

DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS FOR THE YEAR OF (2013-2014)

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	169/2012 17.12.12	Sri. T. Ambareesha M/s. Sri Venkateshwara Rice Mill, H. No. 1-4-110/A, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. 5235, Cat-III	Excess billing in KVAH.	The respondents have redressed the grievance duly withdrawing an amount of Rs. 47,645/- which was billed excess due to KVAH reading wrongly furnished by the Section Officer vide J.E. No. 132 of 3/2013 for the period from 12/2012 to 03/2013. The complainant is requested to pay the balance amount as stated by the respondents. The respondents (Assistant Engineer/Operation/Town/ Mahabubabad) has not responded to file the written submission against the C.G. No. 169/2012 though hearing was conducted at Divisional Engineer/ Operation/ Mahabubabad by the Forum. After lapse of nearly three months he was inspected the premises of service and found the correct reading and transmitted to the ERO/Mahabubabad for rectification of CC bills from 12/2012 to 03/2013.	Implemented	
2	177/2012 17.12.12	Sri. K. Pandu Ranga Chary CPI Party Karyadarshi Veera Bhavan, Kankara Board, Mahabubabad-Village & Mandal, Warangal-Dist. S.C. No. General.	Sanction of additional transformer.	The respondents are acting as per the NPDCL instructions in connection with providing electricity supply to the agricultural service connections seven hours supply in two spells additional transformers are also providing under T&D improvement schemes and SPA PE Scheme. As per the request made by the complainant in connection with providing 24 hours power supply to all villages could not be possible by the respondents in view of the load relief schedule to be followed strictly by them as per the NPDCL guidelines issued. In addition to the above there are 10 Nos. works are to be taken up for providing additional DTRs to overcome the low voltage problem on agricultural service connections. During the hearing conducted at Mahabubabad, the respondents have submitted that out of 10 Nos. 4 Nos. works have completed in connection with providing DTRs at different places as requested by the complainant. The respondents are directed to take appropriate steps to complete other 6 Nos. works duly preparing necessary estimates as requested by the complainant.	Implemented	
3	256/2013 10.01.13	Smt A. Shyamala W/o. Rama Swamy, M/s. Sri Dhana laxmi (Polymars), Mulugu - Village, Warangal-Dist. -506343. SC No. 04287, Cat-III	Back billing case	The respondents are directed to revise the assessed units based on the production figures during the defective meter period and if found excess billed amount shall be withdrawn. The complainant is advised to produce the production figures to the Divisional Engineer /Operation/Mulugu during the meter defective period for revision of assessed units.	Implemented	
4	284/2013 22.01.13	Sri P. Sampath Rao & Others S/o. P. Rama Rao, Pulluru Ramaiahpally - Village, Bhoopalpally - Mandal, Warangal-Dist. General	Sanction of new transformer	The respondents have taken appropriate steps to give over load relief on existing SS-1, 100 KVA DTR of Pulluri Ramaiahpally-Village duly removing the un-authorized agricultural services six number existing. By removing these six number agricultural services now at present the load existing 80 HP only pertaining to the authorized agricultural services of 16 Nos. with a load of 5 HP each. At this present situation there is no necessity for 1x25 KVA three phase additional DTR for improvement.	Implemented	Un authorised agls removed, DDs not paid. Hence case is closed
5	285/2013 22.01.13	Sri T. Mankaiah, S/o. Poshaiiah, H.No.1-16, Shanthinagar, SC Colony, Bhoopalpally, Warangal-Dist. SC.No.521, Cat-I	Excess Bill	The complainant is requested to come forward to clear all the dues what ever outstanding against his Service Connection No.521, Category-I, so that the respondents will waive the surcharge and CC bills prior to 08/2007 as per the eligibility of complainant as he is belonging to SC community duly following the departmental rules in vogue and as per the report submitted by the Assistant Accounts Officer/ERO/ Bhoopalpally. The respondents are directed to submit a detailed compliance report if consumer comes forward for payment of CC bills against his Sc.No.521, Category-I and withdraw the whatever amount eligible to him towards surcharge and CC bills prior to 08/2007 as per his eligibility as he is belonging to SC community duly implementing these orders within 15 days from the date of receipt of this order.		Consumer paid Part of the amount

6	289/2013 22.01.13	Sri K.Somaiah M/s. Bharath Kisan Sangh Dist.Leader, Chityal-Village & Mandal, Bhoopalpally, Warangal-Dist. General.	Not supply the power 7 hrs & Low voltage problem	The respondents have taken appropriate steps on the contents of the petition lodged by the complainant to redress the grievance, they have taken up work for erection of 1 x 63 KVA DTR to give over load relief to the existing SS-13 at Chityal-Village & Mandal of Chityal Section at Bhupalpally Sub-Division, the work was also under final stage. The respondents are directed to take appropriate steps against the issue raised by the complainant in connection with agricultural service connection treating as non free category from free category which is already existing under free category only. This issue has to be examined, if the complainant is eligible to treat his agricultural service connection under free category take necessary steps to redress the grievance of the complainant amicably duly following the departmental rules in force. The request of the complainant as raised in his petition in connection with conducting the Local Courts in every Sub-Station for every month or once in a three months shall be examined by the Forum and will take necessary action for conducting the Local Courts as per the request made by the complainant within a short period and will be conducted Local Courts accordingly. Further, the respondents are directed to attend the consumer complaints immediately whenever they approach to their offices without making much delay and not to cause inconvenience to the consumers on the electricity related issues duly following the norms fixed in the Citizen Charter.	Implemented	
7	300/2013 22.01.13	Smt K.Sammakka W/o. Chandraiah, Shanthi Nagar Colony, Bhoopalpally - Village & Mandal, Warangal-Dist. SC.No.5435,7028, Cat-I	Excess Bill	The complainant is advised to pay the CC bills as the average consumption was adopted by the respondents is in order during the stuckup period. The respondents are directed to change the stuckup/Burnt meters as and when it is noticed through consumer representation or exceptional lists and avoid in convenience to the consumers.	Implemented	Bill revised ,consumer paid the amount and also replaced the meters.
