

**DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS FOR THE YEAR (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
1	335/ 16.03.12	Sri. Kore Gattaiah Applicant S/o. Late Buchaiah, H. No. 7-38, Naralapur-Village, Mandamarry-Mandal, Adilabad-Dist. Pin Code No. 504231. S.C. Nos. 236 & 237 Cat-V	Discrepancy in C.C. Bill	The respondents are directed to act as per the rules in force and withdraw the fictitious demand from the date of disconnection and add four months monthly minimum charges duly adjusted SD amount available and issue notice to the complainant if any balance amount outstanding for arranging the payment to dismantle the service immediately. The complainant is requested to pay outstanding amount if any available as per the notice receipt from the respondents. The respondents are directed to award an amount of Rs. 2000/- as compensation duly following guidelines issued by the licensee vide Memo. No. CMD/NPDCL/WGL/CGM/ P&RAC/ F.SOP/D. No. 1268/Dt. 07.03.06.	Resolved	CGRF orders implemented. Amount recovered from respondents and adjusted in cc bills vide. AAO/ERO/MNCL/JAOP-I/D.No.249/12, Dt 23.06.2012
2	65/2012 31.07.12	Sri. M.A. Haquee H. No. 7-1-22/1/2, Bhukthapur, Adilabad-Dist. S.C. No. 2653, Cat-I.	Interruptions in power supply	Taking into consideration of the reports submitted by the respondents, the forum has come to a conclusion that the grievance of complainant redressed amicably by arranging/taking appropriate steps in connection with minimizing local interruptions by arranging load balancing and DTR maintenance not to repeat such type problems in future. If the grievance of the complainant is not redressed in complete shape permanently as per the steps taken by the respondents as furnished in the report, the respondents are hereby directed to provide additional load DTR for getting load relief on the present existing DTR. The required charges whatever involved as per the departmental rules shall be collected from the consumers who are facing the interruption in power supply due to the heavy load existing on the present DTR for providing the additional load DTR to avoid these interruptions by giving load relief on the existing DTR.	Resolved	

3	66/2012 31.07.12	Sri. Ashwin Maqkhariya M/s. G.S. Oils Limited, Administration Office : Light Industrial Area, Adilabad-Dist. S.C. No. 194, H.T. Category.	Levy of audit shortfall of an amount of Rs. 2,25,530/-	The Forum duly taking into knowledge of the written submission of the respondent passes the following order. The respondent is directed to withdraw the shortfall amount as the respondent has not produced the proof of evidence in support of levy of short fall amount due to CTPT failed, and used supply during that period by the consumer. The CGM(HRD) / APNPDCL/Warangal is hereby directed to conduct Departmental enquiry on the above case against the respondents who were neglected their legitimate duties to record information in meter reading register and also not identified while billing the service during the CTPT failed period.	Resolved	
4	67/2012 31.07.12	Sri. Ashok Rao Beside Bajrang Tent House, Ashok Road, Adilabad-Dist. S.C. No. 1142, Cat-II	Dismantled service connection and again arrears raised for payment by the consumer	Based on the written submission of Assistant Accounts Officer/ERO/ Adilabad, the Forum is came to the conclusion that, the respondents have redressed the grievance of the complainant amicably and withdrawn the amount wrongly raised by the PAA/Adilabad for an amount of Rs. 12,530/- vide J.E. No. 14 of 07/12. Hence without going in detailed, the case is hereby closed.	Resolved	
5	68/2012 31.07.12	Sri. Ajay Makharia M/s. G.S. Oils Limited, (An ISO 9001:2000 Certified Company) Station Road, Adilabad-Dist. Pin Code No. 504001 (A.P.) S.C. No. 305, H.T. Category	Issue of excess bill duration load	The respondents are directed to derate the load from 1000 KVA to 70 KVA with effect from 22.06.12 as per the orders issued by the Superintending Engineer/Operation/ Adilabad without inviting further delay. The respondents are directed to collect the outstanding amount from complainant after effecting deration of load. The complainant is requested to pay the outstanding arrears amount after effecting deration of load. The Superintending Engineer/Operation/ Adilabad is directed to be more careful while issuing the orders in connection with deration of load as per the Clauses of Terms and Conditions of Supply and avoid inconvenience to the consumers.	Resolved	Vide Lr.No. SE/OP/ Adilabad vide his letter dated.17.01.13.
