

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	04/2012 04.04.12	Smt. G. Kantha Devi M.D.D.G.O. M/s. Srinivasa Nursing Home, H. Nos. 5-7-604 (Old) & 5-7-14 & 15 (New), Khalilwadi, Nizamabad-Dist. Pin Code No. 503003 (A.P.) S.C. No. D2N1-08835, Cat-II	Levy of A.G. Audit Shortfall amount of Rs. 7,843/-	The respondents are directed to take action to withdraw the audit short fall proposed by the A.G. Audit Party an amount of Rs. 7,843/- against the S.C. No. D2N1-8835 of M/s. Srinivasa Nursing Home, H. Nos. 5-7-604 (Old) and 5-7-14 & 15 (New), Khalilwadi, Nizamabad immediately. The service connection shall not be disconnected taking into consideration that A.G. audit shortfall amount of Rs. 7,843/- is pending since long time for payment by the complainant which is not justifiable and also not maintainable. An amount of Rs. 2000/- was awarded as compensation shall be adjusted to the future consumed units by the complainant against this service connection. The Forum has issued direction to the licensee for taking appropriate departmental actions against the respondents along with staff members whoever may be responsible and submit the compliance report by the respondents within 15 days.	Resolved	CGRF Orders Implemented. Amount recovered from respondents and adjusted in CC bills Vide Lr. No. DEE/OP/NZB/Tech/F.CGRF/D.No.365/12, Dt. 30-07-2012
2	63/2012 30.07.12	Smt. G. Sharada W/o. G. Raju, H. No. 10-4-138/1/C, Nagaram-Village, Nizamabad-Dist. S.C. No. General.	Release of new service connection.	Though the respondents have redressed the grievance of the complainant amicably by releasing the new service connection, the story interlinked in this case in connection with replacement of departmental electricity meter by the tenant resided at this house premises in the earlier instances are not explained in detailed by the respondents. The respondents are hereby directed not to give such scope to the consumers for changing the departmental meters with their will and wish affixed by the departmental staff without prior permission from the department which is a serious affence on the part of the consumers and as well as department staff. Further the respondents are directed to take care for not occurring this type of lapses on the part of consumers atleast in future cases by conducting physical field verifications of the service connections frequently.	Resolved	Implementation report received Vide Lr.No. SE/OP/NZB/DE(T)/PO/JAO/ADM/CGRF/F.No.12/D.No.2746/13, Dt.30.10.13.

3	64/2012 30.07.12	Sri. Azam Khan S/o. Aneef Khan, R/o. H. No. 7-11-95, Bodhan Road, Nizamabad-Dist. S.C. No. General	Release of new service connection.	<p>The complainant is requested to produce the related documents which are legally valid as per the reports of respondents in this regard for release of new service connection in the name of Smt. Shaheena Begum after dismantling the existing bill stop service in the same premises.</p> <p>The respondents are directed to act as per the contents made in the reports submitted to the Consumer Grievances Redressal Forum along with following the departmental rules which are applicable in releasing of new service connection in similar instances. Soon after release of the service connection after fulfillment of procedures by the complainant as laid down a compliance report in this regard shall be submitted there after within 15 days to the Forum without fail.</p>		Work Under Process
4	62/2012 30.07.12	Sri. K. Bhoomaiah Ex. Sarpanch Peddavigata-Village, Sirikonda-Mandal, Nizamabad-Dist. S.C. No. General	Providing transformers poles and lines at SS-27 & SS-48.	<p>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 within five days to the Consumer Grievances Redressal Forum. The Superintending Engineer/Operation/Nizamabad, 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.</p>	Resolved	Implementation report received Vide Lr.No. DEE/OP/ARR/JAO/ADM/C1/D.No.2060/12, Dt.27.11.12.
5	212/2012 24.12.12	Sri. B. Laxman Ashok Nagar, Near Water Tank, Kamareddy-Village & Mandal, Nizamabad-Dist. S.C. No. 23024, Cat-I	Billing dispute	<p>Taking into consideration of the reports submitted by the respondents, the Forum has come to a conclusion that the respondents have initiated appropriate action for revision of the C.C. bill issued to the complainant. The respondents have revised the bill issued under door lock Status (05) based on the check reading obtained from the field. The complainant has also paid an amount of Rs. 519/- vide PR No. 588919, Dt. 24.12.12 as per the revised C.C. bill served by the respondents as requested by the complainant in his representation submitted to them.</p>	Resolved	
6	213/2012 24.12.12	Sri. M. Ramesh S/o. Bhagaiah Chennamallareddy-Village, Kamareddy-Mandal, Nizamabad-Dist. S.C. No. 1383, Cat-V	Billing dispute	<p>The respondents are directed to withdraw the audit shortfall amount as the consumer will not come under the Assessment Rules. He is authorized consumer, the respondents are not produced the base of inclusion audit shortfall as per the Rules Prevailing in the Company. The complainant is requested to pay the outstanding C.C. amount if any after withdraw of audit shortfall amount by the respondent without delay. The respondents are also directed to pay more precautionary measures while including the audit shortfall amount in the C.C. bills.</p>	Resolved	Implementation report received Vide Lr.No. AAE/OP/KMR/R/D.No.1662/12, Dt.02.03.13.

