

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	26/2012 13.07.12	Sri. T. Vijay Kumar 'J' Section, Karimnagar-Division, Karimnagar-Dist. S.C. No. Cat-I	Stuck UP meter	The respondents are directed to follow the departmental rules, General Terms and Conditions and other related guidelines issued from time to time by the licensee in redressal of the grievances of the consumers within the time as prescribed in Citizen Charter on various electricity related aspects as mentioned therein without fail. The licensee is at liberty for initiating any departmental action as deemed fit against the persons involved in this case and responsible for not following the norms fixed in the Citizen Charter in connection with replacement of burnt meter with new meter with an abnormal delay of more than five months. The respondents are liable to pay an amount of Rs. 2000/- as compensation to the complainant 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, taking into consideration of this case as replacement of burnt meter with an abnormal delay by deviating the Standards of Performance.	Resolved	CGRF Order Implemented. Amount adjusted in CC bills vide. PR. No. 230243, Dt.11.12.2013.
2	28/2012 18.07.12	Sri. Pathem Rajaiah S/o. P. Rajamallu, H. No. 6-6-842/1/B, Shivajinagar, Karimnagar-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 with an abnormal delay consuming of more than 6 months for release of new service connections. Though, there are certain problems i.e., raising objections by the local people for erection of improvement transformer at Shivajinagar area Karimnagar district due to which the release of service connections were badly delayed in this regard can't be a reason by which compensation liable for payment to the complainant for the delay of period took place can not be avoided. The respondents are directed to take appropriate timely action whenever such incidents occurred like in this case without causing much delay at least for the future incidents in redressal of consumer grievances on various electricity related aspects as per the standards of performance and norms fixed in the citizen charter.	Resolved	

3	29/2012 18.07.12	Sri. J. Ramachandram Vallampahad-Village, Karimnagar-Dist. S.C. No. General.	The power supply is not supplying properly to their agriculture purpose.	Taking into consideration of the report submitted by the respondent the Forum has come to a conclusion that the grievance of the complainant is partly amicably resolved. Hence, the respondents are directed to follow the following directions issued by the Forum. The respondents are directed to provide middle poles as requested by the complainant as early as possible so that the inconvenience faced by the consumers at Vallampahad Village shall be avoided. If the poles are not available at District Stores/Karimangar, the respondents shall take necessary arrangements for getting the same duly informing their higher officials for non availability poles and arranging the same for erecting wherever they are necessary/desired by the consumers for erection of the same for getting the electricity supply without getting any interruption in it.	Resolved	
4	30/2012 18.07.12	Sri. B. Sathaiah Sri. B. Satyanarayana, Sri. B. Srinivas, Peddapally-Village, Karimnagar-Dist. S.C. Nos. 7790, 2782, 14511 & 7821 Cat-I	Shifting of LT lines from their houses.	The respondents are directed to complete the work, soon after receipt of the sanction to be accorded by the Chief Engineer/Zone/ Warangal to take up the work under 100% turnkey basis as requested by the complainant. After completion of the work as requested by the complainant a detailed report shall be submitted to the Forum without fail.	Not received	
5	31/2012 18.07.12	Sri. J. Anjaiah S/o. J. Kistaiah, H. No. 6-4-121, Shivajinagar, Karimnagar-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 with an abnormal delay consuming of more than 6 months for release of new service connections. Though there are certain problems i.e., raising objections by the local people for erection of improvement transformer at Shivajinagar area Karimnagar district due to which the release of service connections were badly delayed in this regard can't be a reason by which compensation liable for payment to the complainant for the delay of period took place cannot be avoided. The respondents are directed to take appropriate timely action whenever such incidents occurred like in this case without causing much delay at least for the future incidents in redressal of consumer grievances on various electricity related aspects as per the standards of performance and norms fixed in the citizen charter.	Resolved	

