Narsaiah Sannur-Post, Via: Thorrur, Warangal-Dist. Pin Code No. 506167. S.C. No. General | Sanction of service connection to his agriculture. | The respondents are directed to take necessary steps to redress the grievance of the complainant as per the departmental rules in vogue and if any feasibility is there for sanction of agricultural service connection as requested by him in his petition lodged at Consumer Grievances Redressal Forum. | | DD's were not paid. |
| 23 | 21/2012 13.07.12 | Sri. D. Gopal Rao Managing Director M/s. Balaji Cottex India Private Limited, Survey No. 330/8, Near New Grain Market, Kothapet-Village, Hanamkonda-Mandal, Warangal-Dist. Pin Code No.506006 (A.P.) S.C. No. 228, H.T. Category-I | Additional development charges | The complainant is requested to follow the rules prevailing in the Tariff Order Financial Year 2008-09 in connection with seasonal industries. Hence whatever amount paid towards additional development charges is sustainable. The respondents are directed act immediately on the representation made by any consumer and give reply accordingly without delay. The Superintending Engineer/ Operation/Warangal has not taken fruitful action on receipt of representation from the consumers with reference to conditions prevailing in the Financial Year 2008-09., as per the Tariff Order. In future such incidents should not occur and avoid inconvenience to the consumers. | Implemented | |
| 24 | 23/2012 13.07.12 | Sri. K. Uppender Peddamagadda, Hanamkonda, Warangal-Dist. S.C. No. General | Sanction of new meter service connection | Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that the respondents have redressed the grievance of the complainant amicably. Hence without going in detail this case is closed. | Resolved | |
| 25 | 93/2012 07.08.12 | Sri. S. Ravi S/o. S. Ramesh H. No. 16-10-162, Shianagar, Warangal-Dist S.C. No. 15135-30683, Cat-I | Discrepancy in C.C. Bill | Taking into consideration of the report submitted by the respondents the Forum has come to a conclusion that the grievance of the complainant is redressed amicably withdrawing an amount of Rs. 10,420.33 from the wrong bill already issued to him and requesting him to pay an amount of Rs. 4,869.96 against his S.C. No. 15135-30683, Cat-I. The complainant is also requested to pay an amount of Rs. 4,869.96 as arrived by the respondents after revision of C.C. bill against his S.C. No. 15135-30683, Cat-I, immediately without fail. The Superintending Engineer/ Operation/ Warangal is requested to take necessary action against the spot billing agency for issuing the wrong C.C. bills to the consumers duly recovering @ 5% penalty as per the conditions of agreement from the pending bills on hand for issuing suppressing C.C. bills to the consumers as per the reports submitted to the Forum by the respondents at Shivanagar for 63 Nos. of Service connections. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/F.No.26/D.No.1186/13, Dt.11.01.13. |
| 26 | 94/2012 07.08.12 | Sri. V. Ramesh S/o. V. Rajamallaiah, H. No. 5-11-822/31, Pochammakunta, Janga Bhadraiah Nagar. | Release of new meter service connection | Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that the respondents have redressed the grievance of the complainant amicably by releasing new service connection to him with S.C. No. 2270-96170. Hence without going in detail this case is closed. | Resolved | |

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| 27 | 97/2012 04.08.12 | Sri. G. Gopaiah H. No. 1-236, Bheemaram-Village, Hanamkonda-Mandal, Warangal-Dist. | Regularization of unauthorized connected load | Taking into consideration of the reports submitted by the respondents, and proof of evidences produced by the complainant, the following order is herewith passed. The respondents are herewith directed to incorporate the additional load particulars in the consumer master and C.C. bills against S.C. Nos. 453 & 1196 as per the proof of evidence produced by the complainant in connection with payment of development charges and security deposit amount according to the notice issued in the Year of 1998. The Superintending Engineer/ Operation/Warangal is directed that a suitable action should be initiated immediately on erring officials duly conducting a detailed enquiry in this regard. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/R/HNK/JAO(BS)/D .No.379/12, Dt.05.11.12. |
| 28 | 98/2012 28.08.12 | Sri. M. Ramaiah Retired Superintendent, H. No. 1-391, Chanakyapuri Colony, Bheemaram-Village, Hanamkonda-Mandal, Warangal-Dist. Pin Code No. 506015. | Regularization of unauthorized connected load | Taking into consideration of the reports submitted by the respondents, and proof of evidences produced by the complainant, the following order is herewith passed. The respondents are herewith directed to incorporate the additional load particulars in the consumer master and C.C. bills against S.C. No. 1294, as per the proof of evidence produced by the complainant in connection with payment of development charges and security deposit amount accordingly to the notice issued in the Year of 1998. The Superintending Engineer/ Operation/ Warangal is directed that a suitable action should be initiated immediately on erring officials duly conducting a detailed enquiry in this regard. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/R/HNK/JAO(BS)/D .No.379/12, Dt.05.11.12. |
| 29 | 100/2012 10.09.12 | Sri. E. Ram Mohan Reddy S/o. Late Kommal Narsimha Reddy, Kesamudram-Village & Mandal, Warangal-Dist. | Name Change problem | Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that this case is fit for consideration and complainant is also eligible for converting his agricultural service connections from non free to free agricultural service connections as requested by him. The respondents are therefore directed to obtain copies of pass books issued by the competent authority, indicating the quantum of land owned by the complainant and Form-16 of the latest year if the complainant has retired from any Government Services and drawing pension if any, issued by the concerned authority and if his annual income is below Rs. 50,000/-, his agricultural service shall be changed to free category. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/MABD/JAO.II/AGL /Sr.asst/D.No.11/13, Dt.03.04.13. |
| 30 | 101/2012 21.09.12 | Sri. L. Malla Reddy S/o. L. Venkatesh, Tekkulagudem-Village, Hanamkonda-Mandal, Warangal-Dist. | Poles are bended direction and electrical wires are hanging over the grounds. | Taking into consideration of the reports submitted by the respondents, the Forum has come to conclusion that the respondents have redressed the grievance of the complainant amicably by rectifying the leaned pole and also loose lines were rectified by them, Hence without going in detail this case is closed in view of the redressal of the grievance of the complainant as requested by him and lodged a petition at Consumer Grievances Redressal Forum. | Implemented | |
| 31 | 103/2012 26.09.12 | Sri. R.C. Sastry H. No. 2-7-1394/1, Vijayapal Colony, Hanamkonda, Warangal-Dist. S.C. No. General | Poles are bended direction and electrical wires are hanging over the roads | Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that the respondents have redressed the grievance of the complainant amicably. Hence, without going in detail into the case, this case is closed. | Resolved | |

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| 32 | 106/2012 26.09.12 | Sri. M. Venkataiah S/o. M. Shankaraiah, M/s. Ramgoni Oil & Rice Mill, Shuvinipally-Village, Station Ghanpur-Mandal, Warangal-Dist. | Name Change problem | Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that the respondents have reduced the contracted load of M/s. Ramagoni Oil & Rice Mill of Operation Sub-Division, Ghanpur pertains to the S.C. No.2715-238 from 20 HP to 5 HP with effect from 01.06.12, as per the request made by the complainant. The respondents are directed to revise the C.C. bills already issued to the complainant to the extent of load reduction made to 5 HP with effect from 01.06.12 by withdrawing the excess amount raised by them taking into consideration of earlier load i.e., 20 HP and issue the revised C.C. bill to the complainant for payment. If any service connection of the complainant disconnected on the above issue pending, the same shall be restored immediately without making any further delay by the respondents. The complainant is also requested to pay whatever amount arrived by the respondents after withdrawal of excess amount raised by them in the earlier C.C. bill issued to the complainant. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/GNP/JAO(B)/SA/D.No.597/12, Dt.15.11.12. |
| 33 | 107/2012 03.10.12 | Sri. E. Agaiah & Others Korikishala Grama Farmers, Korikishala-Village, Mogulapally-Post & Mandal, Warangal-Dist | Sanction of new transformer connection. | Taking into consideration of the reports submitted by the respondents and as per the assurance given by them during the hearing conducted i.e., they will complete the work within one month. Accordingly the respondents are directed to complete the work soon after getting the sanction from the concerned Divisional Engineer within one month without fail and not to make any further inconvenience to the consumers in connection with erection of improvement transformer as requested by them and petition lodged at Consumer Grievances Redressal Forum. | Implemented | |
| 34 | 108/2012 11.10.12 | Sri. S. Bapu Rao & Others Pothugalla Grama Farmers, Pothugalla-Village, Mogulapally-Post & Mandal, Warangal-Dist | Sanction of new transformer connection. | Taking into consideration of the reports submitted by the respondents and as per the assurance given by them during the hearing conducted i.e., they will complete the work within one month. Accordingly the respondents are directed to complete the work within one month without fail and not to make any further inconvenience to the consumers in connection with erection of improvement transformers as requested by them and petition lodged at Consumer Grievances Redressal Forum. | Closed | Consumer not paid the amount.Hence case is closed |
| 35 | 109/2012 16.10.12 | Sri. B. Mogili & Others Jogaiyapally Grama Farmers, Jogaiyapally-Village, Regonda-Mandal, Madthapally-Post, Warangal-Dist. | Sanction of new transformer connection. | Taking into consideration of the reports submitted by the respondents and as per the assurance given by them during the hearing conducted i.e., they will complete the work within one month. Accordingly the respondents are directed to complete the work within one month without fail and not to make any further inconvenience to the consumers in connection with erection of improvement transformer as requested by them and petition lodged at Consumer Grievances Redressal Forum. | Implemented | Implementation report received Vide Lr.No. ADE/OP/BHPL/D.No.1048/13, Dt.10.02.13. |
| 36 | 110/2012 16.10.12 | Sri. E.Raja Gopal & Others Jogaiyapally Grama Farmers, Jogaiyapally-Village, Regonda-Mandal, Madthapally-Post, Warangal-Dist. | Sanction of new transformer connection. | Taking into consideration of the reports submitted by the respondents and as per the assurance given by them during the hearing conducted i.e., they will complete the work within one month. Accordingly the respondents are directed to complete the work within one month without fail and not to make any further inconvenience to the consumers in connection with erection of improvement transformer as requested by them and petition lodged at Consumer Grievances Redressal Forum. | Implemented | Implementation report received Vide Lr.No. ADE/OP/BHPL/D.No.1049/13, Dt.10.02.13. |