8	312/2013 26.01.13	Sri MA.Afzal Pasha S/o.MA Ghani, Ramakrishnapuram Section, Velichala - Village, Chityal-Mandal, Warangal-Dist.-506356. SC.No.25, Cat-V.	Billing dispute	The respondents are directed to dismantle the Sc. No. 25 of Category-V as per the request of consumer duly observing the Department formalities after payment of outstanding amount against Sc. No. 25 of Category-V. The complainant has paid CC charges for Rs. 3100/- in the month of 12/2011 as per the DCB submitted by the respondent. From that onwards he has not paid CC Charges. If consumer not paid CC charges continued more than (3) months service should be disconnected and review under RR Act. But the respondent has failed in this aspect. Hence, the date of disconnection shall be considered as per the rules prevailing in the company and arrive the actual CC charges to be payable by the consumer.	Implemented	
9	313/2013 28.01.13	Sri B.Venu (Proprietor) M/s. Sri Annapurna Agro Industries Para Boiled Rice Mill, H.No.11-51, Main Road, Station Ghanpur-Mandal, Warangal-Dist.-506144	Billing dispute	The complainant is informed that, as per the rules prevailing in the company, the respondents followed, however proportionate billing for the month of 09/2012 is be done, but the respondents have not considered due to there is no clear guidelines in this aspect.The complainant is requested to approach the Hon'ble APERC for further clarification in this regard.	Resolved	
10	320/2013 05.02.13	Sri S.Shankaraiah Pedda Maduru-Village, Devaruppala-Mandal, Warangal-Dist. SC.No.266, Cat-I	Billing dispute	The respondents are directed to withdraw whatever amount raised under Cat-II against S.C. No. 266, even after change of category from Cat-II to I as per the proposals submitted by the ADE/ OP/ Palakurthy/CSC/D. No. 32/Dt. 10.01.11. The excess amount withdrawn against this service connection shall be adjusted to the future consumed units and C.C. bills to be issued to the complainant without fail. Further the respondents are directed to take appropriate action whenever the consumers approach to them for redressal of their grievances on electricity related issues duly following the norms fixed in Citizen Charter, Otherwise the respondents are liable for awarding the compensation for the delay took place in redressal of the grievance of the consumers.	Implemented	
11	322/2013 11.02.13	Sri E.Venkatrajyam M/s. Venkateshwara Mini Rice Mill, Thimmampet-Village, Zafferghad-Mandal, Warangal-Dist.-506143. SC.No.2910-417, Cat-III	Sanctioning of additional load from 21 HP to 49 HP	The respondents are directed to take up the work to redress the grievance of complainant in connection with enhancement of load from 21 HP to 49 HP (additional load of 28 HP) to the existing S.C. No. 2910-417 of M/s. Sri Venkateshwara Mini Rice Mill, at Thimmampet-Village in Zafferghad-Section based on the sanction accorded by the Divisional Engineer/Operation/Jangoan. The complainant is also requested to arrange necessary way leave for erection of the line as per the revise estimate and departmental rules in force.	Implemented	

12	325/2013 12.02.13	Sri K.Satyam H.No.15-6-172, Paiahpet Chaman, Warangal-Dist. SC.No.15114-84446, Cat-I	Remove the electrical wires near to his house	The respondents are directed to shift the 2 Nos. wires which are existing nearer to the house of the complainant by providing side arm and the above said 2Nos. wires along with already existing 4 Nos. wires shall be in the middle side of the road of that street. So that the problem can be solved without any disturbance to the people living at this area by these electricity lines erected by the respondents. The complainant is also requested to pay any charges involved to shift the electricity wires which are nearer to his house by providing a side arm by the respondents to redress the grievance of the complainant amicably.	Implemented	
13	331/2013 22.02.13	Sri M.Venkataiah Assistant General Manager, M/s. Bharath Sanchar Nizam Limited, (A Govt of India Enterprises), O/o.GMTD, BSNL Bhavan, Warangal-Dist.-506007.	Exemption of BSNL from R&C Measures	The respondents are directed that all the HT services pertaining to cellular services of BSNL where supply being utilized for the purpose of transmitting cellular telephonic signals as telegraph covered under the Indian Telegraph Act 1885 are exempted from R&C measures. Further all other services pertaining to these cellular service providers such as offices, commercial areas will not exempted from R&C measures.	Implemented	
14	333/2013 25.02.13	Smt Y.Manjula W/o.Y.Raju, Himmath Nagar-Village, Zafferghad-Mandal, Warangal-Dist.-506143. General	Sanction of transformer	The respondents have taken appropriate steps for redressal of grievance of the complainant in connection with extension of supply to 4 nos Agricultural lands under SPAPE Scheme each 5 HP to Smt. Yara Manjula W/o Raju and others (Complainant). Accordingly the estimates prepared by the respondents were also accorded sanction by the Divisional Engineer/Operation/Jangaon. The Divisional Engineer/Operation/Jangaon is directed to award the above work as early as possible to redress the grievance of the complainant as per the request made and petition lodged at Consumer Grievances Redressal Forum.	Implemented	Implementation report received Vide Lr.No. AAO/ERO/R/HNK/JAO(BS)/SA//D.No.433/13, Dt.05.10.13.
15	334/2013 27.02.13	The Principal Kakatiya Medical College, Warangal-Dist. WGL-047, Cat-II	Request for exemption the penal charges	Whatever action required to do by the respondents in this case are followed as per the guidelines issued by the APERC which are mandatory/compulsory to implement by the licensee without any deviation for implementing the R&C measures. Accordingly they have implemented and imposed the penal charges to the Sc.No. HT-WGL-047 for deviating the R&C measures . The action taken by the respondents purely within the purview of the guidelines issued by the APERC only. Hence this forum has no jurisdiction on the action taken by the respondents and which can't be un-altered. However, the complainant is at liberty to approach the Hon'ble APERC for waiver of the penal charges against the Sc.No.HT-WGL-047 a it is an educational institution treating it as a special case without implying the R&C measures whatever in force. Accordingly he is requested to make any representation to the commission for taking further course of action into the subject matter.	Implemented	Implementation report received Vide Lr.No. AAO/ERO/R/HNK/JAO(BS)/SA//D.No.434/13, Dt.05.10.13.
