

DETAILS OF THE COMPLIANCE WITH THE ORDERS ISSUED BY THE CGRF IN FAVOUR OF THE CONSUMERS FOR THE YEAR (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 |
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| 1 | 255/2012 08.01.13 | Sri M.Raja Mouli S/o.M.Sheela, H.No.5-37/4, Errabelly-Village, Bheemadevarapally-Mandal, Karimnagar-Dist.-505471. General Cat-V | Not stringing the service wire to Agl.Connection | The complainant is requested to pay whatever amount available as pending arrears against the S.C. No. 9306-00800 as per the revision bill issued by the respondents for an amount of Rs. 28,647/-, so that the no due certificate for dismantling the service c | Resolved | |
| 2 | 76/2013 19.06.13 | Sri K.Sri Sailam S/o. Dasharatham, H.No.4-4-5, Padmashali Street, Jammikunta, Karimnagar-Dist. SC.No.1350 Cat-I | Name Change (or) connection and issue new connection | The complainant is requested to submit the proposals against his SC.No. 1350 as per the advice made and report communicated by the respondents vide LR.NO.ADE/OP/Jammikunta/F.No. / D.No. 492 /13-14, Dt.26.06.2013 regarding name change of the above servic | Resolved | |
| 3 | 77/2013 19.06.13 | Sri Ch.Raji Reddy S/o.Linga Reddy, Rachapally-Village, Jammikunta-Mandal, Karimnagar-Dist. SC.No.241 Cat-I | Not installing the new meter | The respondents are liable to pay amount of Rs. 4300/- to the complainant as compensation for deviating the norms fixed in the Standards of Performance in replacing the burnt meter with new meter for the delay of time took place in arranging the new meter | Resolved | CGRF Orders Implemented. The compensation amount recovered and adjusted in CC bills vide JE No. 1/2012-13. |
| 4 | 78/2013 19.06.13 | Sri S.Banaiah H.No.7-5-90/5, Krishna Colony, Jammikunta-Mandal, Karimnagar-Dist. General | Arrange PVC pipes to the electrical wires | The respondents have taken appropriate steps for redressal of the complainant grievance in connection with shifting of service wire of Sc.No.JK-7631. Accordingly they have shifted the same to near by LT pole. The complainant is also requested to arrange t | Resolved | |

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| 5 | 80/2013 20.06.13 | Sri Jangupalli Bixapathi S/o.Sailu, Gouravelli-Village, Husnabad-Mandal, Karimnagar-Dist. General | Shifting of the electrical lines | The respondents have acted properly to redress the grievance of complainant amicably in connection with shifting of LT 3-Ph 3 wire line on SS-1/100 KVA DTR Gouravelly which passing over the being constructed houses. Accordingly they have prepared the esti | Resolved | Implementation report received Vide Lr. No. AAE/OP/R/HSB/F.No./D.No.323/13, Dt.02.09.13 |
| 6 | 81/2013 20.06.13 | Sri Ch.Bhadraiah S/o.Pochaiah, Gouravelli-Village, Husnabad-Mandal, Karimnagar-Dist. General | Shifting of the electrical lines | The respondents have acted properly to redress the grievance of complainant amicably in connection with shifting of LT 3-Ph 3 wire line on SS-1/100 KVA DTR Gouravelly which passing over the being constructed houses. Accordingly they have prepared the esti | Resolved | Implementation report received Vide Lr. No. AAE/OP/R/HSB/F.No./D.No.323/13, Dt.02.09.13 |
| 7 | 31/2013 23.05.13 | Sri Gangarapu Kanakaiah S/o.Mallaiah, Gandhi Nagar, Thotapally-Village, Husnabad-Mandal, Karimnagar-Dist. SC.No.TP.513. Cat-I | Disconnected the service connection requested to restore it | The respondents are resolved the grievance of the complainant by restoring power supply to his service. And also, the respondents are directed not to collect the meter cost from the complainant, as there is no fault with him. The Superintending Engineer | Resolved | |
| 8 | 79/2013 19.06.13 | Sri Dr.Ch.Shankar H.No.4-2-97, Shivalayam Street, Jammikunta-Mandal, Karimnagar-Dist.-505122. SC.No.2083. Cat-III. | Excess Bill | The respondents have been resolved the grievance of the complainant in connection with excess billed due to meter defective as per the meter test report and withdrawn an amount of Rs.5915.98 vide JE.No. 4 of 07/2013. The remaining balance CC charges is to | Resolved | |
| 9 | 82/2013 21.06.13 | Sri A.Pochaiah S/o. Raja Lingam, Mothe-village, Jagitial-Mandal, Karimnagar-Dist. SC.No.21917-00896. Cat-I | Excess Bill | The complaint is informed that, the meter was tested and meter test report furnished is to be found working with good condition. Hence whatever, the CC charges are outstanding should be payable by the complaint. With the above directions the CG.No.82/201 | Resolved | |
| 10 | 83/2013 21.06.13 | Sri T.Satyanarayana S/o.Rajaiah, Shop.No.2-3-224, Puranipet-Village, Jagitial-Mandal, Karimnagar-Dist. SC.No.21701-21436. Cat-I | Change the serrvice connection from single phase to 3-phase | The grievance of the complainant has been resolved by the respondent, by providing 3-Phase meter to his service vide Meter No.19959051, Make: HPL, Cap:3x10-40A, SC.No.21436. With the above directions the CG.No.83/2013-14 is disposed off. | Resolved | |