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| 37 | 112/2012 29.10.12 | Smt. V. Sandhya Rani W/o. V. Sampath Kumar, H. No. 16-3-461, Ekashila Nagar, Warangal-Dist., Pin Code No. 506002. S.C. No. 15165-60970, Cat-I. | Replacement of meter | The respondents are directed to follow the strictly General Terms and Conditions of Supply and Departmental Rules in vogue strictly whenever they are going to release new service connections like in this case so that the disputes like this between complainant and village people shall be avoided as far as the department position is concerned in connection with release of new service connection. The complainant is also requested to approach any court of law in connection with if any land disputes is these between him and the village people as this forum has no jurisdiction to redress his grievance on the similar issue. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/F.No.05/D.No.1283/13, Dt.08.02.13. |
| 38 | 114/2012 02.11.12 | Sri. S.K. Afzal H. No. 6-1-41, Near Water Tank, Dornakal, Warangal-Dist. S.C. No. 1423, Cat-I | Back billing case | The Forum duly taking into knowledge of the written submissions of the respondents passes the following orders. In absence of report of meter testing report and proof of evidence in connection with meter change particulars, the respondents are here by directed to withdraw the back billing amount of Rs. 12,036/- and interest thereon from the date of inclusion in the C.C. bill. The respondents are liable to pay the compensation as per the Standards of Performance norms specified in Schedule-II of Regulation No. 7 of 2004 i.e., @ Rs. 50/- for each day if this is taken into consideration, the compensation amount shall come in huge. However an amount of Rs. 5000/- as compensation to the complainant shall be paid vide Memo. No. CMD/NPDCL/WGL/CGM/ P&RAC/F. SOP/D. No. 1268/05/Dt. 07.03.06 for the default occurred to the complainant from the date over three years and six months. | Implemented | CGRF Orders Implemented but the complainant is appealed to the Ombudsmen Hyderabad requesting the compensation is not required. |
| 39 | 116/2012 05.11.12 | Sri. Barigela Prasangi R/o. Siddarthanagar, Kazipet, Hanamkonda, Warangal-Dist S.C. No. General | Utilizing power supply illegally | After careful consideration of written submissions submitted by the respondents and hearing conducted both sides, the Forum passed the following order. In the light of the said representation the respondents are directed to issue notice to Smt. G. Rama Devi bearing S.C. No.2203-94991 to produce the proof of necessary documents as per the Clauses of General Terms and Conditions in connection with service connection released. If failure to produce the necessary documents by Smt. G. Rama Devi in connection with S.C. No.2203-94991 which was released, the respondents are here by directed to initiate action for cancellation of service connection as per the rules prevailing in the company. After finalization of case at Court of Law as per the suit filed bearing No. 536/2010, the service connection can be released duly observing the all department formalities. | Closed | Documents not submitted.Hence case is closed. |
| 40 | 117/2012 06.11.12 | Sri. P. Amerender S/o. Late Jagadishwer, H. No. 13-04-174, Mahankali Temple Line, M.G.M. Road, Pochammamaidan, Warangal-Dist. S.C. No. General | Changing the position of transformer | After careful examination of written submission submitted by the Assistant Engineer/Operation/Matwada and hearing conducted both sides, the Forum is passes the following order. Due to the earlier existing DTR was shifted to another place the respondents are directed to erect the new transformer now proposed in the same premises, after co-operation with complainant. The respondents are also directed that the service connections hanging in front of his entrance of plot should be shifted to the newly DTR to be installed and avoid inconvenience to the complainant. The complainant is advised to pay if any shifting charges as per the department procedure. | Implemented | |

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| 41 | 122/2012 28.11.12 | Smt. M. Veerama W/o. M. Durgaiah, Dharmasagar-Post & Manadal, Warangal-Dist. S.C. No. 3408, Cat-I | Discrpancy in C.C. Bill | The respondents are directed to collect the C.C. bill arrears pending against the S.C. No. 3408 from the complainant duly adjusting whatever amount i.e., Rs. 1050/- already paid by her as mentioned in her petition and produced a receipt to this extent. Further, the respondents are directed to follow the departmental rules strictly in serving the C.C. bills against the newly released service connections within time as stipulated without any delay. Otherwise the dispute like in this case shall be arised from the consumer opposing to pay the C.C. bill arrears though the units were bifurcated from the date of release of this service connection i.e., January 2011 to June 2012. The complainant is also requested to pay the whatever C.C. bills arrears as indicated against her service connection without fail. | Resolved | |
| 42 | 118/2012 07.11.12 | Sri. A. Uday Kiran CI of Police, PS AD12 Adilabad (Rural), Near Balaiah Hotel, N.G.O.'s Colony, Waddepally, Hanamkonda, Warangal-Dist. S.C. No. General | Shift fencing of transformer | After careful consideration of the written submission submitted by the respondent and physical visit of Forum the Forum passes the following order. The respondents are directed to submit the box of feeder contents from one of the DTR pole by erecting one small pole in the near of DTR within the fencing and to modify the fencing on par with existing compound wall of house beside the DTR fencing in the interest of public and to avoid inconvenience and life threat. The respondents are also directed to remove the stay wire lay down infront of main gate of house by erecting another stud pole opposite to the same and to avoid inconvenience to the complainant duly observing the department procedure. | | Work under progress |
| 43 | 125/2012 04.12.12 | Sri. G. Samuel & Others Madiga Reservation Porata Samthi, H. No. 2-4-1581/13, Ashok Colony, Hanamkonda, Warangal-Dist. Pin Code No. 506001. S.C. No. General | Dismantle of poles | The respondents are directed to complete work as per the request made and petition lodged by the complainant duly taking co-operation with the construction wing as per the report submitted to the Forum as early as possible. | Implemented | |
| 44 | 132/2012 07.12.12 | Sri. K. Malla Reddy S/o. K. Raji Reddy, H. No. 1-7-1597, Srinivas Nagar, Balasamudram, Hanamkonda, Warangal-Dist. S.C. No. General | Remove the electric wires which were fell on the road. | As the grievance of the complainant is resolved by providing a stay to the existing pole i.e., BNH-31/2/4 and removing the dead line which is passing to zoo park to avoid touching the live line by the monkeys etc. | Resolved | |
| 45 | 158/2012 13.12.12 | Smt. Noorjahan Begum W/o. Md. Tajuddin, H. No. 13-8-115, Sherpura Locality, Yellam Bazar, Warangal-Dist. S.C. No. 15113-07201, Cat-I | Billing dispute | The respondents are directed to collect the revised C.C. bill amount arrived after withdrawal of excess billed due to suppressed the consumption from 08/2009 to 03/2012. The complainant is advised to pay the revised C.C. bill amount in four equal instalments. The respondents are also directed to recover an amount of Rs. 11,729/- from spot billing agency as a loss sustained to the company due to reading suppressed by the spot biller. The Superintending Engineer/ Operation/ Warangal is directed to take action against spot billing agency and not to repeat such lapse in future and avoid inconvenience to the consumer. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/F.No.28/D.No.1430/13, Dt.13.03.13. Approach to Vidyut Ombudsmen vide Appeal No.44/2013, Dt.20.10.2013. |

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| 46 | 160/2012 13.12.12 | Sri. P. Phanindra Bharadwaja S/o. P. Baadra Rao, H. No. 6-4-159, Nagula Veedhi, Brahminwada, Hanamkonda, Warangal-Dist. S.C. No. 12288-03897, Cat-I | Wrong billing | Taking into consideration of the reports submitted by the respondents, the Forum is came to a conclusion to pass the following order. The respondents have redressed the grievance of the complainant amicably by withdrawing the development charges vide JE. No. 11/2012 in view of the payment already made by the complainant against his S.C. No. 12288-03897 vide PR No. 040645, Dated. 27.06.12, surcharge levied for an amount of Rs. 25/- is also withdrawn by the respondents through J.E. No. 96 in the month 12/2012. The respondents are advised to arrange another collection counter at Balasamudram for making payment easily without trouble to the consumers. | Implemented | |
| 47 | 162/2012 13.12.12 | Sri. G. Ravi S/o. G. Dalpath, H. No. 3-47, Regula Thanda & Village, Kodakandla-Mandal, Warangal-Dist. S.C. Nos. 381 to 390, 398, 399 Cat-I | Rectification of bill | The respondents are directed to include the complainants in the SC/ST consumers list duly following the rules in force and implement the scheme applicable to them for withdrawal of outstanding C.C. arrears. The complainants are requested to produce the required information to the respondents for further necessary action. | Implemented | |
| 48 | 164/2012 17.12.12 | Sri. B. Venkanna M/s. Sri Venkateshwara Cotton Ginning Industry, Survey No. 75/A, 75.A1, 75/C, Kesamudram-Village, Warangal-Dist S.C. No. H.T. Category | Release of HT Service connection is being delayed through the DD required paid during the month of 07/12 | The respondents are directed to take necessary steps to release the HT service connection to the complainant duly making necessary arrangements with the higher officials for providing the 11 KV, 200A AB Switches to charge the service connection immediately. An amount of Rs. 10,000/- is liable to pay as compensation as per the APERC Regulation 7 of 2004, Schedule-II for the delay of period took place in this case for release of service connection @ Rs.250/- per day deviating the Standards of Performance duly following the guidelines issued by the licensee vide Memo. No. CMD/NPDCL/WGL/ CGM/P&RAC/F. SOP/D. No. 1268/05/Dt. 7.03.06. The compensation so awarded shall be adjusted to the future consumed units of the complainant against his industry after release of this service connection. | Implemented | The Complainant has request forum that he do not required compensation awarded amount. |
| 49 | 165/2012 17.12.12 | Sri. B. Ramchandra Reddy H. No. 4-1-75, Reddy Bazar, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. 4601-7440, Cat-III | Requesting to put the servic connection under bill stock | The respondents are directed to withdraw the amount whatever raised against the S.C. No. 4601-07440 for an amount of Rs. 1,22,348.00 as arrived as per the report submitted by them for the period from 03/12 to 11/12, soon after sanction accorded by the Superintending Engineer/ Operation/ Warangal as per the proposals submitted by them. | Implemented | |
| 50 | 166/2012 17.12.12 | Sri. G. Srinivas Reddy H. No. 6-1-84/6/C, Kankar Board, Mahabubabad-Village & Mandal, Warangal-Dist. Pin Code No. 506101, S.C. No. 166, Cat-I | Release of servic connection under Category-I for the purpose of house. | The respondents are directed to release the service connection to the complainant duly completing the whatever work involved for laying of three number LT poles as soon as possible on or before 15.02.2013 as promised by them during the hearing conducted without fail. The respondents are liable to pay an amount of Rs. 5000/- as compensation to the complainant for the delay took place in this case for releasing of service connection duly following the guidelines issued by the licensee vide Memo. No. CMD/NPDCL/ WGL/ CGM/P&RAC/F. SOP/D. No. 1268/05/Dt. 07.03.06, besides initiating necessary departmental action against the officials/field staff who ever may be responsible for non redressal of the grievance of the complainant since months together i.e., more than six months. | Implemented | CGRF Orders Implemented and compensation amount recovered and exist in the CC bill vide JE No.11/2012-13. |