16	335/2013 27.02.13	Sri H.Cheralu S/o.Uppalaiah, H.No.3-16-71, KMC Peddmmagadda, Hanmakonda, Warangal-Dist. SC.No.15147-03715, Cat-II	Change the category & reduce the bill	The respondents are directed to revise the CC bills already issued against the Sc.No.15147-03715 based on the physical field inspection report submitted by the Assistant Engineer/Operation/ Pochammaidan vide Lr.No. AE:Distn:P.Maidan: D.No.560/12, Dt:29.11.2012 taking into consideration as this is the date criteria for change of Category from II to I. In the absence of non producing any recorded evidence by the complainant for change of Category from II to I for the earlier period i.e. prior to 11/2012 can't be considered by the Forum. The respondents are directed to adjust the excess amount if any already paid by the complainant for the CC bills issued under Category-II after 11/2012 and till to the date for the future consumed units by the complainant.	Implemented	
17	336/2013 27.02.13	Sri M.Srinivas & Others S/o. Late Komuraiah, H.No.2-10-165, Waddepally, Warangal-Dist.-506370. General.	Sanctioning of additional transformer	The respondents are acting properly for redressal of the complainant grievance in connection with providing additional DTRs as per the request made and petition lodged by the complainant at Consumer Grievances Redressal Forum. Accordingly they have prepared an estimate under T&D improvement duly erection of 1x25 KVA DTR and another estimate was prepared under Tatkal Scheme for newly prospective consumes and the work may complete with in 15 days.	Implemented	

18	338/2013 14.03.13	Sri Muddu Krishna S/o.Panduranga, M/s. Sumathi Graphics & Xerox, H.No.2-5-294/1, Nakkalagutta, Hanmakonda, Warangal-Dist. SC.No.22366-9724, Cat-LT-II(B)	Excess Bill	Whatever the action initiated by the respondents in this case is within the purview of the department rules as the complainant is utilizing the Sc.No.2236-69724 for the purpose of running xerox machine (Commercial) which comes under Category-II. But the service connection was released under Category-I only (Domestic purpose). Using the electricity supply by the complainant other than the sanctioned category is not correct. Hence the respondents have booked malpractice case against this service connection and imposed whatever required charges for utilizing the additional load.The Forum has no jurisdiction on the cases booked by licensee under section 126 of electricity Act'2003. Hence without going in detail this case is here by closed.The complainant is at liberty to approach the Divisional Engineer /Assessments/Corporate Office/NPDCL/Warangal for further clarification on redressal of his grievance in to the subject matter in this case.	Resolved	
19	340/2012 15.03.13	Sri D.Ashok Kumar S/o. Bondhyalu, H.No.11-23-1173, LB Nagar, Warangal-Dist.506002. M-19107, Cat-III	Name Change	The complainant is requested to produce whatever related documents required as per the advice of the respondents for registering the 'A' Form for effecting the name change against the Sc. No. H-19107, Cat-III in the name of complainant as he has purchased the saw mill of Sri Md. Ismail Khadri S/o Syed Ibrahim Khadri. The respondents are directed to effect the name change against the Sc. No. 19107 of Cat-III as per the request made and petition lodged by him at Forum duly following the departmental rules inforce and on producing of whatever required documents are to be provided by the complainant and redress the grievance of the complainant in connection with effecting the name change	Implemented	
20	342/2012 18.03.13	Sri G.Bixapathi & Others Lohetha Grama Rythulu, H.No.3-93, Lohetha-Village, Sangem-Mandal, Warangal-Dist. General	Sanction of transformer	The Superintending Engineer /Operation/Warangal is here with directed that a suitable action should be initiated immediately on erring officials duly conducting a detailed enquiry in this regard. The Chief Engineer/Zone/Warangal is here by directed to submit his report on the report of Assistant Engineer/Operation/ Sangem and also reasons for delay in work awarded by the Chief Engineer/Zone /Warangal should be explained to the Forum immediately.	Implemented	
21	344/2012 19.03.13	Sri Ravi & Others S/o. V.Pedda Mallaiah, R/o. Dharmaraopet, Nagarampally-Village, Mulugu Ghanpur - Mandal, Warangal-Dist. General	Repairing the transformer	The respondents are initiating appropriate action for redressal of complainant grievance inconnection with removing the over load existing on SS-1/100 KVA DTR at Thuparam (Village). Accordingly the 4 nos un-authorized agricultural services were regularized by preparing an estimation for errection of 1x25 KVA DTR to over come the additional load existing on presently SS-1/100 KVA DTR of Thuparam (Village). The estimate was also sanctioned vide no. 93/2011 WBS No.A-1101-02-04-03-02-007. Taking shelter simply saying that due to work orders limit though the sanction was accorded during the year 2011, the respondents have not taken up work and redressed the grievance of the complainant since years together is not correct. Whenever the complainant paid required charges the respondents have to complete the work within the time limit as per the citizen charter without deviating the standards of performance other-wise the respondents are liable to pay the compensation as per the SoP norms specified in schedule-II of Regulation No.7 of 2004. The respondents are directed to complete the work immediately as per the sanction accorded without taking any further delay and redress the grievance of the complainant amicably as early as possible without fail.	Implemented	
22	345/2012 26.03.13	Sri T.Pradeep Reddy H.No.24-7-207/14/4, Prasanth Nagar, Kazipet, Hanmakonda, Warangal-Dist. SC.No.2226-83218, Cat-II	Change the Sy.No. & Change the meter from commercial to domestic	The respondents are directed to verify all the related documents produced by the complainant in connection with change of survey no. 22 instead of survey no. 23 along with change of house no. as 24-07-207/14/4 in the CC bills issue to the consumer against his service connection no. 22-26-83218of category-II as per the request made by the complainant and petition lodged for redressal of his grievance. Further the respondents are directed to change the category from II to I duly conducting physical field verification of service connection whether it is utilizing for the purpose of category-I or other-wise. Based on the inspection done duly following the departmental rules in vogue. If found genuine for change of category from II to I against the Sc. No. 22-26-83218 as per the request made and petition lodged at Consumer Grievances Redressal Forum.	Implemented	
23	348/2012 30.03.13	Sri K.Somaiah H.No.2-33, Matedu-Village, Thorrur-Mandal, Warangal-Dist. SC.No.564,567&570, Cat-V	Provide free Agl. Supply instead of non-free	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.	Closed	proof documents were not submitted.Hence case is closed.

24	349/2012 30.03.13	Sri K.Somaiah S/o.K.Buchaiah, H.No.4-70, Matedu-Village, Thorrur-Mandal, Warangal-Dist. SC No 564 567&570 Cat-V	Provide free Agl. Supply instead of non- free	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.	Closed	proof documents were not submitted..Hence case is closed.