6	69/2012 31.07.12	Sri. Ajay Makharia M/s. Makhariya Agro Rech Private Limited, (An ISO 9001:2000 Certified Company) Opp : Railway Station, Adilabad-Dist. Pin Code No. 504001 (A.P.) S.C. No. 291, H.T. Category	Issue of excess bill duration load	The respondents are directed to derate the load from 490 KVA to 70 KVA with effect from 22.06.12 as per the orders issued by the Superintending Engineer/Operation/ Adilabad without inviting further delay. The respondents are directed to collect the outstanding amount from complainant after effecting deration of load. The complainant is requested to pay the outstanding arrears amount after effecting deration of load. The Superintending Engineer/Operation/Adilabad is directed to be more careful while issuing the orders in connection with deration of load as per the Clauses of Terms and Conditions of Supply and avoid inconvenience to the consumers.	Resolved	Vide Lr.No. SE/OP/ Adilabad vide his letter dated.17.01.13.

7	70/2012 31.07.12	Sri. Ajay Makharia M/s. G.S. Oils Limited, (An ISO 9001:2000 Certified Company) Station Road, Adilabad-Dist. Pin Code No. 504001 (A.P.) S.C. No. 229, H.T. Category	Issue of excess bill duration load	The respondents are directed to derate the load from 800 KVA to 70 KVA with effect from 22.06.12 as per the orders issued by the Superintending Engineer/ Operation/ Adilabad without inviting further delay. The respondents are directed to collect the outstanding amount from complainant after effecting deration of load. The complainant is requested to pay the outstanding arrears amount after effecting deration of load. The Superintending Engineer/Operation/Adilabad is directed to be more careful while issuing the orders in connection with deration of load as per the Clauses of Terms and Conditions of Supply and avoid inconvenience to the consumers.	Resolved	Vide Lr.No. SE/OP/ Adilabad & ADE/OP/ Adilabad vide his letter dated.17.01.13 & 18.01.13.
8	71/2012 31.07.12	Sri. Ajay Makharia M/s. G.S. Oils Limited, (An ISO 9001:2000 Certified Company) Station Road, Adilabad-Dist. Pin Code No. 504001 (A.P.) S.C. No. 169, H.T. Category	Issue of excess bill duration load	The respondents are directed to derate the load from 250 KVA to 70 KVA with effect from 22.06.12 as per the orders issued by the Superintending Engineer/Operation/ Adilabad without inviting further delay.The respondents are directed to collect the outstanding amount from complainant after effecting deration of load. The complainant is requested to pay the outstanding arrears amount after effecting deration of load. The Superintending Engineer/Operation/Adilabad is directed to be more careful while issuing the orders in connection with deration of load as per the Clauses of Terms and Conditions of Supply and avoid inconvenience to the consumers.	Resolved	Vide Lr.No. SE/OP/ Adilabad & ADE/OP/ Adilabad vide his letter dated.17.01.13 & 18.01.13.
9	72/2012 31.07.12	Sri. Ajay Makharia M/s. G.S. Oils Limited, (An ISO 9001:2000 Certified Company) Station Road, Adilabad-Dist. Pin Code No. 504001 (A.P.) S.C. No. 245, H.T. Category	Issue of excess bill duration load	The Forum duly taking into knowledge of the written submission of the respondents the following order is herewith passed. The complainant is requested to pay the balance outstanding arrears after adjusted the security deposit amount available against S.C. No. ADB-245,M/s. G.S. Oils Limited, Unit-VI at Rampur Road, Adilabad-Dist., as per the notice was served by the respondents. The respondents are directed to dismantle the S.C. No. ADB-245, M/s. G.S. Oils Limited, Unit-VI at Rampur Road, Adilabad-Dist., after realization of balance outstanding amount from complainant.	Resolved	
10	73/2012 31.07.12	Sri. Ajay Makharia M/s. G.S. Oils Limited, (An ISO 9001:2000 Certified Company) Station Road, Adilabad-Dist. Pin Code No. 504001 (A.P.) S.C. No. 173, H.T. Category	Issue of excess bill duration load	The respondents are directed to derate the load from 1200 KVA to 70 KVA with effect from 22.06.12 as per the orders issued by the Superintending Engineer/Operation/ Adilabad without inviting further delay. The respondents are directed to collect the outstanding amount from complainant after effecting deration of load. The complainant is requested to pay the outstanding arrears amount after effecting deration of load. The Superintending Engineer/Operation/ Adilabad is directed to be more careful while issuing the orders in connection with deration of load as per the Clauses of Terms and Conditions of Supply and avoid inconvenience to the consumers.	Resolved	Vide Lr.No. SE/OP/ Adilabad vide his letter dated.17.01.13.