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| 51 | 167/2012 17.12.12 | Sri. S. Rama Rao & Sri. G. Devander H. No. 6-1-108/1/73 & 79, BC-Colony, Mahabubabad-Village & Mandal Warangal-Dist. S.C. No. General | Low voltage problem & 11KV line lying over the house. | The respondents have redressed the grievance of the complainant in connection with facing low voltage problem at BC Colony and already erected an additional 63 KVA DTR and avoided the low voltage problem at this area as requested by the complainant and petition lodged at Consumer Grievances Redressal Forum. ii. Further, the remaining portion of grievance to redress in connection with shifting of 11 KV line as requested by the complainant in his petition, the complainant is requested to approach the respondents if he wish to pay whatever required charges are to be involved for shifting of these lines along with showing an area from which these lines can be shifted without causing any inconvenience to the people residing at that area so that the grievance of the complainant could be redressed by the respondents duly following the departmental rules in vogue. | Implemented | |
| 52 | 168/2012 17.12.12 | Sri. R. Raj Chander Reddy H. No. 6-2-8/3/D, Bank Colony Road, Mahabubabad-Village & Mandal Warangal-Dist. S.C. No. General | Low voltage problem | The respondents are directed to complete the work as stated during the hearing conducted on 21.03.2013 i.e., they will complete the work within six days and charged the transformer. | Implemented | |
| 53 | 170/2012 17.12.12 | Sri. T. Ambareesha M/s. Sri Venkateshwara Rice Mill, H. No. 1-4- 110/A., Yellandu Road, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. 136 Cat-III | Vidyut lines leaned due to which any dangerous will be happened in future. | The complainant is requested to pay whatever charges required as per the estimate prepared by the respondents to erect new middle pole and providing of stay to redress the grievance. Soon after sanction of estimate and payment received from the complainant the respondents are directed to erect the middle pole and provide stay to redress the grievance of the complainant. | Implemented | |
| 54 | 171/2012 17.12.12 | Sri. E. Laxminarayana S/o. Muthaiah, Beruvada-Post, Kesamudram-Mandal, Warangal-Dist. General | Rectification of burnt transformer | Taking into consideration of the reports submitted by the respondents, the Forum is came to a conclusion that the respondents have redressed the grievance of the complainant amicably by shifting the 100 KVA DTR SS-I Beruwada from existing place to proposed place on 02.01.2013. In view of the above, and redressal of grievance of the complainant by the respondents, without going in detailed this case is hereby closed. | Resolved | |
| 55 | 172/2012 17.12.12 | Sri. B. Abaiah CPI Party Karyadarshi Veera Bhavan. Kankara Board, Mahabubabad-Village & Mandal, Warangal-Dist. Pin Code No. 506101 S.C. No. General | Low voltage problem, arrangement of Sub-station & Removal of lines which are going over the hosue. | i. The grievance of the complainant is resolved by shifting supply feeding from 33/11 KV Shanigaram Sub-Station to 11 KV Town-II Old Bazar in the month of February-2013. As per the request made by the complainant in connection with erection of 33/11 KV Sub-Station the proposals were already submitted by the respondents. Soon after its approval from the higher authorities the same shall be completed. Removal of high tension wires at Survey No. 551, could not be possible by the respondents as they have already erected years back before constructed the houses by the people living presently at this area. If the consumers living at Survey No. 551, come forward to pay whatever required charges by the department for erection of poles/lines the same shall be sanctioned by the department after receipt of the said required charges to redress the grievance of the complainant. | Implemented | |
| 56 | 173/2012 17.12.12 | Sri. B. Mangitya & Others Intikanne-Village, Kesamudram-Mandal, Warangal-Dist. S.C. No. General | Erection of improvement transformer | The respondents have redressed the grievance of the complainant by replacing AB Switch at SS-I DTR, Intikanne amicably. Hence without going in detailed this case is hereby closed. | Resolved | |

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| 57 | 174/2012 17.12.12 | Sri. B. Mangitya & Others Intikanne-Village, Kesamudram-Mandal, Warangal-Dist. S.C. No. General | Requesting for sanction of additional poles | The complainant and others as per the petition lodged by them at CGRF are requested to registered the 'A' form at concerned Consumer Service Centre for extension of LT Line as per the requirement to them, so that the respondents will act by preparing necessary estimates and other formalities to be followed in connection with redressal of the grievance of the complainant amicably. | Implemented | Implementation report received Vide Lr.No. ADE/OP/MBD/F.No.18/D.No. 2477/12, Dt.11.02.13. |
| 58 | 175/2012 17.12.12 | Sri. B. Mangitya Intikanne-Village, Kesamudram-Mandal, Warangal-Dist. S.C. No. General | Requesting for sanction of electric lines and poles. | . The complainant is requested to give a consent letter to the respondents for payment of required charges to provide street lights by the department to redress the grievance amicably. The respondents are directed to provide the street lights as requested by the complainant if he comes forward to give a consent letter for payment of required charges as per the estimates prepared. | Resolved | |
| 59 | 176/2012 17.12.12 | Sri. K. Sateesh Lenean Colony, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. General | Electric wires are lying over the house which are danger can be occurred. | The complainant is requested to approach the respondents for erection of middle pole at Lenin Nagar to overcome the problem of laying of electricity wires over the houses at this area duly making necessary required charges to the department as per the estimates prepared by the respondents to redress the grievance amicably. The respondents are directed to prepare an estimates for erection of middle pole as requested by the complainant in his petition lodged at Consumer Grievances Redressal Forum if he comes forward to pay the whatever charges required by the department in this connection to redress the grievance of the complainant. | Closed | Consumer has not given the consent.Hence case is closed. |
| 60 | 178/2012 17.12.12 | Sri. P. Venkataiah H. No. 10-4-8, Kondapally Gopal Rao Nagar, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. 10328, Cat-I | Excess bill | The respondents have initiated necessary action to redress the grievance of the complainant amicably. Accordingly the proposals submitted by the Additional Assistant Engineer/Operation/Town/ Mahabubabad were received according to the proposals and an amount of Rs. 18,632/- has been withdrawn and available ACD amount of Rs. 300-00 is adjusted to the C.C. charges vide JE Nos. 01 and 11 of 01/2013 respectively. The consumer of above service has paid the remaining balance amount of Rs. 6,817/- through PR No. 351088, Dated. 18.01.13. | Resolved | |
| 61 | 179/2012 17.12.12 | Sri. B. Pardha Saradhi Krishna Colony-Post, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. 14695-4032, Cat-I | Excess bill | The respondents have initiated necessary action to redress the grievance of the complainant amicably. Accordingly the proposals submitted by the Additional Assistant Engineer/Operation/Town/ Mahabubabad were received and excess billed amount Rs. 4,714/- has been withdrawn by proposing the RJE vide JE No. 12 of 01/2013. The remaining balance amount of Rs. 8,430-00 is to be collected from the consumer as on 12/2012. The complainant is also requested to pay the balance amount as arrived by the respondents against the S.C. No. 14601-4032, Cat—I without fail. | Implemented | |

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| 62 | 180/2012 17.12.12 | Sri. K. Mohan Reddy Mecharajupally-Village, Nellekuduru-Mandal, Warangal-Dist. S.C. Nos. 389, 334, 301, 565, 299 & 548, Cat-V. | Low voltage problem | The respondents have taken appropriate action for redressal of grievance of the complainant in connection with providing additional DTR to give load relief on present existing SS-IV, 100 KVA DTR Decharajupally-Village. The respondents have resolved the problem of low voltage facing against the S.C. Nos. 389, 334, 301, 565, 299 & 548 on SS-IV KVA agricultural DTR Mecharajupally-Village in Nellikuduru Section duly regularizing the Un-authorized load of 41 HP. The five number un-authorized connection were also removed and regularized by them. Further the respondents have also rectified additional load on another eight number service connections regularized by proposing additional 25 KVA DTR for regularize load under SPA Scheme vide WBS No. A-120-02-030-03-05-014. This low voltage problem faced by the consumers were rectified by them on 20.12.2012 as per the report submitted to the Forum. | | materials were drawn work pending due to consumers dispute. |
| 63 | 181/2012 18.12.12 | Sri. Mohammed Quader Ali H. No. 2-7-920/1, Alipura, Subedari, Hanamkonda, Warangal-Dist. S.C. No. 2218-63548, Cat-I | Billing dispute | The respondents have redressed the grievance of the complainant amicably by revising the C.C. bill already issued to him under status 0.5 i.e., door lock for 345 units for an amount of Rs. 821.00 on 08.12.12. Now the said bill was revised under status 01 with recorded consumption issued to consumer on 21.12.12 for an amount of Rs. 218.00. The complainant is also requested to pay the amount revised by the respondents against his S.C. No.2218-63548 of Subedari without fail in view of redressal of his grievance. Further the respondents are directed to give suitable instructions to the spot biller for taking correct meter readings of the service connections and not to make inconvenience to the consumers by issuing wrong bills like in this case. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/T/HNK/F.No./JAO/BS/D.No.1178/13, Dt.31.01.13. |
| 64 | 182/2012 18.12.12 | The Principal APTWR School, English Medium School for Boys, Yakubpura, Warangal-Dist. Pin Code No. 506013. S.C. No. 15183-66011 Cat-VII | Billing dispute | . The respondents are directed to take action on par with orders issued vide C.G. No. 183/2012 and surcharge shall be levied on the revised C.C. bills only. If found excess surcharge amount against four number services shall be withdrawn. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/f.No.28/D.No.687/13, Dt.20.09.13. |
| 65 | 183/2012 18.12.12 | The Principal APTWR School, English Medium School for Boys, Yakubpura, Warangal-Dist. Pin Code No. 506013. S.C. No. 15183-66011 Cat-VII | Billing dispute | The respondents are directed to revise the C.C. bills from 02/2008 to 04/2011 duly apportioning the consumption which was recorded in the meter and if any excess billed amount found shall be withdrawn.The complainant is requested to pay the outstanding amount after revised the C.C. bills. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/f.No.28/D.No.637/13, Dt.12.09.13. |
| 66 | 184/2012 18.12.12 | Sri. M. Prabhakar & Others S.C. Colony, Thatikonda-Village, Station Ghanpur-Mandal, Warangal-Dist. General | Remove the electric lines going on over the our house. | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with removing of Electrical lines passing over houses of SC colony in Thatikonda(V). Accordingly the respondents have conducted field survey in Thatikonda SC Colony. But no consent letter is received to pay the line shifting charges till-to-date. The complainant and others those who are residing at SC Colony, Thatikonda-Village, Ghanpur-Mandal, Warangal-Dist., are requested to come forward to pay the shifting charges whatever involved for removing of electrical lines passing over houses of SC Colony in Thatikonda-Village as per the estimate prepared by the respondents to redress the grievance amicably. | Closed | Consumer has not given the consent.Hence case is closed. |