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| 11 | 84/2013 21.06.13 | Sri M.Mallikarjun C/o. Satyanarayana Bangle Stores, Ram Bazar, Jagitial-Mandal, Karimnagar-Dist. SC.No.J00155, J00788, J04221, J09449 & J014662. | Change the Category | The respondents have been inspected the premises of consumer on 23.07.2013 and found that, SC.No. 4221 & 9449 are being utilized the power supply towards domestic purpose by the consumer. Hence, the consumer was advised to register the application for Cat | Resolved | |
| 12 | 85/2013 21.06.13 | Sri M.Srinivas Reddy H.No.4-87/1, Nancherla-Village, Pegadapally-Mandal, Karimnagar-Dist. General | Saparate the AB Switches of (2) transformerrs | The respondents are here with directed that, the execution of said work for shifting of SS-3 100 KVA DTR to the new location and placed in middle of the load centre shall be commenced immediately as early as possible duly getting materials from other Dist | | Under process |
| 13 | 86/2013 21.06.13 | Sri B.Satyanarayana H.No.6-6-181, Padmanagar, Jagitial-Mandal, Karimnagar-Dist. General | Not issuing the new meter service connection | The grievance of the complaint has been resolved by the respondents by releasing new service on 26.07.2013 vide Meter No.1868941, Make:NPL, Cap:5-30A, SC.No.36309. With the above directions the CG.No.90/2013-14 is disposed off. | Resolved | |
| 14 | 87/2013 21.06.13 | Sri J.Laxminarayana S/o. Gangaram, Nagulpet, Korutla, Jagitial, Karimnagar-Dist. General | Provide current connection to the agricultural land | There is an abnormal delay in releasing of (3) Nos agricultural services though they were paid charges as per the PCB closed on 15-02-2011 at Nagulapet(Village) of Korutla Mandal. Date of acknowledged the Banker Checques on 21-08-2010. There is a lapse o | Resolved | Implementation report received vide ADE/OP/Korutla D.No. 780, Dt.04.12.2013. The complainant is appealed to the Ombudsman Hyderabad through letter dated 04.12.2013 that they do not required compensation awarded amount. |
| 15 | 88/2013 21.06.13 | Sri Ch.Raja Narsaiah & Others Thippannapeta-Village, Jagitial-Mandal, Karimnagar-Dist. General | With draw the CC bills as the consumers are SC Caste | The respondents have been solved the grievance of the complaints amicably by conducting special drive programme at Thippannapet SC colony on Dt.27.06.2013 as per the amicable scheme provisions for SC/ST domestic consumers applicable. The complaints are ad | Resolved | |
| 16 | 89/2013 21.06.13 | Sri B.Laxman Thippannapeta-Village, Jagitial-Mandal, Karimnagar-Dist. SC.No.21402-572, Cat-I | Excess Bill (Meter struck up) | The average consumption shall be taken into consideration 182 Units for two months billing (By Monthly) from 11/2011 onwards until replace with healthy meter. Excess CC amount billed shall be withdrawn as per the clause No. 7.5.1.4.1 and 7.5.1.4.2 of Gen | Resolved | Implementation report received vide LR.No.AAO/ERO/JGL/JAO-Cash/U/D.No.355/13, Dt.08.10.2013. |
| 17 | 90/2013 21.06.13 | Sri K.Lingaiah & Others Thimmapur-Village, Jagitial-Mandal, Karimnagar-Dist. General | Withdraw the CC bill as the consumers were SC Caste | The respondents have been solved the grievance of the complaints amicably by conducting special drive programme at Thimmapur (Village) on Dt.28.06.2013 for rectification of the CC bills. The complaints are advised to pay the balance CC charges as per the | Resolved | |

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| 18 | 116/2013 02.07.13 | Sri M.Mallareddy & Others S/o. Raji Reddy, Yendapally-Village, Velgatoor-Mandal, Karimnagar-Dist. Cat-V | Non Free to Free | The respondents are directed to conduct detailed verification against the list of agricultural services which are billing under Non-free category with all proof of documents applicable for free power to Agricultural services and also to be examined to eff | | Work is under progress |
| 19 | 117/2013 04.07.13 | Sri P.Sanjeev Kumar H.No.2-10-1218/1, Jyothi Nagar, Karimnagar-Dist. SC.No.20101-08689. Cat-I | Excess Bill | The respondents have been resolved the grievance of the complainant in connection with abnormal excess billed in the month of 05/2013 & 06/2013 due to meter was defective as per the meter test report issued by AE/LT Meters/MRT/Karimnagar. Hence, excess b | Resolved | |
| 20 | 134/2013 22.08.13 | Sri K.Kumar Yadav H.No.5-6-298, Maruthi Nagar, Karimnagar-Dist. General | Change the bended poles | The respondents are here by directed to execute the work by providing intermediate poles for rectification of loose spans under 33 KV line as early as possible duly getting proper sanction from competent authority. The Chief Engineer/Zone/Warangal is dire | Resolved | Implementation report received Vide Lr. No. AE/OP/T- V/KNR/F.No./D.No.357/13, Dt.28.10.13 |
| 21 | 152/2013 06.09.13 | Sri M.Muthaiah S/o. Ilaiah, Miyapoor-Village, Sultanabad-Mandal, Karimnagar-Dist.-505185. SC.No.166. Cat-V | Excess Bill | The respondents are here by directed to take necessary steps immediately for rectification of over loaded on the existing SS-I/100 KVA DTR by removing unauthorized additional load if not come forwarded regularization of such additional load. The complain | , | Work is under progress |
| 22 | 153/2013 06.09.13 | Sri N.Raju S/o. Odelu, H.No.2-53/A, Miyapoor-Village, Sultanabad-Mandal, Karimnagar-Dist.-505185. SC.No.72. Cat-V | Excess Bill | The respondents are here by directed to take necessary steps immediately for rectification of over loaded on the existing SS-I/100 KVA DTR by removing unauthorized additional load if not come forwarded regularization of such additional load. The responde | , | Work is under progress |