11	76/2012 31.07.12	Sri. Mukesh Malpani & Others Adilabad Industrial Area, Adilabad-Dist. S.C. No. General	Interruptions in power supply	Taking into consideration of the reports submitted by the respondents the Forum has come to a conclusion that the interruption in power supply i.e., 10 to 15 times in day is very serious due to which the consumers residing at that particular jurisdiction are facing much inconvenience with irregular interruptions in a days together. Further, there must be a plan in supply interruptions by fixing schedule timings in everyday. Hence the licensee is requested to take proper steps by making pursuance with the A.P. Transco if any problem in this regard is to be solved at that end, so that the grievances of the complainant/consumers shall be redressed amicably avoiding the unscheduled interruptions several times to them as requested by them in their petition lodged at Consumer Grievances Redressal Forum.	Resolved	
12	77/2012 31.07.12	Sri. V. Devanand S/o. V. Housouji, H. No. 3-3-170/1, Mahalazmiwada, Adilabad-Dist. S.C. No. 1523, Cat-I	Billing Dispute	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 revise the C.C. bills already issued to the complainant for the period of meter discrepancy arised by recording wrong readings by the fault meter against the S.C. No. 15323 of Adilabad immediately. The complainant is also requested to pay the actual amount arrived by the respondents for the period of meter fault discrepancy took place in recording wrong reading against his service connection. The respondents are liable to pay an amount of Rs. 1000/- as compensation for deviating the norms fixed in the Citizen charter and Standards of Performance to the complainant duly following the instructions already issued by the licensee.	Resolved	CGRF Orders Implemented. The compensation amount recovered vide PR No. 197441195605, Dt. 23.11.2013
13	104/2012 27.09.12	Sri. Mohammed Jabir Ahmed Ex. Municipal Chairman, Bhainsa-Town, Adilabad-Dist. S.C. No. 10000, Cat-II	Dicrepancy in C.C. bill.	After careful consideration of written statements submitted by the respondents and other records, the Forum is passed the order. The complainant is advised to pay the C.C. charges as per the outstanding showing by the Assistant Accounts Officer/ERO/Bhainsa. The Superintending Engineer/ Operation/ Adilabad is directed that a suitable action should be initiated immediately on following matter duly conducting a detailed enquiry in this case. Allegation leveled by complainant that, he was paid cash Rs. 40,000/- to Sri. Srinivas Raju, Lineman in place of bounced Cheque No. 285981, Dated. 14.10.09 towards C.C. charges against S.C. No. 10000 of Cat-II. Cheque No. 285981, Dated. 14.10.09 for Rs. 40,000/- was bounced in the bank due to insufficient funds in the complainant bank account. But the AAO/Bhainsa had issued PR. No. 44877, Dt. 14.10.09 and credited in the consumer ledger against S.C. No. 10000, Cat-II even though the cheque was bounced.	Resolved	

14	134/2012 12.12.12	Sri. D. Rajeshwar H. No. 2-6-660, Bhramanpuri Nirmal-Village & Mandal, Adilabad-Dist. S.C. No. 24397, Cat-I	Rectification of burnt meter	Taking into consideration of the report submitted by the respondents, the Forum has come to a conclusion that the respondents have redressed the grievance of the complainant amicably by replacing burnt meter with healthy meter on 12.12.12 by taking consent from the consumer and the consumer has also submitted the required charges by way of demand draft drawn in favour of department on 14.12.12. Keeping in view of this without going in detail the case is hereby closed.	Resolved	
15	135/2012 12.12.12	Sri. D. Yellaiah H. No. 7-3-30/1, Kalanagar, Nirmal-Village & Mandal, Adilabad-Dist S.C. No. General	Rectification of leaned pole.	Taking into consideration of the contents of the petition lodged by the complainant, the Forum has come to a opinion that the present pole which is existing was erected since 30 years back due to which it may fell down in future. The respondents are directed to inspect the pole frequently and if necessary as per the condition of the pole and as requested by the complainant, the pole should be changed by erecting new one duly collecting necessary departmental charges as per the rules in vogue from the complainant for redressal of the grievance.	Resolved	