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| 67 | 185/2012 18.12.12 | Sri. M. Prabhakar & Others S.C. Colony, Thatikonda-Village, Station Ghanpur-Mandal, Warangal-Dist. S.C. No. 1849, Cat-V | Sanction of one pole & material | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with requesting of sanction of one pole and material to AGL Sc. No. 1849, Thatikonda-Village. Accordingly the respondents have conducted field inspection of DTR SS-7, Thatikonda, the Bore motor is running without sanction. Hence AGL service connection charges were collected from consumer for regularization of unauthorized load which involved LT line for which estimate is prepared and submitted. | Closed | Consumer has not given the consent.Hence case is closed. |
| 68 | 186/2012 18.12.12 | Sri. A. Narshima Rao M/S. Radhika Theatre A/C, Girmajipet, Station Road, Warangal-Dist. S.C. No. 32, H.T. Category. | Deration of load from 70 KW of HT to LT-55 KW. Change the Category. | Dspite there is liberty to the complainant to switch over to LT Cat-II (A) from existing HT Cat-II, certain conditions stated by the respondents are liable to applicable. The SE/OP/Warangal is directed to fulfill the request of complainant by taking consent letter if permits the system and other department formalities. The complainant is requested to approach the SE/OP/Warangal for further course of action. | Implemented | |
| 69 | 187/2012 19.12.12 | Sri. B. Srishailam S/o. Beeraiah, H. No. 1-48/3, Sedhanki-Village, Jangoan-Mandal Warangal-Dist. General | Low voltage problem | The respondents have taken appropriate action for redressal of grievance of the complainant in connection with overcome the low voltage problem at their Village by erecting 2x25 KVA DTRs being erected which are sanctioned with WBS No. T-1101-02-02-01-02-017, for rectification of overload and low voltage problem. One number estimate has been submitted for extension of supply to the newly registered agricultural loads with WBS No. A-1201-02-02-01-02-016. Further, the respondents are directed to take up the work as per the request made and petition lodged by the complainant for extension of supply to the newly registered agricultural loads to overcome the low voltage problem soon after sanction accorded as per the estimates submitted by this purpose. | Implemented | |
| 70 | 188/2012 19.12.12 | Sri. K. Anil Nawabpet-Village, Lingala Ghanpur-Mandal Warangal-Dist. S.C. No. 13909-757, Cat-I | Billing dispute | The respondents are directed to revise the CC bill already issued to he complainant against his Sc.No.13909-00757 taking into consideration as final reading 3232 and also whatever excess amount raised shall be withdrawn with immediate effect. The necessary instructions shall be issued to the billing agency not to repeat such type of mistakes while taking meter reading by the spot biller for the service connections entertained to him and avoid much inconvenience to the consumers for issuing the wrong bills against their service connections. | Implemented | Implementation report received Vide Lr.No. DEE/OP/JGN/AE/T/F.No. /D.No.2824, Dt.24.1.13. |
| 71 | 189/2012 19.12.12 | Sri. K. Bala Reddy Quiashapoor-Post & Village, Raghunathupally-Mandal, Warangal-Dist. S.C. Nos. 164 & 1264, Cat-V | Billing dispute | The respondents have redressed the grievance of the complainant amicably duly withdrawing the un-posted PRs amount and surcharge in view of the complainant already paid the same. The respondents have recified vide J.E. No. 09 of 12/2012 by giving the details enclosed in a separate sheets to the report submitted to the Forum. By withdrawing an amount of Rs. 976/- against two number agricultural service connection numbers :-The closing balance of the above services is NIL. No dues are outstanding against the services.Keeping, in view of the above and on redressal of the grievance of the complainant amicably without going further in detailed the case is hereby closed. | Resolved | |
| 72 | 190/2012 19.12.12 | Sri. Gade Srinivas S/o. Chandraiah M/s. Laxmi Srinivasa Industries, Bachannapet-Village & Mandal, Warangal-Dist. S.C. No. 3101-02558. Cat-I | Improvement of power supply to his Industry | The respondents are directed to take appropriate steps duly reporting the matter to the higher authorities for the incoming supply failure problem due to which the consumers are facing much inconvenience besides implementing R&C measures. | Implemented | Implementation report received Vide Lr.No. DEE/OP/JGN/AE/T/F.No. /D.No.2826, Dt.24.1.13. |

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| 73 | 191/2012 19.12.12 | Sri. Sammi Reddy H. No. 6-2-2/1, Balajinagar, Jangoan-Village & Mandal, Warangal-Dist. S.C. No. General | Improvement of power supply to agriculture, no helpers, new transformers and sanction of poles. | The respondents have acted properly on the contents of the complainant in connection with maintaining the DTRs every month with the available material. Further, the respondents are directed to take up the work in connection with erection of middle poles whatever required duly conducting physical field verification, soon after sanction accorded for 618 Nos. middle poles as per the estimate proposals submitted by them. The Superintending Engineer/Operation/Warangal is also requested to take appropriate action for sanction of middle poles as per the proposals submitted by the respondents to erect the same whatever required to redress the grievances of the consumers of the Jangoan-Division without fail. | Implemented | |
| 74 | 192/2012 19.12.12 | Sri. M. Venkataiah The Jangoan Rice Millers Association, Jangoan-Village & Mandal, Warangal-Dist. Pin Code No. 506167. S.C. No. General | Improvement of power supply. | The respondents are directed to see and take appropriate steps for not getting electricity power supply interruptions to the industries as per the petition lodged by the complainant un-officially for other times, except during the R&C Measures applied LR period as prescribed by the APERC. | Implemented | |
| 75 | 193/2012 19.12.12 | Sri. E. Raji Reddy Koduatoor-Village, Bachannapet-Mandal, Warangal-Dist. S.C. No. | Low voltage problem | The respondents are directed to take up the work/erect the additional DTR to get load relief on the present existing DTR soon after sanction accorded by the higher officials on the estimation proposals submitted by them to redress the grievance of the complainant amicably. | Implemented | |
| 76 | 194/2012 19.12.12 | Sri. K. Yadhagiri Cheetooru-Village, Lingala Ghanpur-Mandal, Warangal-Dist. S.C. No. 390800535. Cat-II | Change of category | The grievance of complainant against S.C. No. 3908-535, Cat-IV has been resolved duly reducing the load from 18 HP to 3 HP with effect from 29.08.2012 and withdrawn excess billed amount. | Resolved | |
| 77 | 195/2012 19.12.12 | Sri. Ch. Chandraiah Veldhanda-Village, Narmetta-Mandal, Warangal-Dist. S.C. No. General | Sanction of poles. | The complainant is requested to pay the line erection charges if he is required, the earlier paid demand drafts are ment for service connection charges to release the service. Accordingly, the respondents have already released the service for availing the supply. If the complainant came forward to pay line erection charges as per his requirement, the respondents, are directed to redress the grievance of the complainant soon after required charges received as per the departmental rules in vogue. | Closed | Report submitted by the section officer i.e.,the Consumer paid only service connection chagres and does not paid any line erection charges.Hence case is closed. |
| 78 | 196/2012 19.12.12 | Sri. P. Agamalliah Veldhanda-Village, Narmetta-Mandal, Warangal-Dist. S.C. No. General | Snaction of poles | The complainant is requested to pay the line erection charges if he is required, the earlier paid demand drafts are ment for service connection charges to release the service. Accordingly, the respondents have already released the service for availing the supply. If the complainant came forward to pay line erection charges as per his requirement, the respondents, are directed to redress the grievance of the complainant soon after required charges received as per the departmental rules in vogue. | Implemented | |
| 79 | 197/2012 19.12.12 | Sri. P. Srinu Veldhanda-Village, Narmetta-Mandal, Warangal-Dist. S.C. No. General | Sanction of improvement transformer | The respondents are directed to take up the work in connection with erection of additional transformer to reduce the low voltage problem at Veldhanda-Village, soon after sanction accorded by the higher officials as per the estimate submitted by them. | Closed | Report submitted by the section officer i.e.,the Consumer paid only service connection chagres and does not paid any line erection charges.Hence case is closed. |

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| 80 | 198/2012 19.12.12 | Sri. M. Bhasker Reddy S/o. Narshima Reddy, Keshavareddypet-Village, Bachannapet-Mandal, Warangal-Dist. S.C. No. General | Sanction of power supply | The respondents are liable to pay an amount of Rs. 5000/- as compensation for deviating the APERC Regulation 7 of 2004 Schedule-II in connection with release of agricultural service connection to the complainant. The compensation amount so awarded shall be adjusted to the future CC bills of the complainant against this service connection duly following the guidelines issued by the licensee vide Memo. No. CMD/NPDCL/WGL/CGM/P&RAC/F.SOP/D.No.1268/05, Dt.07.03.06, besides initiating necessary action against the officials/staff whoever may be the responsible for non releasing of this agricultural service connection from years together. | Implemented | CGRF Order Implemented and compensation amount recovered vide PR No.0265 Dt.11.12.2013. |
| 81 | 199/2012 19.12.12 | Sri. D. Shivaji Ex-Sarpanch, Venkatapur-Village, Zafferghad-Mandal, Warangal-Dist. S.C. No. General | sanction of transformer | The respondents are directed to take the work after estimation sanctioned by the Divisional Engineer/Operation/Jangoan as per the estimates prepared and submitted by them for erection of additional DTRs to give over load relief on SS-12, 63 KVA and SS-33, 100 KVA at Venkatapur-Village in Zafferghad-Mandal as requested by the farmers and petition lodged by them to redress their grievance. The Divisional Engineer/Operation/Jangoan one of the respondent is also directed to accord the sanction as per the estimate proposals received by him for erection of additional DTR to give over load relief on SS-12, 63 KVA and SS-33, 100 KVA at Venkatapur-Village in Zafferghad-Mandal as early as possible. The Superintending Engineer/Operation/Warangal is also requested to take appropriate steps in this regard in connection with providing all related materials which are required to complete the work for erection of additional DTR as requested by the farmers and petition lodged at Consumer Grievances Redressal Forum for redressal of their grievance amicably. | | Work order taken for SS-33 |
| 82 | 200/2012 19.12.12 | Sri. Babu & Others Thatikonda Grama Panchayat, Thatikonda-Village, Station Ghanpur-Mandal, Warangal-Dist. S.C. No. General | Sanction of (30) poles | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with Loose lines in Galiguttathanda, Jittegudemthanda of Thatikonda(V). Accordingly the respondents have conducted field survey in Galigutta thanda & Jittegudem thanda H/o Thatikonda. Estimate for middle poles is prepared and submitted for sanction. Keeping inview of the above, the respondents are directed to take appropriate steps whatever involved to redress the grievance of the complainant into the subject matter as early as possible without making much inconvenience to the complainant for getting further delay in completion of the work as requested and petition lodged by the complainant to the Consumer Grievances Redressal Forum. | Implemented | |
| 83 | 201/2012 19.12.12 | Sri. T. Raju & Others Thatikonda Grama Panchayat, Thatikonda-Village, Station Ghanpur-Mandal, Warangal-Dist. S.C. No. General | Changing of old transformers and poles | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with 5 nos single phase DTR's & Replacement of iron poles in Thatikonda(V). Accordingly the respondents have conducted field survey and estimate is prepared and submitted for 3 Nos. 15 KVA DTRs. | Closed | Consumer not submitted Consent letter for payment of estimate cost.Hence case is closed. |
| 84 | 202/2012 19.12.12 | Sri. J. Raghu & Others Galigutta Thanda Raithulu, Thatikonda-Village, Station Ghanpur-Mandal, Warangal-Dist. S.C. No. General | Sanction of transformers | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with overload relief on SS-21 of Thatikonda(V). Accordingly the respondents have submitted estimate and sanctioned by the Divisional Engineer/Operation/Jangaon. | Implemented | |