6	32/2012 18.07.12	Sri. N. Narsaiah S/o. N. Kondaiah, H. No. 6-4-111, Shivajinagar, Karimnagar-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 with an abnormal delay consuming of more than 6 months for release of new service connections. Though there are certain problems i.e., raising objections by the local people for erection of improvement transformer at Shivajinagar area Karimnagar District due to which the release of service connections were badly delayed in this regard can't be a reason by which compensation liable for payment to the complainant for the delay of period took place cannot be avoided. The respondents are directed to take appropriate timely action whenever such incidents occurred like in this case without causing much delay at least for the future incidents in redressal of consumer grievances on various electricity related aspects as per the standards of performance and norms fixed in the citizen charter.	Resolved	
7	33/2012 18.07.12	Smt. P. Anitha W/o. P. Srinivas H. No. 6-4-197/1, Shivajinagar, Karimnagar-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 with an abnormal delay consuming of more than 6 months for release of new service connections. Though there are certain problems i.e., raising objections by the local people for erection of improvement transformer at Shivajinagar area Karimnagar district due to which the release of service connections were badly delayed in this regard can't be a reason by which compensation liable for payment to the complainant for the delay of period took place cannot be avoided. The respondents are directed to take appropriate timely action whenever such incidents occurred like in this case without causing much delay at least for the future incidents in redressal of consumer grievances on various electricity related aspects as per the standards of performance and norms fixed in the citizen charter.	Resolved	

8	34/2012 18.07.12	Sri. A. Jagan Mohan Rao M/s. Kakatiya Industries, Manufacturers of Oxygen & Nitrogen Gases, Survey No. 187/A, Bornapally-Village, Huzurabad-Mandal, Karimnagar-Dist. Pin Code No. 505468 A.P. S.C. No. 294, Cat-III	Levy of audit shortfall amount of Rs. 2,13,141/-.	The respondents are directed to revise the audit shortfall amount as per the General Terms and Conditions of Supply under Clause 7.5.1.4.1, "The number of units to be supplied during the period in which the meter ceased to function or became defective shall be determined by taking the average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity 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". The respondents are directed to award an amount of Rs. 1000/- as under compensation to the complainant duly following the guidelines issued by the licensee vide Memo. No. CMD/NPDCL/CGM/P&RAC/ F.SOP/D. No. 1268/05/ Dt.07.03.06 by taking into consideration of this case as delay in changing of defective meter as per the Citizen Charter.	Resolved	CGRF Order Implemented and the compensation amounts recovered and adjusted in CC bills vide JE No. 2/2012-13.
9	35/2012 18.07.12	Sri. K. Narender Vallampahad-Village, Karimnagar-Dist. S.C. No. General	To provide transformer for overcoming the additional load and additional poles.	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 duly taking certain measures for avoiding the interruptions in power supply at Vallampahad village. The respondents are directed to erect the middle poles as per the sanction accorded immediately soon after the material drawn from the stores. If the grievance of the complainant has not been redressed in complete shape/permanently with above all the measures taken by the respondents, an additional DTR shall also be provided to over come the additional load existing at present at that village as requested by the complainant. The required charges as per the departmental rules in vogue shall be collected from the villagers applicable for providing proper electricity to them without occurring any interruptions in future.	Resolved	