25	350/2012 30.03.13	Sri M.Narsimha Reddy H.No.1-7-222, Revenue Colony, Phase-I, Subedari, Hanmakonda, Warangal-Dist. General	Remove the transformer	The complainant is requested to show the required place where, there should not be any objections from any body of that area to shift the presently existing DTR along with, he has to bear whatever the required charges involved for shifting the transformer as per the estimates prepared by the respondents as per the departmental rules in vogue. If the complainant comes forward agreeing with the above conditions, the respondents are directed to shift the DTR duly following the departmental rules in vogue and submit a detailed compliance report into the subject matter to the Forum within 15 days from the date of receipt of this order.	Closed	pending at complainant side(not given consent).Hence case is closed.
26	01/2013 03.04.13	Smt K.Kamala W/o. K.Arogyam, Mupparam-Village, Dharmasagar-Mandal, Warangal-Dist. General	Remove the pole and wire	The complainant is requested to give the consent for payment of shifting charges as per the estimates prepared by the respondents following the departmental procedures to redress the grievance amicably.	Closed	Consumer has not given the consent.Hence case is closed.
27	02/2013 04.04.13	Sri C.Bhadraiah & Others Budharam - Post & Village, Mulugu Ghanpur -Mandal, Warangal-Dist. General	Sanction of improvement transformer	The respondents are directed to regularize the whatever additional un-authorized load is existing on the SS-3/63KVA DTR at Buddaram (Village) duly collecting required charges from the consumers as per the departmental rules applicable so that the over load problem existing at this DTR shall be avoided and the grievance of the complainant can be solved amicably. Soon after completion of work and on redressal of the complainant grievance duly implementing these orders a detailed compliance report 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 consumers grievances well in time as per the norms fixed in citizen charter without deviating the SOPs otherwise the consumers shall be liable for awarding the compensation for the delay of time took place in redressal of the complainant's grievance.	Closed	Consumers not paid DDs for Agriculturals.Hence case is closed.
28	03/2013 04.04.13	Sri M.Sangaiah BC Colony, Budharam - Post & Village, Mulugu Ghanpur -Mandal, Warangal-Dist. General	Sanction of transformer	The respondents are initiating appropriate action for redressal of complainant grievance in connection with reducing the additional load existing on SS-2/ 63 KVA DTR at Buddaram (Village) BC-Colony as well as shifting of DTR. Accordingly the respondents have regularized 4 nos. single phase motors existing on presently 63 KVA DTR duly collecting the required charges from the consumers. There are no single phase un-authorized motors presently existing as per the report submitted to the Forum. The respondents are directed to redress the grievance of the complainant in connection with shifting of presently existing DTR soon after payment made in connection with shifting charges.		Work under progress
29	04/2013 04.04.13	Sri Srinivas Magi Sarpanch, Aadugu Thanda-Post, Vencharami-Village, Chityal-Mandal, Warangal-Dist. General	Louse lines	The respondents have taken appropriate steps for redressal of complainant grievance in connection with rectification of loose lines existing in Vencharami (Village) as per the request made by the complainant and petition lodged at Consumer Grievances Redressal Forum. Accordingly the respondents have arranged 2 Nos. stays and tightened the existing LT line with face clearance between phase and neutral. Due to action initiated by the respondents there is no chance to catch fire through LT line after the proper rectification made by them.Further the respondents are directed to attend the grievances of consumers in appropriate time as specified in the citizen charter whenever the consumers approaches to them on their pending grievances without deviating the standards of performance, otherwise the consumers shall be liable for awarding the compensation for deviating the prevailing rules in vogue for the delay of time took place on redressal of their grievances well in time by the respondents and not to give any scope to the consumers to approach the Forum on pending grievances.	Implemented	

30	09/2013 08.04.13	Sri. L. Mohan Reddy S/o. M.Rama Chandra Reddy, H. No. 4-01, Pochampally-Village, Regonda-Mandal, Warangal-Dist. S.C. No. 183,578 Cat-V	Low voltage problem	The respondents are directed to prepare the estimate as per the charges paid by the 3 Nos. consumers to get the load relief on presently existing SS-3 63 KVA transformer at Pochampally (Village) as per the petition lodged by the complainant at the CGRF to redress the grievance of the complainant. Further, take necessary action on allotting the required materials such as poles and conductors as per the request made by the complainant during the hearing conducted treating this as a special case registered in the Forum by the complainant. The respondents are directed to book the theft cases if there are any agricultural service connections are existing and utilizing power supply unauthorizedly as per the request made and petition lodged by the complainant at Forum as early as possible by conducting raids at the villages. The complainant is informed that this Forum has no jurisdiction on awarding the compensation on the loss sustained to his agricultural fields. He may approach to the concerned authority in this aspect.		Already prepared for 63 KVA DTR and rejected by the SE/Op/Warangal for proposed 25 KVA DTR
31	13/2013 15.04.13	Sri D.Bakkaish Sasthri Chelpur-Village, Ghanpuram-Mandal, Warangal-Dist.-506168. General	Transformer over loaded	The respondents are initiating appropriate action for redressal of complainant grievance in connection with reducing the overload existing on presently single phase DTR at Chelpur-Village. Accordingly an estimate was also sanctioned for erection of 4 x 15 KVA DTRs in place of over loaded single phase lighting DTR in chelpur and other (Villages). The estimate was sanctioned vide WBS No.T-1201-02-04-03-02-012. Taking shelter simply saying that due to work orders limits though the sanction was accorded during the year 2012, the respondents have not taken up work and redressed the grievance of the complainant since one year is not correct. The respondents are directed to complete the work immediately as per the sanction accorded without taking any further delay and redress the grievance of the complainant amicably as early as possible without fail.	Implemented	