16	136/2012 12.12.12	Sri. A. Sampth Rao M/s. Tirumala Metal Industry, Yellampally-Village, Nirmal-Mandal, Adilabad-Dist. S.C. No. 205, Cat-III	Imposing penalty for heavy load.	The respondents are directed to minimize the local supply interruptions as per the reports submitted by them without fail and not to make any inconvenience to the complainant due to this aspect. Further, the Superintending Engineer/Operation/Adilabad is requested to make necessary correspondence through the licensee to the officials of APTRANSCO on frequent tripping of 220 KV Nirmal radial feeder.	Resolved	
17	137/2012 12.12.12	Sri. Gopi M/s. Balaji Rice Mill, Yellampally-Village, Nirmal-Mandal, Adilabad-Dist S.C. No. 322, Cat-III	Imposing penalty for heavy load.	The respondents are directed to minimize the local supply interruptions as per the reports submitted by them without fail and not to make any inconvenience to the complainant due to this aspect. Further, the Superintending Engineer/Operation/Adilabad is requested to make necessary correspondence through the licensee to the officials of APTRANSCO on frequent tripping of 220 KV Nirmal radial feeder.	Resolved	
18	138/2012 12.12.12	Sri. A.S. Reddy M/s. Balaji Metal Work Yellampally-Village, Nirmal-Mandal, S.C. No. 205, Cat-III	Imposing penalty for heavy load.	The respondents are directed to minimize the local supply interruptions as per the reports submitted by them without fail and not to make any inconvenience to the complainant due to this aspect. Further, the Superintending Engineer/Operation/Adilabad is requested to make necessary correspondence through the licensee to the officials of APTRANSCO on frequent tripping of 220 KV Nirmal radial feeder.	Resolved	

19	139/2012 12.12.12	Sri. V. Shivaji M/s. Mayuri Hotel, H. No. 7-1-41, Vivekananda Chowk, Main Road, Nirmal-Village & Mandal Adilabad-Dist., S.C. No. 372, Cat-II	Imposing penalty for exceeding KV.	The respondents have redressed the grievance of the complainant partially amicably in connection with withdrawal of an amount of Rs. 35,854/- excess demand raised against the S.C. No.ADB-372 of M/s. Mayuri Hotel, Nirmal for the month of 10/2012. The remaining portion of the grievance of the complainant in connection with giving relaxation to his service connection on par with LT consumers for utilizing full load without imposing penalty to him can't be considered by the respondents while the R&C measures are in force. Implementing of R&C Measures is a policy issue of Government and approved by the APERC for implementation by the respondents. Hence the request of the complainant in this aspect is not considered.	Resolved	
20	140/2012 12.12.12	Sri. N. Vittal C/o. Nirmal Bang Securities Private Limited, H. No. 5-11-42, Old Bus Stand, Nirmal-Village & Mandal, Adilabad-Dist., Pin Code No. 504106. S.C. No. General	Shifting of pole	The complainant is requested to pay whatever charges required as arrived by the respondents for shifting of the pole which is existing across the road in front of his house for redressal of his grievance amicably by the respondents. Soon after required payment made by the complainant, the respondents are directed to take up the work for shifting of the pole as requested by the complainant and lodged a petition at Consumer Grievances Redressal Forum for redressal of his grievance. After redressal of the grievance of the complainant, the respondents are directed to submit a detailed compliance report to the Forum without fail.	Resolved	