10	102/2012 26.09.12	Sri. V. Prem Sagar S/o. V. Raj Papaiah, Gumpala-Village, Odela-Mandal, Peddapally-Division, Karimnagar-Dist. S.C. No. 844015-307, Cat-I	Using unauthorizedly his service connection by some others	According to the inspection conducted at the premises of S.C. No. 844015-307 by the respondents and taking into consideration of the reports submitted by them, the request of the complainant as per the petition lodged at CGRF in connection with power supply utilizing illegally by Sri Bandari Srender by this Service Connection is stopped and there is no power supply against this Service Connection. The complainant is also requested to clear all the pending arrears having an amount of Rs. 35,412/- against this Service Connection as arrived by the respondents immediately without fail other-wise this Service Connection shall be disconnected duly following the departmental procedures in vogue. The respondents are directed to collect all the pending arrears against the above Service Connections from Sri V. Prem Sagar complainant duly following the departmental procedures in vogue.	Resolved	

11	119/16.11.12	Sri. T. Vijay Kumar M/s. Parameshwara Modern Rice Mill H. No. 6-1-32, Ashok Nagar, Vemulawada Road, Karimnagar-Dist. Pin Code No. 505001 (A.P.) S.C. No. 4510, Cat-III	Conversion of HT to LT Category	After careful consideration of written submission submitted by the respondents and other related records, the Forum is here by passed the order. The respondents are directed to withdraw the CC bills under HT Cat-I from 01/2012 onwards, as per the clause No. 3.5.3 of GTCS. And also they are directed to collect the CC bills in respect of (3) No.s services as usual under respective LT Category and restore supply if already disconnected the services. The complainant is advised to pay the CC charges under respective LT category in respect of (3) Nos. services. If he wants to dismantle the any of services, he is having liberty as per the clauses of GTCS. The Superintending Engineer/DPE/NPDCL/Warangal is directed to exam such cases and issue suitable instructions to the concerned designated officers as per the existing rules in vogue and avoid inconvenience to the consumers.	Resolved	
12	120/17.11.12	Sri. V. Ramulu S/o. V. Buchaiah, H. No. 10-3-6, Vidyanaagar, Road No. 1, RTC Workshop Road, Karimnagar-Dist. S.C. No. 20101-06312, Cat-I	Rectification of leaned pole.	The respondents are directed to complete the work in connection with replacement of 9.1 Meter PSCC pole as per the estimation prepared by them under T&D improvement soon after it's sanctioned by the higher authorities to redress the consumer grievance amicably as per the petition lodged by him at Consumer Grievances Redressal Forum. After completion of the work an implementation report in this regard on redressal of consumer grievance shall be submitted to the Forum within 15 days from the date of receipt of this order without fail. Further, the respondents are directed to attend the consumer grievances like in this case whenever they approached for redressal of the same, the immediate action shall be initiated and the work shall be completed within the time as prescribed in the Citizen Charter.	Resolved	
13	126/2012 07.12.12	Sri. P. Sateesh S/o. P. Sampath M/s. Ganesh Flexi Printing, DCMs Complex, Huzurabad-Mandal, karimnagar-Dist. S.C. No. 7939, Cat-II	Additional load reduction will charges into 4 KW to 3 KW	The respondents have redressed the grievance of the complainant amicably by reducing the load from 4 KW to 3 KW as per the request made by the complainant. Hence without going in detail this case is closed. Further, the respondents are directed to act as per the General Terms and Conditions and norms fixed in the Citizen Charter, whenever the consumers approached to them by giving any representation for redressing of their grievance without deviating the procedures involved well-in-time as prescribed therein without fail atleast for the future cases.	Resolved	Vide Lr.No. ADE/OP/HZB/F.No.CGRF/12- 13/D.No.2019/12-13, Dt.14.12.12.