32	14/2013 15.04.13	Sri N.Venkat Rao C/o. T.Bhaskar Rao, Congress Mandal President, Jangupalli-Village, Ghanpuram-Mandal, Warangal-Dist.-506168. General	Sanction of transformer	The respondents are initiating appropriate action for redressal of complainant grievance in connection with providing new 25 KVA transformer for four 5 HP agricultural pump sets. Accordingly the estimate was sanctioned vide WBS No.A-1301-02-04-03-02-002. Whenever the complainant paid required charges the respondents have to complete the work within the time limit as per the citizen charter without deviating the standards of performance other-wise the consumers shall be liable for awarding the compensation for the delay of time took place deviating standards of performance. The respondents are directed to complete the work immediately as per the sanction accorded without taking any further delay and redress the grievance of the complainant amicably as early as possible without fail.		Work order was not issued due to sealing
33	15/2013 15.04.13	Sri N.Venkat Rao C/o. T.Bhaskar Rao, Congress Mandal President, Jangupalli-Village, Ghanpuram-Mandal, Warangal-Dist.-506168. General	Transformer over loaded	The respondents are initiating appropriate action for redressal of complainant grievance in connection with giving load relief on the resently existing DTR at Jangupally(Village). Accordingly the respondents have prepared an estimation for erecting 4 x 15 KVA DTRs to give over load relief on presently existing DTR. The estimate was sanctioned vide WBS No: T-1301-02-04-03-02-002 (2013-14). The respondents are directed to complete the work immediately as per the sanction accorded without taking any further delay and redress the grievance of the complainant amicably as early as possible without fail.	Implemented	
34	16/2013 15.04.13	Sri J.Rajeshwar Rao, Surpanch, Jangupalli-Village, Ghanpuram-Mandal, Warangal-Dist.-506168. General.	Transformer over loaded	The respondents are directed to complete the work immediately as per the report submitted by them to the Forum without fail. Soon after completion of work and on redressal of the complainant grievance a detailed compliance report shall be submitted to the Forum without fail. Further the respondents are directed to attend the consumers grievances well in time as per the norms fixed in citizen charter without deviating the SoPs otherwise the consumers shall be liable for awarding the compensation for the delay of time took place in redressal of the complainant's grievance.	Implemented	
35	17/2013 16.04.13	Sri V.Vijaya Kumar & Others H.No.2-4-1204/8/10/51, KUDA Complex, Vidya Nagar, Hanmakonda, Warangal-Dist.-506009. General	Theft of Transformer	The respondents have taken proper action for redressal of the grievance of the complainant in connection with installation of new DTR at Rajavaram (Village) in place of stolen DTR as per the request made and petition lodged at Consumer Grievances Redressal Forum. Accordingly the respondents have registered a police case on 16.04.2013 with FIR No.103/2013 Dt.16.04.2013. And after fulfillment of all departmental procedures they have drawn 25 KVA DTR from District Stores/Warangal and erected the same on 22.04.2013.	Resolved	

36	18/2013 20.04.13	Sri K.Veera Swamy H.No.1-9-176, Julywada, Subedari, Hanmakonda, Warangal-Dist. General	Shifting of pole	The complainant is requested to come forward for giving consent letter to bear the required charges as per the advice made by the respondents for shifting of LT pole bearing no. BNS-24/4 at Julaiwada, Basith Nagar Distribution is Subedari Section to redress the grievance amicably in this regard. Soon after giving consent letter by the complainant, the respondents are directed to take appropriate steps for shifting of the pole as per the request made by the complainant and petition lodged at Consumer Grievances Redressal Forum.	Closed	pending at complainant due to not given consent.Hence case is closed.
37	20/2013 25.04.13	Sri Raju & Others S/o.Jodha, Fathepur-Village Station Ghanpur-Mandal, Warangal-Dist. General.	Sanction of Transformer	The respondents have acted amicably for redressal of the complainant grievance in connection with providing 25 KVA improvement transformer by taking appropriate steps such as on 11 KV Thatikonda feeder HVDS works have taken up under HVDS project and hence improvement 25 KVA is covered under HVDS project. With the above action from the side of respondents, the complainant grievance has redressed as per the request made by him and petition lodged at Consumer Grievances Redressal Forum.	Resolved	
38	22/2013 09.05.13	Sri B.Laxman H.No.2-7-496/3, Excise Colony, Back Side Adarsha High School (E/M), Hanmakonda, Warangal-Dist. General	Sanction of poles	The complainant is requested to give the consent letter as per the advice made by the respondents in connection with payment of shifting charges for redressal of his grievance as per the departmental rules in vogue. The respondents are also directed to obtain the consent letter from the complainant, if the complainant come forward to give the consent letter prepare the estimate and take up the work for redressal of the complainant grievance.	Closed	pending at complainant due to not given consent.Hence case is closed.
39	29/2013 16.05.13	Sri N.Shankar & Others S/o.Rajendar, Odela Kothapeta-Village, Chityal-Mandal, Warangal-Dist. General	Sanction of Transformer	The respondents are directed to complete the work as per the estimate prepared by them and report submitted to the Consumer Grievances Redressal Forum immediately without making further delay to redress the grievances of the complainant and others as requested and petition lodged at Forum. The respondents are liable to pay the compensation for Rs.24,800/- upto 06/2013 to each consumer as per the Standards of Performance norms specified in schedule-II of Regulation No.7 of 2004 i.e. @Rs.50/- for each day of default to the complainants & others from the date over of payment made by them as per the demand drafts drawn in favour of department 90 days. The Superintending Engineer /Operation/Warangal is herewith directed that a suitable action should be initiated immediately on erring officials duly conducting a detailed enquiry in this regard and see that the payment of compensation will be made accordingly within (90) days from the date of receipt of the order.	Implemented	CGRF Order implemented vide Order Lr.No.DE/Op/MLG/D.No.516 Dt.26.11.2013. The complainant & others are appealed to the Ombudsman Hyderabad through their letter dated 03.12.2013 that they do not required compensation awarded amount.