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| 85 | 203/2012 19.12.12 | Sri. M. Devaiah & Others Fathepur-Post & Village, Station Ghanpur-Mandal Warangal-Dist. S.C. No. General | Sanction of transformers | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with overload relief on SS-11 of Fathepur(V). Accordingly the respondents have estimate Prepared the estimates and submitted. | At Premises of SS-11/Fathapur DTR, HVDS project work under process and it was also covered. |
| 86 | 204/2012 19.12.12 | Sri. M. Pandu & Others Fathepur-Post & Village, Station Ghanpur-Mandal Warangal-Dist. S.C. No. General | Sanction of transformers | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with overload relief on SS-1, 100 KVA DTR in Fathepur(V). Accordingly the respondents have estimate Prepared and submitted. | At Premises of SS-1/Fathapur DTR, HVDS project work under process and it was also covered. |
| 87 | 205/2012 19.12.12 | Sri. Ch. Sampath & Others H. No. 3-115, Hammeethnagar-Village, Zafferghad-Mandal, Warangal-Dist. S.C. No. General | Over load of transformers | The respondents are directed to take the work after estimation sanctioned by the Divisional Engineer/Operation/Jangoan as per the estimates prepared and submitted by them for erection of additional DTR to give over load relief on SS 2, 100 KVA at Himmathnagar-Village in Zafferghad-Mandal as requested by the farmers and petition lodged by them to redress their grievance. The Divisional Engineer/Operation/Jangoan one of the respondent is also directed to accord the sanction as per the estimate proposals received by him for erection of additional DTR to give over load relief on SS-2, 100 KVA at Himmathnagar-Village in Zafferghad-Mandal as early as possible. | Estimate sanctioned.But work order has to be taken. |
| 88 | 206/2012 19.12.12 | Sri. P. Sanjeeva & Others H. No. 1-58, Karunapur-Village, Dharmasagar-Manadal, Warangal-Dist S.C. No. General | Sanction of new transformer exisitng DTR was over load | The respondents are acting amicably duly following the departmental procedures to redress the grievance of the complainant in connection with overload relief on SS-11, Chinnapendial (the complainant wrongly furnished the SS No. 11 instead of SS-8). Accordingly the respondents have estimate Prepared and it was sanctioned for erection of 2x25 KVA DTR's on SS-8, Chinnapendial. The work is not executed due to work order restriction. Estimate is submitted for revised sanction due to enhancement in SAP rates. | Estimate sanctioned.But work order has to be taken. |
| 89 | 207/2012 19.12.12 | Sri. P. Mohan & Others Heemaithnagar-Village, Zafferghad-Mandal, Warangal-Dist. S.C. No. General | Sanction of new transformer | The respondents are directed to take the work after estimation sanctioned by the Divisional Engineer/Operation/Jangoan as per the estimates prepared and submitted by them for erection of additional DTR to give over load relief on SS 6, 100 KVA at Himmathnagar-Village in Zafferghad-Mandal as requested by the farmers and petition lodged by them to redress their grievance. The Divisional Engineer/Operation/Jangoan one of the respondent is also directed to accord the sanction as per the estimate proposals received by him for erection of additional DTR to give over load relief on SS-6, 100 KVA at Himmathnagar-Village in Zafferghad-Mandal as early as possible. | Estimate sanctioned.But work order not released due to limitation of work orders. |
| 90 | 208/2012 19.12.12 | Sri. K. Srinu & Others Heemaithnagar-Village, Zafferghad-Mandal, Warangal-Dist. S.C. No. General | Sanction of new transformer | The respondents are directed to take the work after estimation sanctioned by the Divisional Engineer/Operation/Jangoan as per the estimates prepared and submitted by them for erection of additional DTR to give over load relief on SS 17, 63 KVA at Himmathnagar-Village in Zafferghad-Mandal as requested by the farmers and petition lodged by them to redress their grievance. The Divisional Engineer/Operation/Jangoan one of the respondent is also directed to accord the sanction as per the estimate proposals received by him for erection of additional DTR to give over load relief on SS-17, 63 KVA at Himmathnagar-Village in Zafferghad-Mandal as early as possible. | Estimate sanctioned.But work order has to be taken. |

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| 91 | 209/2012 19.12.12 | Sri. Ch. Rajashekar & Others Heemathnagar-Village, Zafferghad-Mandal, Warangal-Dist. S.C. No. General | Sanction of new transformer | The respondents are directed to take the work after estimation sanctioned by the Divisional Engineer/Operation/Jangoan as per the estimates prepared and submitted by them for erection of additional DTR to give over load relief on SS-1, 100 KVA at Himmathnagar-Village in Zafferghad-Mandal as requested by the farmers and petition lodged by them to redress their grievance. The Divisional Engineer/Operation/Jangoan one of the respondent is also directed to accord the sanction as per the estimate proposals received by him for erection of additional DTR to give over load relief on SS-I, 100 KVA at Himmathnagar-Village in Zafferghad-Mandal as early as possible. | | Estimate sanctioned. But work order has to be taken. |
| 92 | 210/2012 19.12.12 | Sri. Ch. Mahipal Reddy & Others Heemathnagar-Village, Zafferghad-Mandal, Warangal-Dist. S.C. No. General | Sanction of new transformer | The respondents are directed to take the work after estimation sanctioned by the DE/OP/Jangoan as per the estimates prepared and submitted by them for erection of additional DTR to give over load relief on SS-3, 63 KVA at Himmathanagar Village in Zafferghad-Mandal as requested by the farmers and petition lodged by them to redress their grievance. The DE/OP/Jangoan one of the respondent is also directed to accord the sanction as per the estimate proposals received by him for erection of additional DTR to give over load relief on SS-3, 63 KVA at Himmathanagar-Village in Zafferghad-Mandal as early as possible. The SE/OP/Warangal is also requested to take appropriate steps in this regard in connection with providing all related materials which are required to complete the work for erection of additional DTR as requested by the farmers and petition lodged at CGRF for redressal of their grievance amicably. | Implemented | |
| 93 | 221/2012 26.12.12 | Sri. Dr. V. Ashok M/s. Veena Medicare, Kakaji Colony, Hanamkonda, Warangal-Dist. S.C. Nos. 12286-12494,12495,12496& 12497, Cat-I | Requesting to rectification of bill | The complainant is requested to pay the balance amount shown against each service connection, as arrived by the respondents as on 11/2012 duly adjusting security deposit available with department indicated below :-Soon after payment made by the complainant, the respondents are directed to submit a detailed compliance report to the Forum within 15 days from the date of receipt of this order. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/WGL/JAO/Billing/F.No.05/D.No.295/13, Dt.17.06.13 |
| 94 | 222/2012 26.12.12 | Smt. P. Laxmi W/o. P. Yella Swamy, H. No. 1-7-932/5, R/o. Advocates Colony, Hanamkonda, Warangal-Dist. S.C. No. 2243-68846, Cat-I | Illegal disconnection of service and restoration of service | In the light of the said representation, the respondents are directed to issue notice to Smt. P. Laxmi bearing S.C. No. 2247-68846 to produce the proof of necessary documents as per the Clauses of General Terms and Conditions in connection with service connection released. If failure to produce the necessary documents by Smt. P. Laxmi in connection with S.C. No. 2247-68846, which was released, the respondents are here by directed to initiate action for cancellation of service connection as per the rules prevailing in the company. | Implemented | |
| 95 | 229/2012 29.12.12 | Smt. B.Vinoda M/s. D.S.P.Rice Industries, Para Boiled Rice Mill, Khanapur - Village & Mandal, Warangal - Dist. SC.No.270, Cat-HT | Enhancement of load from 200 KVA to 240 KVA | The respondents are directed to withdraw the penalty charges in connection with usage of additional load of 40 KVA since date of levied, as the CEIG approval letter was given for total machinery installed capacity on 17.08.2010 hence there is no need separate CEIG approval letter for usage of additional load. The respondents are to be more careful while implementing the rules prevailing in the Company and avoid inconvenience to the consumers. A compliance report should be submitted to the Forum within 30 days from the date of receipt of this order. | Implemented | Implementation report received Vide Lr.No. SE/OP/WG/SAO/JAO(HT)/F.No.270/D.No,456/13, Dt.01.10.13 |

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| 96 | 231/2012 29.12.12 | Sri M.Venkateshwarlu S/o. Chandraiah, Thirumalagiri - Village, Regonda - Mandal, Warangal-Dist. General | Sanction of transformerr & power supply | The respondents have redressed the grievance of the complainant & others by released agricultural service connections on required payments made by way of demand drafts in favour of the department by the consumers of Bhupalpally-Sub-Division, Regonda Section. Due to non completion of the work, the consumers are availing supply through near by LT over head line. The eight number service connections released by allotting the service numbers from 781 to 788 by the respondents. Accordingly bills were also issued as per the consumed units against these service connections. Further the respondents are directed to complete the work within ten days as per the written submission filed to the Forum in this case. | Implemented | Implementation report received Vide Lr.No. ADE/OP/BHPL/D.No.1148/2013, Dt.25.02.13 |
| 97 | 232/2012 31.12.12 | Sri B.Rajanna & Others Thatikonda - Village, Station Ghanpur - Mandal, Warangal-Dist. SC.No.1238, 1798 & 1802, Cat-I | Sanction of poles and material | Due to non submission of reports by the respondents on the contents made by the complainant in his petition lodged at Consumer Grievances Redressal Forum, the Forum has come to a conclusion that whatever grievance raised by the complainant in his petition is found to be genuine in the absence of non receipt of reports from the respondents. Hence, the respondents are directed to provide six number poles and required material as per the request made by the complainant duly following the departmental rules in vogue within ten days from the date of receipt of this order and submit a detailed compliance report thereafter within five days to the Consumer Grievances Redressal Forum. | Implemented | Implementation report received Vide Lr.No. ADE/OP/GNPR/Sub-Engr/F.No.47/D.No.13, Dt.06.04.13. |
| 98 | 233/2012 31.12.12 | Sri G.Ragya & Others Thatikonda - Village, Station Ghanpur - Mandal, Warangal-Dist. SC.No.1809, Cat-I | Sanction of poles and material | Due to non submission of reports by the respondents on the contents made by the complainant in his petition lodged at Consumer Grievances Redressal Forum, the Forum has come to a conclusion that whatever grievance raised by the complainant in his petition is found to be genuine in the absence of non receipt of reports from the respondents. Hence, the respondents are directed to provide one number pole and required material as per the request made by the complainant duly following the departmental rules in vogue within ten days from the date of receipt of this order and submit a detailed compliance report within five days to the Consumer Grievances Redressal Forum. | Closed | Consumer not submitted Consent letter for payment of estimate cost.Hence case is closed. |
| 99 | 235/2013 01.01.13 | Sri A.Nageshwar Rao & Others Bandhapally - Village, Rayaparthi-Mandal, Warangal-Dist. General | Improvement Transformerr | The respondents are directed to sanction the estimates soon after approval get from the Chief Engineer/Zone/Warangal in connection with erection of 3x25 KVA DTR to give over load relief on SS-3, 63 KVA at Bandanpally-Village in Rayaparthi-Mandal as requested by the farmers and petition lodged by them to redress their grievance. | Implemented | |
| 100 | 237/2013 03.01.13 | Sri B.Ramachandra Rao M/s. Sri Laxmi Ganapathi Industries, Ladella - Village, Athmakur - Mandal, Warangal-Dist. SC.No.656. Cat-V | Requesting for providing supply through express feeder | The respondents are directed to see and take appropriate steps for not getting electricity power supply interruptions to the industries as per the petition lodged by the complainant un-officially for other times, except during the R&C Measures applied LR period as prescribed by the APERC. | Implemented | |
| 101 | 243/2013 05.01.13 | Sri N.Malla Reddy S/o Venkat Reddy, Thatikonda Grama Rythulu, Thatikonda-Village, Station Ghanpur-Mandal, Warangal-Dist. SC.No.41, Cat-V. | Deration of IT | The respondents are therefore directed to obtain copies of pass books issued by the competent authority, indicating the quantum of land owned by the complainant and Form-16 of the latest year if the complainant has retired from any Government Services and drawing pension if any, issued by the concerned authority. Taking into consideration of all these aspects and on examination of the related documents produced by the complainant if the grievance raised by him found to be genuine, take appropriate steps duly following the departmental rules in vogue whether the request of the complainant can be considered or not. | Implemented | Implementation report received Vide Lr.No. ADE/OP/GNPR/Sub-Engr/F.No.47/D.No.12, Dt.06.04.13. |

