

## CONSUMER GRIEVANCES OF REDRESSAL FORUM OF NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED WARANGAL.

### Details of the Compliance with the Orders Issued by the CGRF In Favour of the Consumers For the Quarter Ending September - 2010.

Sl. No.	CGRF Order No & Date	Name & Address of the Complainant	Issue	Verdict of CGRF	Compliance State	Reasons of delay in compliance if any.
1	279/03.09.10	Sri. R. Godara M/s. Divisional Engineer Railway Manager (Traction Distribution) South Central Railway, 2nd Floor, Snachalan Bhavan, Secunderabad. Pin Code No. 500071. S.C. No. 148 Cat-V.	Waival of penal charges	Having verified and heard details of the case, the Forum is of the considered opinion that the respondents shall release the additional load from 12 MVA to 15 MVA to S.C. No. ADB-148, HT service as soon as completion of 220 KVSS, Bellampally, and the respondents shall not disconnect the HT S.C. No. ADB-148, Railway Traction on account of additional energy charges and intimate the contents of the clarification soon on receipt from APERC to the SCR thorough 15 days notice.	Favour of the consumer	With in the time prescribed the case was decided.
2	282/09.09.10	Sri. G. Yellaiah S/o. G. Gattaiah, H. No. 4-51, Raj Kumari Hotel, New Bus Stand Road, Station Ghanpur-Town, Warangal-Dist. S.C. No. 12701-1525, Cat-II	Imposition of additional load charges	The complainant is requested to pay an amount of Rs. 2800/- along with 08/2010 C.C. bill as per the electricity bill served to him towards (Security deposit for Rs. 800/- and development charges for Rs. 2000/-). The rates are applicable for regularization of load up to 1000 Watts as the complainant is having the load of 530 Watts as per the report of ADE/OP/Ghanpur which comes for sanction of upto 1000 Watts the same rate is applicable. The respondents are directed to collect the amount of Rs. 2,800/-along with C.C. bill for the month of 08/10 as per the electricity bill served towards security deposit and development charges from the complainant and regularize the load to his S.C. No. 12701-1525, Cat-II.	Favour of the consumer	With in the time prescribed the case was decided.
3	284/03.11.10	Sri. B. Naganna Annaram Sharif, Parvathagiri-Mandal, Warangal-Dist. S.C. No. 13512-00242, Cat-II	Meter problem	The complainant is also requested to verify the C.C. bills issued by the respondents regularly, if any discrepancies noticed at any time through the bills served he may approach the ERO concerned for rectification of the bill at the initial stage itself. So that this problem could have been rectified at initial stage only. Further the respondents are directed to verify the bills thorough as per the meter reading particulars furnished by the spot billing agency regularly month wise, if any discrepancies observed from the earlier bills issued they have to rectify immediately if it is necessary for conducting physical verification also.	Favour of the consumer	With in the time prescribed the case was decided.

4	285/06.11.10	Sri.B. Sadanandam S/o. B. Sailu H. No. 10-1-114, Govindarajula Swamy, Bodrai, Warangal-Dist. S.C. No. 15127-16534, Cat-I	Release of new service connection	The respondents are directed to revise the C.C. bills of the complainant for the S.C No. 15127-16534 duly implementing the guidelines issued in N.O.O. (CS)Ms. No. 101, Dated. 02.8.07 and collect the amount accordingly for the above service. The complainant is also requested to pay the amount against teh S.C. No. 15127-16534 as per teh revised bills served by the respondents. Further the respondents are directed to respond teh consumer greivances whenever they approach to them and solve within tehtime stipulated wihtout causing any inconvenience to the consumers. Otherwise compensation may be awarded as per the Standards of Performance for deviating the norms prescribed in the Citizen Charter. The detailed complainece report implementing these orders in this case may be sent to this Forum duly releasing the new service connection to the consumer as desired by him soon after clearing the C.C. bills.	Favour of the consumer	With in the time prescribed the case was decided.
5	286/19.10.10	Sri. K. Sreedhar Flat No. E2, Aparajitha Residency, Naimnagar-Section, Hanamkonda, Warangal-Dist. S.C. No. 2256-6444, Cat-I	Billing dispute	The respondents have redressed the greivance of the complainant without causing additional financial burden on him duly adjusting 30 days consumption and the excess billed units of Rs. 602/- is withdrawn vide J.E. No. 09 of 10/10. Hence they may issue the revised bill accordingly to the complainant for payment of C.C. bill for the month of 09/10. The respondents are furhter directed to submit the action taken report against the spot billing agency for the lapse took place in this case to this Forum, besides issue the strict instructions to the spot billing agency to bill the services in stipulated time hereafter and issue the correct C.C. bills to the consumers wihtout deviating billing procedures and not to give any scope for filing these type of complaints at CGRF.	Favour of the consumer	With in the time prescribed the case was decided.
6	287/06.11.10	Sri. D. Sepati Bala Krishna S/o. S. Mothiram H. No. 1-1-1/26/3&4, Maha Laxmi Nagar Colony, Armoor-Village & Mandal, Nizamabad-Dist.	Release of new service connections to house and poles.	In view of the withdrawal of the complaint by Sri. Sepati Bala Krishna the complainant, the complainant is dismissed as withdrawn without going into the merits of the complaint.	Favour of the consumer	With in the time prescribed the case was decided.
7	288/19.10.10	Sri. D. Vijaya Bhaskar H. No. 5-11-450&451, Aparajitha Residency, Naimnagar-Section, Hanamkonda, Warangal-Dist. S.C. No. 2256-6444, Cat-I	Billing dispute	The respondents have redressed the grievance of the complainant without causing additional financial burden on him duly adjusting 30 days consumption and the excess billed units of Rs. 2076/- is withdrawn vide J.E. No. 08 of 10/10. Hence they may issue the revised bill accordingly to the complainant for payment of C.C. bill for the month of 09/10. The respondents are furhter directed to submit the action taken report against the spot billing agency for the lapse took place in this case to this Forum, besides issue the strict instructions to the spot billing agency to bill the services in stipulated time hereafter and issue the correct C.C. bills to the consumers wihtout deviating billing procedures and not to give any scope for filing these type of complaints at CGRF.	Favour of the consumer	With in the time prescribed the case was decided.