40	37/2013 04.06.13	Sri M.Sambaiah Jookal-Village, Chityal-Mandal, Warangal-Dist. General	Sanction of Transformer	The respondents are directed to complete the work as per the request made by the complainant and petition lodged at Consumer Grievances Redressal Forum in connection with providing the transformer at Jookal (Village) of Chityal (Mandal). Though the estimate was sanctioned by the Divisional Engineer /C&O/ Mulugu for estimate sanction to 5 Nos. tatkal agricultural services load of 19 HP to Sri Mekala Sambaiah and Others with erection of 1x25 KVA DTR at Jookal (Village) in Chityal Section, the respondents have not at all taken up work till to the date and completed the work for redressal of the complainant grievance which is a serious lapse against them. The respondents are directed to complete the work in this case immediately without linking the work orders limit allotted to them. The Divisional Engineer /C&O/Mulugu is also directed to take appropriate steps to complete the work immediately as per the sanction accorded by him vide Memo.No.DEE/C&O/Mlg/AE/Comml/ F.No. /D.No.495/11, Dt.07.09.2011.		Work order taken work under progress

41	38/2013 05.06.13	Sri P.Linga Reddy S/o.Rajaiah, Mederametla-Village, Mogullapally-Mandal, Warangal-Dist. General	Sanction of Transformer	The respondents are directed to complete the work as per the request made by the complainant and petition lodged at Consumer Grievances Redressal Forum in connection with providing the transformer at Mederametla (Village) of Mogullapally (Mandal). Though the estimate was sanctioned by the Divisional Engineer /C&O/ Mulugu for estimate sanction to 5 Nos. agricultural services of load 23 HP under tatkal scheme, the respondents have not at all taken up work till to the date and completed the work for redressal of the complainant grievance which is a serious lapse against them. The respondents are directed to complete the work in this case immediately without linking the work orders limit allotted to them. The Divisional Engineer /C&O/Mulugu is also directed to take appropriate steps to complete the work immediately as per the sanction accorded by him vide Memo.No.DEE/C&O/Mlg/AE/Comml/ F.No. /D.No.479/12, Dt.03.10.2012.		Work under progress
42	39/2013 05.06.13	Sri M.Naga Raju S/o. Narasimharamulu, Kailapur-Village, Chityal-Mandal, Warangal-Dist. General	Sanction of transformer	The respondents are directed to complete the work as per the request made by the complainant and petition lodged at Consumer Grievances Redressal Forum in connection with providing the transformer at Kailapur (Village) of Chityal (Mandal). Though the estimate was sanctioned by the Divisional Engineer /C&O/ Mulugu for estimate sanction to 6 Nos. agricultural services of load 22 HP each 2x5 HP + 4x3 HP under tatkal scheme during the month of 17.10.2012, the respondents have not at all taken up work till to the date and completed the work for redressal of the complainant grievance which is a serious lapse against them. The respondents are directed to complete the work in this case immediately without linking the work orders limit allotted to them. The Divisional Engineer /C&O/Mulugu is also directed to take appropriate steps to complete the work immediately as per the sanction accorded by him vide Memo.No.DEE/C&O/Mlg/AE/Comml/ F.No. /D.No.506/12, Dt.17.10.2012.		poles erected,delay due to standing crops
43	44/2013 15.06.13	Sri G.Linga Reddy Managing Partner, M/s. Chilkuri Balaji Stone Crusher, Wadlakonda-Village, Jangaon-Mandal, Warangal-Dist. SC.No.3708-1475, Cat-III(B)	Disconnection of service connection	The respondents have taken appropriate steps for redressal of complainant grievance in connection with disconnection of SC.No.3708-1475, Cat-III B (Now HT) pertaining to M/s.Chilkuri Balaji Stone Crusher, Vadlakonda (V) in Jgn(M) as per the request made and petition lodged by the complainant. Accordingly the SC.No.3708-1475 Cat-III(B) (Now HT) was disconnected by the respondents on 22.06.2013 with final readings KWH-180107, KVAH-232494, MD-62.2 KVA. The readings were intimated to AAO/ERO/Jangaon and requested to issue the No-due certificate duly collecting all the arrears if any by adjusting their security deposit available and above service for cancellation and dismantling of above service. The AAO/ERO/Jangaon is also directed to take appropriate action as per the readings furnished by the ADE/Op/Jangaon against the Sc.No.3708-1475 for taking further course of action at the end of ADE/Op level in connection with dismantle of the service connection as per the request made by the complainant and petition lodged at CGRF for redressal of his grievance in this regard amicably.	Implemented	
44	343/201 2 19.03.13	Sri Ravi & Others S/o. V.Pedda Mallaiah, R/o. Dharmaraopet, Nagarampally-Village, Mulugu Ghanpur - Mandal, Warangal-Dist. General	Sanction of transformer	"No doubt" there is an abnormal delay in erection of 2x25 KVA DTRs along with necessary infrastructure to the consumers who were paid necessary charges to the department. The respondents are directed to erect the 2x25 KVA DTRs along with necessary infrastructure to the said agricultural services immediately with in stipulated time.	Implemented	
45	347/201 2 30.03.13	Smt K.Laxmi & Others Zaffergudem Grama Panchayat Kusumbai Thanda, Ashwaraopally -Post, Raghunathapally-Mandal, Warangal-Dist. General	Provide transformer	"No Doubt" there is an abnormal delay in erection of 25 KVA DTR along with infrastructure to the agricultural consumers who were paid necessary charges to the department. The respondents are directed to erect the 25 KVA DTR along with necessary infrastructure to the said agricultural services immediately with in stipulated time.	Implemented	

46	07/2013 06.04.13	Sri P.Srinivas Reddy H.No.2-4-1247/4/50/8/1, Kuda Enclave, Hanmakonda, Warangal-Dist.-506009. General	Transformer not installed	The respondents are directed to provide / Install the required capacity of DTR immediately at the consumer premises for the Service Connection No. 2269-90537 Cat-II(B) already released (immediately) as per the payment made by him according to earlier estimate sanctioned during the month of 06/2011 without insisting him to pay an amount of Rs.17050/-(Rupees Seventeen thousand Fifty only) as per the 2 nd estimation approval by the respondents stating that material cost was increased in delay period which can't be attributed to the complainant as he has already paid required charges during the year 2011 only. The Superintending Engineer /Operation/Warangal is directed that a suitable action should be initiated immediately on the erring officers duly conducting a detailed enquiry in this regard. Any lose sustained to the company in connection with DTR cost was increased may be proposed to recover from concerned whoever responsible.	Implemented	
47	11/2013 10.04.13	Sri Arun Kumar Maruthi Oil Mills, H.No.2-113, Sthambampally-Village, Narsampet-Mandal, Warangal-Dist.-506330. General	Enhancement of Load	The respondents are directed to withdraw whatever shortfall amount levied and included in the CC bill of Sc. No. HT-197, M/s Maruthi Oil Mills in connection with disallowing the off-seasonal benefit to the consumer. The complainant is informed that, if already paid the shortfall amount whatever levied will be adjusted in his future CC bills of Sc.No. HT-197, M/s Maruthi Oil Mills. The respondents are "Warned" not to repeat the such lapses in future and more careful while levying the shortfall amount duly disallowing the off-season benefit.		