21	149/2012 12.12.12	Sri. S. Ramesh M/s. Tata Teli Towers, Nirmal-Village & Mandal, Adilabad-Dist. S.C. No. General	Bill dispute without intimation the service connection disconnected though the payment already made	The respondents are directed to furnish the details of payments made by the consumers against their service connections immediately to the concerned Assistant Accounts Officer/ERO without fail, especially in the cases of the HT services. Otherwise the consumers even after payment made by them well-in-time as per C.C. bills served to them within the time, they will face much difficulties if their services made under disconnection like in this case. The Senior Accounts Officer/Operation Circle/Adilabad one of the respondents is directed to give suitable instructions to all the Assistant Accounts Officer/ERO for not to repeat such mistakes as per the reports submitted to the Forum. In view of the action initiating by the Senior Accounts Officer/Operation Circle/Adilabad according to the report submitted by him, this case is hereby closed giving above instructions to the respondents to implement them strictly without fail for the future incidents and not to make any inconvenience to the consumers.	Resolved	
22	151/2012 12.12.12	Smt. A. Padama H. No. 7-2-15, Nageshwarawada, Nirmal-Village & Mandal, Adilabad-Dist. S.C. No. 6157, Cat-I	Replacement of stuck up meter	The respondents have redressed the grievance of the complainant amicably by replacing the stuck up meter on 12.12.12 with healthy meter as requested by the complainant and petition lodged at Consumer Grievances Redressal Forum during the Local Court conducted on the said date itself. Hence without going in detail this case is hereby closed.	Resolved	

23	152/2012 12.12.12	Sri. Syed Ghouse S/o. Syed Abdul Wahed, H. No. 5-10-16/3, Budwarpet Street, Sofinagar, Nirmal-Village & Mandal, Adilabad-Dist. S.C. No. 02521, Cat-III	Billing Dispute	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 and withdrawn the excess billed amount of Rs. 3,33,696-00 vide J.E. No. 1 of 12/2012. The complainant has also paid balance amount of Rs. 38,118-00 vide PR No. 343132dated. 13.12.12. Keeping in view of the above position without going in detail the case is hereby closed. Further, the respondents are directed to act as per the General Terms and Conditions of Supply and Citizen Charter whenever the consumers approached to them for rederssal of their grievance well-in-time without making much inconvenience to the consumers. Other wise they are liable for initiating any departmental action as per the rules in vogue by the licensee for deviating the Standards of Performance.	Resolved	
24	154/2012 12.12.12	Sri. B. Rajesh LIG-46, Shanthinagar, Housing Board Colony, Nirmal-Village & Mandal, Adilabad-Dist S.C. No. General	Replacement of leaned pole	The respondents are directed to redress the grievance of the complainant within ten days as promised in his report submitted to the Forum duly preparing estimate whatever required.	Resolved	
25	133/2012 12.12.12	Sri. K.Shanker S/o. Sheshaiah, H. No. 5-7-10/37/7, Gajulapeta X Road, Byel Bazar, Nirmal-Village & Mandal, Adilabad-Dist. S.C. No. General, Cat-V.	Allot the service connection numbers to the already released agricultural service connection.	The SE/Opn/Adilabad is directed to conduct enquiry on the receipt of the following DDs by the departmental officials from Sri. Kummari Shanker, S/o. Sheshaiah in connection with releasing of new agricultural service within 30 days from the date of receipt of this order. 717542, Dt. 15.07.2005, Rs. 125/- drawn in favour of DE/Opn/Nirmal. 717543, Dt. 15.07.2005, Rs. 25/- drawn in favour of AAO/ERO/Nirmal. 717541, Dt. 15.07.2005, Rs. 5000/- drawn in favour of DE/Opn/Nirmal. 717544, Dt. 15.07.2005, Rs. 1000/- drawn in favour of AAO/ERO/Nirmal. Out of (4) Nos. DDs, one DD No. 717541, Dt. 15.07.2005 for Rs. 5000/- has acknowledged by AAE/Opn/Sarangapur with for signature and dated. 15.07.2005. This is main base to conduct enquiry. The SE/Opn/Adilabad is directed to take appropriate action for releasing of agricultural service on the outcome of the enquiry report. The complainant is requested to approach the SE/Opn/Adilabad for future course of action to solve the grievance as stated above.	Resolved	

26	141/2012 12.12.12	Sri. A. Sampth Rao M/s. Tirumala Metal Industry, Yellampally-Village, Nirmal-Mandal, Adilabad-Dist. S.C. No. 199, Cat-III	Requesting to issue the C.C. bills as per pro rata.	The grievance of complainant against S.C. No. ADB-199, M/s. Thirumala Metal Industry, Nirmal, has been solved duly billing under Option-3, instead of Option-1 and excess billed amount has been withdrawn vide J.E. No. 17 of 2/2013.	Resolved	Vide Lr.No. SE/OP/ADB/SAO/JAO/HT/D.No. 381/13,Dt.23.02.13.