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| 102 | 244/2013 05.01.13 | Smt J.Kavitha & Others RC. Thanda Chityal-Village, Thorrur-Mandal, Warangal-Dist. SC.No.859,860&861, Cat-V. | Sanction of Transformer | The respondents are taking appropriate steps for redressal of grievance of the complainant in connection with sanctioning of transformer at RC Thanda, Chityal-Village, Chinnavangara Section, Thorrur Sub-Division. Accordingly, they have prepared an estimate of S.C. Nos. 859, 860 & 861 of Cat-V agricultural service connections of Smt. J. Kavitha and Others submitted the same to the concerned Divisional Engineer to accord the sanction on it. | Implemented | |
| 103 | 245/2013 05.01.13 | Sri R.Ravinder S/o. Narayana (and), Sri D.Rajaiah, S/o. D.Mallaiah, Garlaveedu & Nerudupally, Bhoopalpally-Mandal, Warangal-Dist. General. | Over load of transformers | The respondents are directed to sanction the estimates soon after approval get from the CE/Zone/Warangal in connection with erection of 3x25 KVA DTR to give over load relief on SS-3/100KVA DTR at Gorlaveedu-Village in Bhoopalpally-Section. The estimate proposal for erection of 3x25 KVA DTR to give over load relief on SS-2/100 KVA DTR at Neredupally-Village of Bhoopalpally-Section and work will be taken up with immediate effect to redress the grievance of the complainant amicably without making much delay. The CE/Zone/Warangal is also requested to accord the approval to the above said proposals submitted by the SE/Opn/Warangal for erection of 3x25 KVA DTR to give over load relief on SS-3/100KVA DTR at Gorlaveedu-Village in Bhoopalpally-Section. The estimate proposal for erection of 3x25 KVA DTR to give over load relief on SS-2/100 KVA DTR at Neredupally-Village of Bhoopalpally-Section, to follow the further course of action into the subject matter by the respondents and also sanction of estimates to take up the work to redress the grievance of the complainant. | Implemented | |
| 104 | 257/2013 10.01.13 | Sri A.Yougender Rao Subhayapally - Village, Near Somidi - Village, Hasanparthy-Mandal, Warangal-Dist. General. | Sanction of power supply | The complainant is requested to handed over the all related documents whatever required by the respondents to release the agriculture service connection and also pay all the required charges whatever involved as per the departmental rules in vogue to redress the grievance of the complainant. The respondents are directed to release the agricultural service connection to the complainant on producing the all related documents whatever required along with payment made by him to release the agricultural service connection for redressal of the grievance of the complainant. | Closed | Documents not submitted.Hence case is closed. |
| 105 | 262/2013 11.01.13 | Sri K.Venu M/s. Sri Krishna Re-Rolling Mills, Iron & Steel Merchants, IDA, Plot No.C2 to C5, Industrial Estate, Jangaon, Warangal-Dist. - 506167. SC.No.WGL-005 (HT). | Billing dispute | The Forum concludes that as per the procedure to deal with the complaints received under Clause No. 47 of Letter No. S-325/05-01/Dt. 07.07.2005 issued by Hon'ble APERC."If the subject matter of the complainant is show pending consideration before any court tribunal arbitrator or any other Forum or a decree or award has already been passed by a competent Court of Law, the Forum can forthwith reject the complaint." Hence, the Forum itself is not vested with power to deal with as if does not come within the definition of deficiency of service. | Implemented | |
| 106 | 263/2013 11.01.13 | Sri K.Venu M/s. Sri Krishna Re-Rolling Mills, Iron & Steel Merchants, IDA, Plot No.C2 to C5, Industrial Estate, Jangaon, Warangal-Dist. - 506167. SC.No.WGL-005 (HT) | Requesting for sanciton of saparate feeder due to power cut | The respondents are directed to take up the work in connection with providing separate 11 KV feeder emanating from 33/11 KV Jangaon New Sub Station. Soon after sanction accorded by the higher officials as per the estimates submitted to them and payment made whatever required by the complainant to redress his grievance. | Implemented | |

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| 107 | 264/2013 15.01.13 | Sri G.Chandra Sekhar H.No.2-10-230/1, Waddepally, Subedari, Hanmakonda, Warangal-Dist. SC.No.2216-30067, Cat-I | Excess Bill | The respondents are directed to revise the average units during the stuck up period by taking preceding three billing cycles and is there any excess billed amount shall be withdrawn. Average consumption should be adopted constantly during the stuck-up/burnt period until replace the new meter by taking preceding three billing cycles in case, usage of supply during the said three billing cycles were not different from those which prevailed during the period in which the meter ceased to function or became defective. | Implemented | |
| 108 | 272/2013 17.01.13 | Smt G.Sri Laxmi, H.No.2-10-437/1/A, Teacher's Colony Phase-II, Waddepally, Subedari, Hanmakonda, Warangal-Dist. SC No 2223-69072 Cat-I | Removing high tension wire | The respondents have redressed the grievance of the complainant amicably by providing a LT Side arm the lien shifted aside from the house now the horizontal clearance from the line to house increased. | Resolved | |
| 109 | 273/2013 18.01.13 | Smt K.Jaya Laxmi W/o. Bhoopal Reddy, Raghunathpally-Village, Zafferghad-Mandal, Warangal-Dist. Agricultural | Transformer over loaded | Soon after sanction accorded as per the estimates submitted, the respondents are directed to take up the work for erection of additional DTR at Raghunathpally-Village, Zafferghad-Mandal to overcome the low voltage problem facing by the farmers as per the petition lodged and requested to the Forum. | Implemented | Implementation report received Vide Lr.No. DEE/OP/JGN/AE/T/F.No./D. No.2919, Dt.04.02.13. |
| 110 | 279/2013 22.01.13 | Sri G.Prabhkar & Others S/o. Mogili, H.No.2-20/2, Chelpur-Village, Mulugu Ghanpur-Mandal, Warangal-Dist.-506168. General | Transformer over loaded | The respondents are taking appropriate steps for redressal of the complainant grievance in connection with to solve over load problem. Accordingly the Divisional Engineer/Operation/Mulugu has sanctioned estimate of WBS. No T-1201-02-04-03-02-2012. The work order to be taken up and will be completed as soon as the agreement (work) is awarded to the contractor. | Implemented | |
| 111 | 280/2013 22.01.13 | Sri M.Devender & Others C/o. Devendar Kiranam, 6-Enclan Road, Karal Mark Colony, Bhoopalpally-Mandal, Warangal-Dist. General. | Low Voltage Problem | The respondents are taking appropriate steps for redressal of complainant grievance amicably to this extent they have prepared estimate for providing of 4x15 KVA single phase DTR with WBS No. T-1201-02-04-02-04-010, Dt. 02-02-2013. The have submitted that the work will be completed within 15 days. The respondents are directed to complete the work within (15) days as promised and submitted in their report vide Lr.No.AAE/Op/BHPL/File.No. 35/D.No. 442/12, Dt: 07-03-2013. | Implemented | |
| 112 | 281/2013 22.01.13 | Sri J.Ravinderr Reddy & Others M/s. Sadha Shiva Flyash Plant, Bhoopalpally-Mandal, Warangal-Dist. General | Power cutting problem | The respondents are directed to take necessary steps to over come the problem of incoming supply was failed from 132/33 KV Chelpur making necessary correspondence with related officials of APTRANSCO. So that the grievance of the complainant shall be redressed amicably without causing this problem in future. | Implemented | |
| 113 | 282/2013 22.01.13 | Sri K.Raghupathi & Others Rangaraopally - Village, Mulugu Ghanpur - Mandal, Warangal-Dist. General. | Poles sanctioned but required material not issued | The respondents are taking appropriate steps for redressal of the complainant grievance in connection with erection of new agricultural 25 KVA DTR. Accordingly the Divisional Engineer/Operation/Mulugu has sanctioned estimate of WBS. No. A-1201-02-04-03-02-2010. The work order to be taken up and will be completed as soon as the agreement (work) is awarded to the contractor. | Implemented | |
| 114 | 283/2013 22.01.13 | Sri V.Venkateshwarlu & Others Karkapally-Village, Mulugu Ghanpur-Mandal, Warangal-Dist. General | Sanctioin of new transformer | i. The Assistant Divisional Engineer/Operation/Mulugu one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comml./D. No. 854/Dt. 01.01.13 to accord the sanction in connection with erection of one number DTR as per the request made and petition lodged by Sri. V. Venkateshwarlu at Karkapally-Village to redress his grievance immediately. | | Estimate sanctioned.But work order has to be taken. |

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| 115 | 286/2013 22.01.13 | Sri k.Venkatesh & Others CPM Mandal President, Bhoopalpally-Village & Mandal, Mulugu, Warangal-Dist. General | Sanction of new transformers and fencing of existing transformers | The respondents are directed to complete the works stated in the written submission as early as possible after getting the approval from concerned authority and solve the grievance to the complainant. The Superintending Engineer/Operation/Warangal is also directed to take necessary action to accord the sanction on the above estimates to redress the grievance of the complainant amicably immediately. | Closed | 1.Struck up meters replaced.2)Fencing not provided due to site problem.Hence case is closed |
| 116 | 287/2013 22.01.13 | Sri N.Sammaiah & Others Nagaram - Village, Azamnagar Grama Rythulu, Bhoopalpally - Mandal, Warangal-Dist.-506169. General. | Low voltage problem not issuing CC bills properly | The respondents have taken appropriate steps to redress the grievance of the complainant amicably on the following aspects as per the reports submitted by them :-a. JLM not available at Nagaram Head Quarters :- As per instructions of Higher Authorities strictly given the instructions for staying at Nagaram Head Quarters and rectify the consumer grievances, JLM address is mentioned below. Macha Sathyam, S/o. Rajarathnam, C/o. Kotha Nagender Reddy, H. No. 4-26, Nagaram-Village, Service No. 516, Bhupalpally-Mandal, Warangal Cell No. 9849433600. Further the respondents are directed to see that the concerned JLM has to stay at Head Quarters to attend the day to day electricity related problems facing by the complainant and others at Nagaram-Village so that the minor issues if any shall be solved immediately without facing much inconvenience by the consumers of this Village. Deviating the instructions issued by the higher authorities in connection with stayed of Head Quarters by the concerned Lineman shall be liable for initiating any departmental action as per the departmental rules in vogue shall be applied by the respondents. | Implemented | |
| 117 | 288/2013 22.01.13 | Sri S.Venkanna & Others Hanuman Nagar Colony People, Bhoopalpally-Mandal, Warangal-Dist. General. | Low voltage problem | The respondents are taking appropriate steps for redressal of complainant grievance amicably to this extent they have prepared estimate for providing of 3x15 KVA single phase DTR with WBS No. T-1201-02-04-02-04-011, Dt. 02-02-2013. They have submitted that the work will be completed within 15 days. The respondents are directed to complete the work within (15) days as promised and submitted in their report vide Lr.No.AAE/Op/BHPL/File.No. 35/D.No. 443/12, Dt: 07-03-2013. | Implemented | |
| 118 | 290/2013 22.01.13 | Sri A.Samba Reddy & Others Chennaraopur - Post, Dharmaram Cherlapally - Village, Regonda-Mandal, Bhoopalpally, Warangal-Dist. General | Sanctioning of power supply to agricultural service | Until and unless the consumers those who are utilizing the power supply directly as per the list enclosed to cultivate their agricultural fields come forward to pay the required charges whatever involved to release the service connections, the respondents are not in a position to release the service connections to them. The complainant Sri. Ayi Reddy, Sambareddy is requested to mobilize the eight number consumers those who are utilizing the power supply directly to cultivate their agricultural fields for payment of required necessary charges whatever involved to redress the grievance of them in connection with release of new agricultural service connections to them (List of consumers enclosed). Further, the respondents are directed to conduct field inspection at Dharmaramcherlapally if any consumer as per list utilize the power supply unauthorizedly without taking service connection from the department initiate necessary departmental action against them as per the departmental rules in vogue without fail. | Closed | Not feasibility due to not sanctioning S-ph agricultural DTRs.Hence case is closed. |
| 119 | 291/2013 22.01.13 | Sri T.Srinu & Others Bhurakayala Gudem-Village, Mulugu Ghanpur -Mandal, Mulugu, Warangal-Dist. General | Sanction of transformer | The respondents are taking appropriate steps for redressal of the complainant grievance in connection with sanction of new 25 KVA DTR. Accordingly the Divisional Engineer/Operation/Mulugu has sanctioned estimate of WBS. No A-1201-02-04-03-02-045. The work order to be taken up and will be completed as soon as the agreement (work) is awarded to the contractor. | | Work is held up due to standing crops. |