14	131/2012 07.12.12	Sri. K. Sammi Reddy M/s. Mahadeva Water Servicing, Near Reddy Arts, RTA Office, Warangal-Road, Huzurabad-Village & Mandal, Karimnagar-Dist. S.C. No. 9794, Cat-II	Discrepancy in C.C. bill	The complainant has withdrawn his petition lodged at Consumer Grievances Redressal Forum during the Local Court conducted at Huzurabad on 07.12.12 stating that after November month bill, the bills are coming correctly and he has paying bills regularly hence, it is not necessarily to test the meter in view of his withdrawal of the complaint. The representation for withdrawal of the complaint is addressed to the Assistant Divisional Engineer/Operation/Huzurabad by the complainant. Accordingly, the Assistant Divisional Engineer/ Operation/Huzurabad has submitted his report to the Forum vide his letter dated. 04.02.13 enclosing the representation of the complainant.	Resolved	
15	161/2012 13.12.12	Sri. T. Narsaiah S/o. T. Mallaiah, Shanigaram-Village, Koheda-Mandal, Karimnagar-Dist. Pin Code No. 505473. S.C. No. 1258, Cat-I	Releasing of new service connection	The complainant is advised to approach the Andhra Bank, Bejjanki Branch for want of duplicate DDs in place of DDs validation lapsed with required information in connection with DDs drawn. The respondents are directed to act as per the rules in force for releasing of agricultural service after receipt of DDs stated above.	Resolved	
16	230/2012 29.12.12	Sri K.Yellaiah S/o.Lingaiah, H.No.1-32, Mallapur - Village, Gangadhara-Mandal, Karimnagar-Dist. SC.No.636, Cat-I	Billing dispute	Taking into consideration of the reports submitted by the respondents the Forum has come to a conclusion that the respondents have acted amicably to redress the grievance of the complainant in connection with revision of C.C. bill already issued against the S.C. No. 636 Mallapur of Gangadhara Section. Accordingly, an amount of Rs. 4,512/- was withdrawn for the issued C.C. bill at a time for the period from June 2007 to January 2010. The complainant has also paid remaining whatever amount available after withdrawal of the above said amount against the S.C. No. 636.	Resolved	
17	236/2013 01.01.13	Sri P.Rajesham S/o. P.Shankaram, M/s. Mallikarjuna Rice Mill, H.No.1-42/13, Plot No.13, Pravelli Enclave, Miyapur, Hyderabad. SC.No.691, Cat-III(A)	Billing dispute	The respondents are directed to withdraw additional consumption added from 04/2003 to 10/2003 during the meter working with sluggish status. The respondents are also directed to act rest of grievance in connection with Appeal No. 25 of 2012, Dated. 28.07.2012 disposed by the Hon'ble Ombudsman. The complainant is advised to pay the C.C. charges outstanding after withdrawal of additional consumption added from 04/2003 to 10/2003 during the meter sluggish period.	Resolved	Vide Lr.No. AAO/ERO/GDK/JAO-II/Sr.Asst/NS/D.No.1000/12, Dt.11.02.2013. Approached to Vidyut Ombudsmen

18	246/2013 07.01.13	Sri E.Odelu Shivaji Nagar, Godavari Khani, Karimnagar-Dist. SC.No.3128, Cat-II	Billing dispute	The respondents have changed the meter on 08.01.13 as requested by the complainant after required payment made by the complainant towards meter testing charges. Due to non co-operation of the complainant to attend the LT Meter Lab is situated at Karimnagar for testing of meter, the same was not done. The Superintending Engineer/Operation/Karimnagar is directed to take action to issue appropriate instructions to the LT Meter Wing to test the meters at Godavarikhani Town atleast once in a month to overcome the problem and also providing convenience to attend the local people without facing any inconvenience. Soon after meter test made, the respondents are directed to submit a detailed compliance report on rederssal of the grievance of the complainant to the Forum based on the test report submitted by the concerned officials.	Resolved	Implementation report received vide LR.No.AAE/OP/East/GDK/D.No.21 1/13, Dt.08.10.2013.