27	150/2012 12.12.12	Sri. Jagadish Prasad Daliya H. No. 5-1--51/9, Old Bus Station, Gayathri Saree Mandir, Nirmal-Village & Mandal, Adilabad-Dist. S.C. No. 274, Cat-II	Imposing of excess fuel surcharges	The respondents have redressed the grievance of the complainant amicably duly withdrawn an amount of Rs. 1,98,731/- towards excess FSA raised against the S.C. No. ADB-274. Hence without going in detail this case is hereby closed.	Resolved	
28	155/2012 12.12.12	Sri. P. Rajeshwar S/o. P. Vital, H. No. 4-1-370, Gajulapeta-Village, Nirmal-Mandal, Adilabad-Dist. S.C. 25425, Cat-I	Billing Dispute	The respondents are directed to collect the meter testing charges from the complainant and test the meter accuracy whether it is working under condition or not as per the contention of the complainant raised in his petition that he is getting huge amount of C.C. bills against this service connection. The complainant is also requested to pay the meter testing charges to test his meter for its accuracy of recording of consumed units to redress his grievance for getting huge amount of C.C. bills to his service connection. Further, the respondents are directed to act as per the departmental rule sin vogue if the complainant is willing to pay the meter testing charges to test his meter based on the meter test report received by them to redress the grievance of the complainant.	Resolved	
29	223/2012 26.12.12	Sri Md.Nazeemulla S/o. Anwarulla, Near Railway Station, Mancherial, Adilabad-Dist. SC.No.686, Cat-II.	Billing Dispute	The respondents are directed to withdraw the shortfall amount whatever levied against S.C. No. 686, Cat-II as the purpose of usage of supply was changed from 03/2009 onwards, hence the low consumption has recorded. In view of this there is no need to levy shortfall amount. A compliance report should be submitted to the Forum within 30 days from the date of receipt of this order.	Resolved	



30	228/2012 28.12.12	Sri S.Madhusudhan Ramakrishnapuram-Village, Mandamarri-Mandal, Mancherial, Adilabad-Dist. SC.No.678, Cat-I	Billing Dispute	The respondents are directed to issue two equal installments against the outstanding C.C. charges. The complainant is requested to approach the respondents for sanction of two equal installments and arrange the payment accordingly. The Superintending Engineer/Operation/Adilabad is directed to take action for billing promptly and avoid inconvenience to the consumers. In this case, the meter reader was billed with door lock status for 24 months by violating the General Terms and Conditions of Supply, Clause No. 7.4.2.	Resolved	
31	276/2013 19.01.13	Sri N.Srinivas Goud S/o.Srihari, Kosini-Village, Vempally-Post, Sirpurkaghaz Nagar-Mandal, Adilabad-Dist. SC.No.5, Cat-V	Louse lines	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. The respondents are directed to take up the work in connection with rectification of electricity loop lines as per the petition lodged by the complainant at the location indicated by him in his petition to redress his grievance. Further the respondents are directed to provide agricultural power supply to the farmers as per the schedule time as communicated by the Corporate Officials without deviating the same and not to make any inconvenience to the Farmers at least for the future incidents.	Resolved	