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| 120 | 292/2013 22.01.13 | Sri J.Sudhakar Baswarajpally - Post, Dharmaraopet - Village, Mulugu Ghanpur -Mandal, Warangal-Dist. General | Not sancitoned the transformer | The respondents are taking appropriate steps for redressal of the complainant grievance in connection with sanction of new agricultural 16 KVA DTR. Accordingly the estimate was sanctioned by Divisional Engineer/ Operation/ Mulugu of WBS. No. A-1201-02-04-03-02-047, and consumer consent letter required for excess payments after subsidy. The complainant is also requested to give consent letter to the respondents for excess payment involved after availing subsidy from the department to redress his grievance amicably by the respondents. If the complainant come forwarded to give the consent letter to bare excess payment involved, the work shall be taken up as per the estimate prepared by the respondents and redress the grievance of the complainant amicably immediately. | | Estimate sanctioned.But work order has to be taken. |
| 121 | 293/2013 22.01.13 | Sri P.Mallaiah S/o. Venkataiah, Regonda - Post, Thirumalagiri - Mandal, Warangal-Dist. General | Sanctioning of Transformerr | The respondents have taken appropriate steps to redress the grievance of the complainant amicably to solve the low voltage problem on existing three phase agricultural DTR SS-2 (Capacitor 63 KVA) at Thirumalagiri -village by conducting physical field verification of the location and also removed eleven numbers unauthorized agricultural services, 15 Nos. sanctioned services load was diverted to another three phase DTR The removed consumers are no coming forward to pay the DD's to regularize their agricultural connections. Hence additional DTR was not required. Further, the respondents are directed to take appropriate steps for not utilizing the power supply on present existing three phase DTR, SS-2 (Capacitor 63 KVA) un-authorizedly by the removed 11 Nos. consumers duly conducting physical field verification by the field staff. Other wise the similar low voltage problem as per the petition lodged by the complainant may arise again. The remaining removed 11 Nos. consumers as per the list furnished by the respondents shall also come forward to regularize their service connection by paying required amounts to the department. Otherwise the respondents are at liberty to book any theft case and initiate | Closed | DD's not paid for un- authorised Agricultural consumers.Hence case is closed. |
| 122 | 294/2013 22.01.13 | Sri Md. Chote Miya & Others Kothapally-Village, Mulugu Ghanpur-Mandal, Warangal-Dist.-506345 General | Transformer repair | The respondents have taken appropriate steps in connection with transformer repair as per the request of the complainant and petition lodged by him at Forum. The respondents have handed over whatever available material to the Line Inspector/Ghanpur and the DTR was also repaired by them. | Resolved | |
| 123 | 296/2013 22.01.13 | Sri K.Hari Shankar Dharmaraopet-Village, Mulugu Ghanpur-Mandal, Mulugu, Warangal-Dist. General | Low voltage problem | The respondents are taking appropriate steps for redressal of complainant grievance amicably to their extent. Estimate was also prepared for providing of transformer with WBS No. T-1201-02-04-03-02-013. They have submitted that the work will be completed after sanction of the estimate. | | Work order not taken due to Limit of Work orders restriction |
| 124 | 297/2013 22.01.13 | Sri K.Sateesh Adarsha Rythulu, Kasimpally-Village, Bhoopalpally-Mandal, Warangal-Dist. General | Low voltage problem | Due to non submission of reports by the respondents on the contents made by the complainant in his petition lodged at Consumer Grievances Redressal Forum, the Forum has come to a conclusion that whatever grievance raised by the complainant in his petition is found to be genuine in the absence of non receipt of reports from the respondents. Hence, the respondents are directed to provide one transformer at Kasimpally-Village duly following the departmental rules in vogue as per the request made by the complainant within ten days from the date of receipt of this order and submit a detailed compliance report within five days to the Consumer Grievances Redressal Forum. | | Agreement under process. |

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| 125 | 298/2013 22.01.13 | Sri A.Ramesh & Others Chelpur (Post & Village), Mulugu Ghanpur-Mandal, Warangal-Dist. General | Transformer repair | The Assistant Divisional Engineer/Operation/Mulugu one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comml./D. No. 853/Dt. 01.01.13 to accord the sanction in connection with 1x100 KVA New DTR to give over load relief on Chelpur SS-19/100 KVA DTR, as per the request made and petition lodged by Sri. A. Ramesh & Others at Chelpur-Village to redress his grievance immediately. | Implemented | |
| 126 | 299/2013 22.01.13 | Sri G.Chander & Others S/o. Isthari, Shanthi Nagar, Bhoopalpally-Village & Mandal, Warangal-Dist. General | Low voltage problem | The respondents are taking appropriate steps for redressal of complainant grievance amicably to their extent they have conducted total area surveyed. Estimate was also prepared for providing of 4x15 KVA single phase DTR with WBS No. T-1201-02-04-008, Dt. 02-02-2013. the have submitted that the work will be completed within 15 days. The respondents are directed to complete the work within (15) days as promised and submitted in their report vide Lr.No.AAE/Op/BHPL/File.No. 35/D.No. 447/12, Dt: 07-03-2013. | Implemented | |
| 127 | 301/2013 22.01.13 | Sri J.Thirupathi Bhasvarajupally-Village (Morapally) Mulugu Ghanpur - Mandal, Warangal-Dist. General | Transformer over loaded | The Assistant Divisional Engineer/Operation/Mulugu one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comml./D. No. 857/Dt. 01.01.13 to accord the sanction in connection with 1x15 KVA New Lighting DTR as per the request made and petition lodged by Sri. J. Thirupathi at Bhasvarajupally (Morapally)-Village to redress his grievance immediately. | Resolved | |
| 128 | 302/2013 22.01.13 | Sri B.Illaiiah & Others Nagaram - Village, Rajakomuru-Mandal, Bhoopalpally, Warangal-Dist. General. | Sanctioning of Transformerr | The Assistant Divisional Engineer/Operation/Bhupalpally one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comml./D. No. 855/Dt. 01.01.13 to accord the sanction in connection with erection of one number DTR as per the request made and petition lodged by Sri. B. Illaiah & Others at Nagaram-Village to redress his grievance immediately. | Implemented | Implementationreport received Vide Lr.No. AAE/OP/BHPL/F.No.35/D.No .452/12, Dt.07.03.13. |
| 129 | 304/2013 22.01.13 | Sri P.Madhav Rao S/o. Venkat Rao, Chelpur-Post & Village, Mulugu Ghanpur-Mandal, Warangal-Dist. General. | Sanction of new transformer | The Assistant Divisional Engineer/Operation/Mulugu one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comml./D. No. 856/Dt. 01.01.13 to accord the sanction in connection with erection of one number DTR as per the request made and petition lodged by Sri. P. Madhava Rao at Chelpur-Village to redress his grievance immediately. | Resolved | |
| 130 | 306/2013 22.01.13 | Sri R.Kishan Bhoopalpally-Village, LB Nagar, Bhoopalpally-Mandal, Warangal-Dist. General | 11 KV line stringing ove the house | The complainant is requested to give consent letter to the respondents in connection with payment of shifting charges to redress the grievance amicably. The respondents are directed to redress the grievance of the complainant if he come forward to give consent letter for payment of shifting charges to shift the 11 KV line which is going over the house. | Closed | Consent letter not submitted by the consumer.Hence case is closed. |
| 131 | 307/2013 22.01.13 | Sri N.Illaiiah & Others Nagaram Rythulu, Nagaram -Village, Bhoopalpally-Mandal, Warangal-Dist. General | Sanctioing of transformer | The Assistant Divisional Engineer/Operation/Bhupalpally one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comml./D. No. 858/Dt. 01.01.13 to accord the sanction in connection with erection of one number DTR as per the request made and petition lodged by Sri. N. Illaiah & Others at Nagaram-Village to redress his grievance immediately. | Resolved | |