48	25/2013 10.05.13	Sri P.Srinivas Reddy, Rtd.JD.Agl H.No.2-2-463, Ram Nagar, Hanmakonda, Warangal-Dist. SC.No.12321-01297, Cat-V	Sanction of poles & materials	The respondents are directed to redress the grievance of the complainant amicably as per the estimate sanctioned in this case. The work should be completed with in (15) days on priority basis.		Work under progress,delay due to standing crops
49	30/2013 17.05.13	Sri Ch.Bapu Reddy,Ex- Surpanch, H.No.6-75, Thouuru-Village & Mandal, Warangal-Dist. General	Shifting of Transformer	This authority is complainant only to resolve the disputes in between consumer and the Licensee. However, in the light of the send petition the respondents are directed to rectify the same, if there is any problem to the complainant duly observing the department rules in force. The Superintending Engineer /Operation/Warangal is directed to conduct physical inspection in the premises of erection of DTR and found any irregularities by deviating the department procedure the necessary action shall be initiated on the concerned officials and rectify the same amicably.	Implemented	
50	32/2013 25.05.13	Sri R.Venkat Reddy S/o. Buchi Reddy, Dharmapuram-Village, Dharmasagar-Mandal, Warangal-Dist. General	Shifting of the electrical wires	The complainant is informed that, to approach the department officials for shifting of line in his plot with consent letter for payment of shifting charges applicable if any as per the rules in force. The respondents are directed to prepare the estimate for shifting of line of the over head of plot, after produced the consent letter by the complainant duly observing of rules. With the above directions the CG.No.32/2013-14 is disposed off.	Resolved	
51	33/2013 27.05.13	Sri Y.Venkat Swamy S/o. Venkataiah, Raghuathpally-Village, Zafferghad-Mandal, Warangal-Dist.-506143. General	Transformer over loaded	The respondents are directed to erect additional DTR on the SS-7 100 KVA DTR after accorded sanction of estimate by the Divisional Engineer / Operation/Jangaon duly observing the department procedure. The Divisional Engineer /Operation/Jangaon is directed to accord sanction of estimate immediately and see that to solve the over load problem on SS-7 100 KVA DTR. The limitation of sealing of work orders may be relaxed to this case on priority base. So far, the claim for compensation is concerned on the ground of loss of crop, this authority is not competent to work out the said relief. However the complainant can approach the competent court of law for the said relief of damages occur if any.		Work order was not issued due to sealing
52	34/2013 01.06.13	Smt.T.Anuradha & Others Plot No.83, K.R.R.Town Ship, New Shyampet, Near Government High School, Warangal-Dist. General	Louse lines	The respondents have been redressed the grievance of the complainant as stated in their written submission. This case is here by closed without going in further details. Hence with above directions, the CG.No.34/2013-14 is disposed off.	Implemented	Implementation report received vide LR.No.ADE/OP/Huzura bad/F.No. / D.No.1979/12, Dt.07.12.12.

53	35/2013 03.06.13	Sri S.Sujatha W/o.Dhanunjaya, H.No.2-98, Incherla-Village, Mulugu-Mandal, Warangal-Dist. SC.No.319, Cat-I	Back billing case	The respondents are directed to restore the power supply to the SC.No.10704-319, as the consumer is paying CC bills regularly. The respondents are also directed to apply Revenue Recovery Act (RR Act) for realizing of old arrears against SC.No.10704-16 as per the rules force in the department. The Superintending Engineer /Operation/Warangal is directed to initiate action as per the General Terms and Conditions of Supply on the erring officials who were involved in releasing of new service in the premises of old service having CC charges arrears and bill stopped in the month of 10/2009. And, why the service has not reviewed under Revenue Recovery Act (RR Act) with the help of Deputy Tahasildhar for realization of arrears so far.		A-form served,RR Act implementing.
54	36/2013 03.06.13	Sri S.Ramesh H.No.1-19, Incherla-Village, Mulugu-Mandal, Warangal-Dist. SC.No.350, Cat-I	Back billing case	The respondents are directed to restore the power supply to the SC.No.10704-350, as the consumer is paying CC bills regularly. The respondents are directed to apply Revenue Recovery Act (RR Act) for realization of CC charges arrears in respect of SC.No.10704-16 duly following the rules prevailing in the company.		A-form served,RR Act implementing.
55	41/2013 10.06.13	Sri R.Yellaiah S/o.Buchaiah, Ursu, Kareemabad, Warangal-Dist. SC.No.15161-42002	Excess Bill	The respondents are directed to apply the scheme for SC/ST consumers who are consuming consumption 100 units below per month, if the complainant is come forwarded to pay the arrears due as on 01.07.2007 as per the rules in vogue. The complainant is advised to pay the CC charges arrears under the scheme for SC/ST consumers applicable, but it is not possible to reduce the CC charges arrears by considering on community basis.	Closed	He is not eligible for the scheme.30 days notice issued to the consumer for payment of cc charges arrears.Hence case is closed.
56	42/2013 11.06.13	Sri T.Adi Reddy H.No.1-25, Seethampet-Village, Hasanparthy-Mandal, Warangal-Dist. General	Provide transformer	The respondents has been resolved the grievance of the complainant in connection with rectification of leaned poles in between Seethampet and Hasanparthy on 11KV Pemberthy feeder duly providing (6) Nos middle poles on the same line. With the above directions the C.GNo. 42/2013-14 is disposed off.	Resolved	
57	75/2013 15.06.13	Sri Y.Bharat Kumar H.No.3-1-194, Kakatiya Colony, Hanmakonda, Warangal-Dist. SC.No.12282-65720	Meter Jumped	In absence of load particulars, the respondents have been redressed the grievance of the complainant, in connection with excess CC bill issued due to meter error+66.08% as per the MRT Test report and accordingly the CC bill was revised. The respondents are directed to re-exam the case based on the load particulars, if any excess billed shall be withdrawn. With the above directions the CG.No.75/2013-14 is disposed off.	Resolved	
58	91/2013 22.06.13	Smt B.Sujatha W/o.Prabhakar, H.No.1-60/3, Bheemaram, Hanmakonda, Warangal-Dist. General.	Shift the electrical wire	The grievance of complainant has been resolved by providing 1 No. LT side Arm for maintaining approximate 5 feet distance, And also the consumer is satisfied with the action of respondents. With the above directions the CG.No.91/2013-14 is disposed off.	Resolved	
59	96/2013 25.06.13	Sri P.Sambaiah & Others Nagendra Nagar, Darga Shivaru, Hanmakonda, Warangal -Dist. General	Low voltage problem	The respondent Assistant Engineer/Operation/Subedari has been redressed the grievance of the complainant by erecting of 1x100 KVA DTR under RAPDRP scheme at Nagendra Nagar with LT lines and rectified the low voltage problem. With the above directions the CG.No.96/2013-14 is disposed off.	Resolved	