7	214/2012 24.12.12	Sri. Ch. Bhupal Reddy S/o. Bhum Reddy, Gudem-Village, Kamareddy-Mandal, Nizamabad-Dist. S.C. No. General	Sanction of new transformer	The respondents are directed to take the work as per the estimates prepared by them and sanctioned vide Memo. No. DEE/O&C/KMR/ Comml/D.No. 1457/12, Dt: 23-01-2013 by Divisional Engineer/ Operation/Kamareddy for erection of one number 25 KVA DTR at Gudem-Village in Operation section of Kamareddy Rural as requested by the complainant and petition lodged by him to redress his grievance. The Superintending Engineer/Operation/Nizamabad is 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 complainant and petition lodged at Consumer Grievances Redressal Forum for redressal of his grievance amicably. Soon after completion of work and on redressal of the grievance of complainant a detailed report shall be submitted to the Forum within thirty days from the date of receipt of these orders.	,	Work Under Process
8	215/2012 24.12.12	Sri. G. Ganesh Goud & Others H. No. 3-45, Shabdipoor-Village, Uggarvai-Post, Kamareddy-Mandal, Nizamabad-Dist. S.C. No. General	Sanction of 2 Nos transformer	The respondents are directed to take the work as per the estimates prepared by them and sanctioned vide Memo. No. DEE/O&C/KMR/ Comml/D.No. 1539/12, Dt: 07-02-2013 by Divisional Engineer/ Operation/Kamareddy for erection of two numbers 25 KVA DTR at Shabdipoor-Village in Operation section of Kamareddy Rural as requested by the complainant and petition lodged by him to redress his grievance. The Superintending Engineer/Operation/Nizamabad is 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 complainant and petition lodged at Consumer Grievances Redressal Forum for redressal of his grievance amicably. Soon after completion of work and on redressal of the grievance of complainant a detailed report shall be submitted to the Forum within thirty days from the date of receipt of these orders.	,	Work Under Process
9	216/2012 24.12.12	Sri. M. Narsimhulu & Others Chennamallareddy-Village, Kamareddy-Mandal, Nizamabad-Dist. General.	Shifting of transformer	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 SS-24 and SS-7 transformers 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 SS-24 & SS-07 transformers from Chinnamallareddy-Village in Operation section, Kamareddy. Soon after payment made by the complainant the work shall be taken up to shift the transformers SS-24 and SS-7 from Chinnamallareddy-village of Operation section Kamareddy and submit a detailed compliance report into the subject matter to the Forum within 30 days from the date of receipt of this orders without fail.	,	Work Under Process

10	217/2012 24.12.12	Sri. A. Babu Naidu M/s. Sri Hari Ferro Alloys Private Limited, Biknoor-Village & Mandal (North), Nizamabad-Dist. S.C. No. 298, HT Category	Abnormal in increase of voltage	The respondents are directed to take necessary steps to over come the problem on abnormal increase of voltage on 132/33 KV SS, Domakonda making necessary correspondence with the related officials, so that the grievance of the complainant shall be redressed amicably without causing this problem in future. Due to abnormal increase of voltage from 132/33 KV SS, Domakonda, the MD was increased and damaged electronic components and equipments of complainant. This was occurred with the fault of department side. Hence, the respondents are directed to rectify the fault duly taking all precautionary measures.	,	Work Under Process
11	218/2012 24.12.12	Sri. M. Rajaiah Tekriyal-Village Kamareddy-Mandal, Nizamabad-Dist. S.C. No. 403, Cat-I	Billing dispute	The complainant is requested to pay the whatever amount arrived by the respondents by the respondents after withdrawal of excess bill amount made by them against S.C. No. 403 for the period from 01/2011 to 11/2012. The respondents have withdrawn an amount of Rs. 40821/- towards excess towards excess bill amount raised vide J.E. No. 106 of 12/2012. The respondents are directed to collect the whatever balance amount due after withdrawal of excess billed amount against the S.C. No. 403 from the complainant immediately and submit a detailed compliance report to the Forum within 15 days from the date of receipt of this order.	Resolved	Implementation report received Vide Lr.No. AAE/OP/KMR/R/D.No.1666/12, Dt.02.03.13.
12	219/2012 24.12.12	L.Narsing Rao	Billing dispute	The Superintending engineer/Operation is directed to send a third party for testing defective DTR which is available with Divisional Engineer/MRT/Nizamabad in respect of Sc.no.3214-02627 Cat-iii.SS Nagar,kamareddy. After receipt of the testing report from third party.The superintending engineer/Operation/Nizamabad should be initiated action on the abnormal excess billed amount. The complaint is advised to pay the CC charges as per the result of third party report of defective DTR.	,	Implementation order is in under process