19	247/2013 07.01.13	Sri Rajesh & Others M/s. Rajesh Kiranam, Opp: Old Govt.Degree College, Godavarikhani, Karimnagar-Dist. General.	Low voltage problem	The respondents are directed to act as per the report submitted by them for erection of DTR at Gandhinagar, Godavarikhani within one month on persuasion of procurement of land to redress the grievance of the consumers residing at this area to overcome the low voltage problem. Soon after completion of the work i.e., erection of DTR a detailed compliance report into the subject matter shall be submitted to the Forum without fail within one month from the date of receipt of this order.	Resolved	
20	250/2013 07.01.13	Sri P.Sadanandam S/o. Rangaiah, H.No.16-9-205&206, Kalyan Nagar, Godavarikhani, Karimnagar-Dist. SC.No.9245-1280, Cat-I	Name Change	The action taken by the respondents for effecting the name change in R/o. Sri. Y. Prabhakar, S/o. Papaiah, as per the 'A' form registered by him and related documents submitted to the respondents seems to be genuine for considering the name change effected on his name by the respondents. The complainant is requested to produce whatever the required documents need to be submitted by him as per the advise of the respondents shall be submitted for effecting the name change against the S.C. No. J-9245 if he wish to get the same to redress his grievance by the respondents.	Resolved	Vide Lr.No. ADE/OP/GDK/D.No.1305/12, Dt.18.01.2013.
21	251/2013 07.01.13	Sri S.Malles S/o. Cheralu, Pole No.RNA-1/2/1, Ramesh Nagar, Godavarikhani, Karimnagar-Dist. SC.No.19573, Cat-I	Name Change	The complainant is requested to produce the relevant documents whatever suggested by the respondents such as Ration Card/Municipal Permission issued by the concerned authorities for change of his father name against the S.C. No. J-19573 released by the respondents. The respondents are directed to obtain the relevant documents from the complainant whatever required for effecting the name change proposals as requested by the complainant in his petition lodged at Consumer Grievances Redressal Forum requesting to change his father name as Cheralu instead of Gouraiah. If the complainant is come forward for effecting the name change proposals as requested by him submitting all the required documents, the respondents can go a head to effect the name change proposals to redress the grievance of the complainant and submit a compliance of the report to the Forum.	Resolved	

22	252/2013 07.01.13	Smt J.Pushpa W/o. Prabhakar, Bhodaguttapally-Village, Khanapur-Mandal, Via-Bhasanth Nagar, Karimnagar-Dist.-505184.	Billing dispute	The complainant has herself withdrawn the petition lodged at Consumer Grievances Redressal Forum in connection with issue of C.C. bills by the respondents against the Meter No. BGP. 467, stating that due to non receipt of C.C. bills regularly for every month and the facts involved in it not know by her she has lodged the petition. After wards she was explained by the respondents in detailed against the C.C. bill already issued to her by which she has convinced and also she has paid all the amounts as per the C.C. bill issued against her electricity meter. Explaining above all things the complainant has given representation dated. 15.02.2013 addressing the same to the Forum. The respondent Additional Assistant Engineer/Operation/Kamanpur has enclosed the said representation to his report dated. 21.02.2013 and submitted the same to the Forum.	Resolved	
23	253/2013 07.01.13	Sri D.Bheemaiah & Others H.No.16-10-81, Medhari Basti, Godavarikhani, Karimnagar-Dist. General.	Sanction of transformer	The respondents are directed to take appropriate steps/persuasion in connection with procurement of land for erection of DTR at Medaribasti to overcome the problem of low voltage facing by the people residing at this area and lodged a petition at Consumer Grievances Redressal Forum during the Consumer Grievances Redressal Forum Local Court conducted on 07.01.13 at Godavarikhani.	Resolved	
24	254/2013 07.01.13	Sri Konda.Shenkar & Others Sathya Sai Nagar, Near Bus Stand, Villochavaram-Village, Manthini-Mandal, Karimnagar-Dist.-505184. General	7 Hrs power supply	Despite, keeping the situation of power supply position, the respondents are directed to try to give supply to the agriculture sector on top priority basis and avoid the crop damage and inconvenience to them. The appropriate steps taken by the respondents for redressal of the grievance of the farmers of Villochavaram-Village shall be submitted to the Forum without fail.	Resolved	Vide Lr.No. AE/OP/Manthini/D.No.718/12, Dt.17.01.2013.