60	115/201 3 02.07.13	Sri Dr.H.Suresh Clement H.No.2-10-823/4, Opp: Forest Office, Teacher's Colony, Subedari, Hanmakonda, Warangal-Dist. Sc.No.15147-02010, Cat-I	Cut the tree	The respondent Assistant Engineer/Operation/Pochammaidan has been redressed the grievance of the complainant by removing the tree branches and also frequent interruptions rectified. With the above directions the CG.No.115/2013-14 is disposed off.	Resolved	

61	118/2013 06.07.13	Smt. Aruna & Others W/o. Indrasena Reddy, Dammannapeta - Village, Wardhannapeta-Mandal, Warangal-Dist. General	Sanction of transformer	The respondent has confirmed that, the SS-2/100 KVA DTR which was not functioning properly due to burnt of Bimetallic clamp has been rectified and now there is no problem on the SS-2/100 KVA DTR. Hence the grievance is redressed. The complainant is informed that, any low voltage found on the existing DTR may be reported to the Assistant Engineer/Operation/ Wardhannapet for the rectification. With the above directions the CG.No.118/2013-14 is disposed off.	Resolved	
62	121/2013 17.07.13	Sri Ch.Peddapuram S/o. Venkataiah, Buddaram-Village, Mulugu Ghanpur-Mandal, Warangal-Dist.-506345. SC.No.10809-00159. Cat-I	Meter Problem & Excess Bill	The respondents have redressed the grievance of the complainant amicably in connection with abnormal CC bill was issued against SC.No.10809-0159, Cat-I. With the above directions, the C.G. No. 121/2013-14 is disposed off.	Resolved	
63	124/2013 20.07.13	Sri R.Venkat Ratnam & Others H.No.24-7-111, KK Reddy Residency Welfare Association, Fathimanagar, Kazipet, Warangal-Dist. General	Low voltage problem	The respondent Assistant Engineer/Distribution/Kazipet has been redressed the grievance of the complainant by repairing the neutral connection of Distribution Transformer. With the above directions the CG.No.124/2013-14 is disposed off.	Resolved	
64	125/2013 24.07.13	Sri Dr.T.Rajeshwar Rao & Others H.No.7-1-44, Balasamudram, Hanmakonda, Warangal-Dist. General	High voltage problem	The 1 st respondent has been resolved the grievance of complainant in connection with high voltage fluctuations in Sainagar Area. Hence, in view of the above, the C.G.No. 125/2013-14 is disposed off.	Resolved	
65	126/2013 27.07.13	Sri K.Chandra Reddy Ravi Chandra High School, Correspondent & Scretary, Sangem -Village & Mandal Warangal-Dist. General	Shifting of 11 KV line	The respondents are here by directed to carry the shifting of 11 KV line as per the rules in vogue if any dangerous to the public/complainant. The complainant is informed that, if you provide the place of poles to be erected the respondents can be proceeded for shifting of 11 KV line of Kuntapally subject to condition that, the consent letter shall be given to the respondents. Compliance report shall be submitted after completion of work to the Forum.	Closed	Consumer has not given the consent.Hence case is closed.
66	127/2013 27.07.13	Sri Kancharla Dasu S/o. Veeraiah, Narsimhulagudem-Village, Kondaparthi, Hanmakonda, Warangal-Dist. General	Providing of poles and required materials	The complainant is informed that to give complainant to the department officials about stolen materials and also to issue consent letter for newly erection of line with poles to the newly digged bore well as per the department rules. The respondents are directed to lodge the complainant in the police station about stolen materials as per the information given by the consumer. On receipt of FIR, pending finalization of case necessary estimate may be prepared for erection of poles/line to the newly digged bore well as per the consent letter from complainant.	Implemented	
67	128/2013 08.08.13	Smt Savithri Devi & Others (Surpanch) Thimmapur -Village, Zafferghad-Mandal, Warangal-Dist. General	Low voltage problem	The respondents are herewith directed that the execution of said work towards erection of additional DTRs will be commenced as early as possible duly getting proper sanction to avoid low voltage problem in SS-I, SS-II, SS-IV & SS-VII DTRs at Thimmapur village. The respondents are also directed to conduct load survey during peak load hours and if additional un-authorized load defected must be regularized as early as possible duly collecting Development Charges and Security Deposit from concerned consumers. The Superintending Engineer/Operation /Warangal is directed to see such consumer grievances on priority basis and to relax the limitation of sealing of work orders if necessary. Accordingly, the CG.No.128/2013-14 is disposed off.	Resolved	
68	130/2013 13.08.13	Sri Ch.Gattumallu S/o.Gattaiah, Saipeta-Village, Dharmasagar-Mandal, Warangal-Dist. General	Re-erect the (4) Nos poles	The respondents are directed to see that, the work of erection of poles which were removed by the Devadula contractor should be attended as early as possible. The Divisional Engineer /Operation/ Jangaon is directed to exam the above case personally and solve the grievance of complainant immediately.		Work order has to be taken

69	131/2013 13.08.13	Sri R.Saraiah S/o.Yellaiah, Unikicherla-Village, Dharmasagar-Mandal, Warangal-Dist. General	Poles are bended and the electrical wires were leaned	The respondents have been redressed the grievance of the complainant duly rectification of leaned poles and LT line was straightened with department staff. With the above direction, the CG.No.130/2013-14 is here by disposed off.	Resolved	
70	136/2013 24.08.13	Sri A.Sreedhar Rao S/o. A.Nageshwar Rao, H.No.1-9-746/1, Julywada, Hanmakonda, Warangal-Dist. General	Providing of new transformer	The respondents are hereby directed to carry the infrastructure work for releasing of agricultural service based on the estimate to be accorded sanction by the concerned competent authority. The complainant is informed that, necessary consent letter may be issued to the respondent for preparation of estimate in connection with releasing new agricultural service as per the department rules. The respondents are also directed that, prompt action should be initiated on the releasing of new services soon on receipt of payments, failing which, the respondents attracts compensation in getting delay as per the Standards of Performance.	Closed	Estimate prepared.
71	138/2013 31.08.13	Sri R.Paramjyothi S/o.Das, H.No.2-9-6, Vikas Nagar, Hanmakonda, Warangal-Dist. General	Sanction new Agricultural service connection	The respondents are directed to issue notice to Sri G. Shiva Rama Krishna, Waddepally to produce any valid proof of evidence in connection with allegation leveled by him or other wise the same will be treated in valid. The respondents are here by directed to conduct physical verification in the premises of land as per the documents produced by the complainant and release the new agricultural service if tallied all papers.	Implemented	Application rejected due to land dispute under court,report submitted by the AE/D/Subedari D.No.426/07.09.2013