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| 132 | 308/2013 24.01.13 | Sri J.Cheralu H.No.1-632, Gandhi Nagar, Narsampet, Warangal-Dist. SC.No.11700-912. Cat-I | Billing dispute | The respondents have taken appropriate steps for redressal of grievance of the complainant amicably in connection with withdrawing the additional load raised against S.C. Nos. 11700-912 of Narsampet-Town. Accordingly, the respondents have withdrawn the excess amount raised by them vide J.E. No. 29 of 02/2013 and adjusted in the forth coming bill. | Resolved | |
| 133 | 309/2013 24.01.13 | Sri K.Sripathi Rao & Others C/o. R.Jagan Mohan, Divya Jyothi School Line, Narsampet, Warangal-Dist. SC.No.11700-6894 & 11700-6952 Cat-I | Billing dispute | The respondents have taken appropriate steps for redressal of grievance of the complainant amicably in connection with withdrawing the additional load raised against S.C. Nos. 11700-6952 of Narsampet-Town. Accordingly, the respondents have withdrawn the excess amount raised by them vide J.E. No. 29 of 02/2013 and adjusted in the forth coming bill. The request of the complainant against the S.C. No. 11700-6894 of Narsampet-Town could not be considered by the respondents as the existing load against this service connection is 2.0 KW and the amount is also adequate. There is no change in respect of the load or payment as per the report submitted by the Assistant Accounts Officer/ERO/Narsampet. | Resolved | |
| 134 | 310/2013 24.01.13 | Sri Md. Dastagiri H.No.1-410/5, Indira Nagar, Narsampet, Warangal-Dist. SC.No.4022k 4021 & 5103, Cat-I | Billing dispute | The respondents have taken appropriate steps for redressal of grievance of the complainant amicably in connection with withdrawing the additional load raised against S.C. Nos. 11700-4022, 11700-4021 & 11700-5103 of Narsampet-Town due to inspection done by two number different officials. Based on the recommendations made by the Assistant Divisional Engineer/ Operation/Town/ Narsampet, the Assistant Accounts Officer/ERO/ Narsampet has withdrawn the said excess amount raised against these three numbers service connections vide J.E. No. 29 of 02/2013. The respondents are directed to adjust the excess amount withdrawn to the future C.C. bills issued by them against the three number service connections stated above if the complainant has already paid excess amount raised. | Implemented | |
| 135 | 311/2013 26.01.13 | Sri P.Mohan Rao & Others Gudadpally - Village, Bhoopalpally-Mandal, Warangal-Dist. General | Sanction of Transformer | The Assistant Divisional Engineer/Operation/Bhupalpally one of the respondent in this case is here by directed to submit the detailed estimate to the Divisional Engineer/Operation/Mulugu as called for vide his Memo. No. DEE/OP/MLG/AE/Comm./D. No. 859/Dt. 01.01.13 to accord the sanction in connection with 4x25 KVA DTR as per the request made and petition lodged by Sri. P. Mohan Rao & Others at Bhupalpally-Village to redress his grievance immediately | | Poles erected.Work under progress |
| 136 | 314/2013 29.01.13 | Sri G.Venkataiah & Others SC Colony, Shivinipally -Village, Station Ghanpur - Mandal, Warangal-Dist. General | LT line stringing over the house | Due to non submission of reports by the respondents on the contents made by the complainant in his petition lodged at Consumer Grievances Redressal Forum, the Forum has come to a conclusion that whatever grievance raised by the complainant in his petition is found to be genuine in the absence of non receipt of reports from the respondents. Hence, the respondents are directed to remove the LT and electrical line as per the request made by the complainant duly following the departmental rules in vogue within ten days from the date of receipt of this order and submit a detailed compliance report within five days to the Consumer Grievances Redressal Forum. | Implemented | Implementation report received Vide Lr.No. ADE/OP/GNPR/Sub-Engr/F.No.47/D.No.14, Dt.06.04.13 |

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| 137 | 316/2013 01.02.13 | Sri G.Krishna Murthy & Others Malkapally-Post, Vanamala Kanaparthi, Madikonda-Mandal, Warangal-Dist. General | Sanction of additional transformer. | The respondents are taking appropriate steps for redressal of the grievance of the complainant in connection with sanction of 2x25 KVA improvement DTR to overcome the over load on existing SS-2/100 KVA DTR at Vanamalla Kanaparthi-Village. Accordingly they have prepared an estimation and submitted to the higher officials for sanctioning the same. The Superintending Engineer/Operation/ Warangal is directed to take appropriate steps for sanctioning the above estimate for redressal of the grievance of the complainant amicably in connection with providing additional DTR at Vanamala Kanaparthi-Village as early as possible. Soon after sanction accorded by the higher officials on the above estimate, the respondents are directed to take up the work for providing the DTR and redress the grievance of the complainant immediately. | | Work order has to be taken. |
| 138 | 318/2013 04.02.13 | Smt. Sunitha Reddy W/o. Sivaprasad Reddy, H.No.2-1-159, Road No.3, Madhava Nagar, Gopulpur Road, Hanmakonda, Warangal-Dist. General | Shifting the location of the transformer | The DTR plinth which was lay down in the premises of society open plot is not caused inconvenience to the complainant. This DTR plinth is completely opposite side thirty feet C.C. Road, of complainant residence. The respondents are directed to carry the works as per the scheme approved by the licensee for over load relief to the existing 315 KVA DTR. | Implemented | |
| 139 | 319/2013 04.02.13 | Sri P.Papa Rao & Others Gudadpally-Village, Komarelli-Post, Bhoopalpally-Mandal, Warangal-Dist. General. | Sanction of additional load transformer | The respondents are taking appropriate steps in connection with providing 3x25 KVA agricultural DTR as per the petition lodged by the complainant and others. Accordingly, they have prepared estimates for 12 Nos. agricultural 3x25 KVA DTRs vide WBS No.A-1201-02-04-02-04-035 and submitted to Assistant Divisional Engineer/Operation/ Bhupalpally and Divisional Engineer/Operation Mulugu to accord the sanction. They have also submitted that within 30 days, the work will be completed as per the report dated. 07.03.2013. Based on the estimate sanctioned by the concerned officials, the respondents are directed to take up the work and erect 3x25 KVA agricultural DTRs at Gudadpally to overcome the problem of additional load on the present existing transformer duly following the departmental rules in vogue. | Closed | Poles erected.Work under progress,Double compliant for the same work against CG.No.311/2013.Hence case is closed. |
| 140 | 321/2013 11.02.13 | Sri V.Venkateshwar Rao, Head Master Zilla Parishad High School, Gatlakanaparthi-Village, Shyampet-Mandal, Parkal, Warangal-Dist. SC.No.61, Cat-VII | Excess bill | The respondents are directed to revise the already issued C.C. bill for the period of meter stuck up i.e., 10/2009 & 11/2009 taking into consideration of the preceding three months units average for the period from 07/09 to 09/2009, then it will come about 192 units per month. The average units calculated shall be adjusted from the C.C. bill already issued for the said period, accordingly whatever amount comes for withdrawal if any excess claimed shall be reduced and issue the revised bill to the consumer for payment to redress his grievance amicably. The complainant is also requested to pay the whatever amount arrived by the respondents after revise the C.C. bill for the stuck up period against his service connection. | Implemented | Implementation report received Vide Lr.No. AAO/ERO/PKL/JAO(B)/BS(HV)/D.No.1014, Dt.18.03.13. |

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| 141 | 327/2013 16.02.13 | Sri Venu Gopal Rampur-Village, Dharmasagar-Mandal, Warangal-Dist. SC.No.58, Cat-V | Excess Bill | Due to agricultural S.C. No. 1585 running under 7:00 hours power supply line and agricultural S.C. No. 58, running under 24 hours power supply line instead of 7:00 hours supply the respondents were disconnected the agricultural S.C. No. 58 and also segregation work has completed on 21.02.2013. Now the both services are running on seven hours supply line only as per the report of respondents. Both lines i.e., (24 hours supply & 7 hours) are running in the same premises. It may be caused for accidents, hence the respondents are directed to shift lines separately under improvement scheme on account of safety measures. Remove 24 hours supply line and DTR from the premises of seven hours supply line by changing from LT to HT and fix the 24 hours supply line in the premises of service of poultry form if it is possible. Further, the respondents are directed to take preventive measures not to utilize the power supply from 24:00 hours supply line by the complainant duly conducting frequent filed inspections and take necessary action as per the departmental rules. | Resolved | |
| 142 | 328/2013 19.02.13 | Sri V.Rajesh H.No.16-1-1145/1, SRR.Thota, Kareemabad, Warangal-Dist. SC.No.15164-74187, Cat-I | Additional load | The respondents have taken appropriate steps for redressal of the grievance of the complainant amicably in connection with imposing excess amount for additional load booked against the S.C. No. 15164-81040, Cat-II, Meter No. 538397. Accordingly, the respondent Additional Assistant Engineer/Operation/ Kareemabad has inspected the consumer premises and he has recorded correct load particulars against this service connection and revised the additional load of 1055 Watts instead of 3550 Watts and withdrawn the additional load amount as per the report submitted by him to the Forum dated. 28.02.2013. Accordingly, the Assistant Accounts Officer/ERO/Warangal has reduced the load from 4 KW to 2 KW as per the recommendation of Additional Assistant Engineer/Distribution/Kareemabad vide RJE No. 115 of 02/2013 against development charges Rs. 2000/-, security deposit 400/- total Rs. 2400/-. The Superintending Engineer/Operation/Warangal is directed to conduct a detailed enquiry on the allegations made by complainant in his petition lodged at Consumer Grievances Redressal Forum against the Lineman Sri. Shailesh Kumar in connection with demanding an amount of Rs. 10,000/- from the complainant. On receipt of enquiry report take necessary action | Implemented | |
| 143 | 329/2013 19.02.13 | Sri Md.Kaseem S/o.Peer Saheb, Thanedharpally-Village, Station Ghanpur-Mandal, Warangal-Dist. General. | Remove the pole | The complainant is requested to give consent letter to the respondents in connection with payment of shifting charges to redress the grievance amicably in connection with shifting of Pole No. 7 as requested and petition lodged by him at Consumer Grievances Redressal Forum. The respondents are directed to redress the grievance of the complainant if he come forward to give consent letter for payment of shifting charges to shift the Pole No. 7 which is located in Thanedarpally -Village in Operation section, Ghanpur. | Implemented | |
| 144 | 330/2013 21.02.13 | Sri B.Madhu S/o. Late Venkateswarlu, H.No.16-1-444, SRR Thota, Kareemabad, Warangal -Dist. SC.No.2222,3430,3431,3429, Cat-I | Removal of service connection | The electricity service connections should not release in the private land to the unauthorized persons by collecting Indemnity Bond, Voter ID and Ration Cards etc. They must be a owner of the property to get the service connection only. Is there any relaxation permitted by the Company for releasing of services to the people who are living in huts by occupying Government Land may be followed, but not in private lands. | Implemented | |

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| 145 | 332/2013 25.02.13 | Sri K.Kumara Swamy & Others Chennaram-Village, Wardhannapet-Mandal, Warangal-Dist. General. | Over load of sanction transformer | The respondents are taking appropriate steps for redressal of grievance of the complainant in connection with providing additional DTR to solve the low voltage problem amicably. Accordingly they have prepared an estimate for erection of 3x25KVA DTR to give overload relief to the existing SS-7 100KVA DTR at Chennaram for getting approval. The Divisional Engineer/Operation/Rural/ Warangal is directed to take necessary action to accord the sanction on the estimate submitted by the concerned Assistant Engineer & Assistant Divisional Engineer to redress the grievance of complainant amicably immediately. Soon after sanction accorded by the concerned Divisional Engineer, the respondents are directed to take up the work and redress the grievance of the complainant. | | Work under progress |
| 146 | 341/2012 16.03.13 | Sri R.Ilaiah & Others Medipally Grama Rythulu, Medipally - Village, Hasanparthy - Mandal, Warangal-Dist. General | Low voltage problem | The respondents have taken appropriate steps for redressal of grievance of the complainant amicably. Accordingly, they have prepared an estimate on T&D improvements scheme and submitted to the higher authorities to accord sanction. The Divisional Engineer/Operation/Rural/Warangal is also directed to take appropriate steps to accord the sanction on the estimate proposals submitted by the respondents as early as possible, so that the grievance of complainant can be resolved amicably without any delay. Soon after, sanction accorded by the Divisional Engineer/Operation concerned, the respondents are directed to take up the work in connection with erection of 1x 100 KVA DTR to give over load relief to the existing SS-III, 100 KVA DTR, at Madipally-Village of Chinthagattu-Town Section and redress the grievance of the complainant as early as possible without any delay. | Implemented | |