

**EASTERN POWER DISTRIBUTION COMPANY OF A.P LIMITED  
CONSUMER GRIEVANCES REDRESSAL FORUM::VISAKHAPATNAM**

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**CONSUMER GRIEVANCES REDRESSAL FORUM  
MAIN ABSTRACT**

**Complaints Receipt and Disposal statement at Electricity Call Centre**

SL. No	Particulars	Srikakulam						Vizianagaram						Visakhapatnam						Rajahmundry						
		MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	
1	Total Complaints to be resolved	530	412	792	1062	918	827	106	140	182	206	151	347	820	957	1310	1437	1268	1310	574	675	933	1061	935	757	
2	No of Complaints resolved	508	407	788	1056	918	827	104	140	177	203	150	340	805	947	1298	1424	1266	1302	570	640	924	1046	926	753	
3	Balance to be Resolved	WRT	22	5	4	5	0	0	2	0	2	2	1	6	15	9	12	13	2	8	4	35	9	15	9	4
4		BRT	0	0	0	1	0	0	0	0	3	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0
5	Percentage of Resolved	96	99	99	99	100	100	98	100	97	99	99	98	98	99	99	99	2	99	99	95	99	99	98	99	
6	Percentage of Pendency	4	1	1	1	0	0	2	0	3	1	1	2	2	1	1	1	0	1	1	5	1	1	2	1	
7	Average Complaints Received Per Day	17	14	26	35	30	27	3	5	6	7	5	11	26	32	42	48	2	42	19	23	30	35	10	24	
8	Disposed Per Day	16	14	25	35	30	27	3	5	6	7	5	11	26	32	42	47	0	42	18	21	30	35	10	24	

**Complaints Receipt and Disposal statement at Customary Service Centre**

1	Total Complaints to be resolved	134	102	116	202	102	82	71	75	59	60	41	48	772	610	690	823	799	804	296	293	227	214	169	171	
2	No of Complaints resolved	77	73	57	148	77	64	35	46	30	53	31	30	679	508	601	727	674	648	180	204	150	167	140	144	
3	Balance to be Resolved	WRT	33	12	35	40	12	13	30	17	13	6	10	16	78	98	89	95	123	155	94	65	56	34	22	26
4		BRT	24	17	24	14	13	5	6	12	16	1	0	2	15	4	0	1	1	1	22	24	21	13	7	1
5	Percentage of Resolved	57	72	49	73	75	78	49	61	51	88	76	63	88	83	87	88	84	81	61	70	66	78	83	84	
6	Percentage of Pendency	43	28	51	27	25	22	51	39	49	12	24	38	12	17	13	12	16	19	39	30	34	22	17	16	
7	Average Complaints Received Per Day	4	3	4	7	2	3	2	3	2	2	1	2	25	20	22	27	23	26	10	10	7	7	4	6	
8	Disposed Per Day	2	2	2	5	2	2	1	2	1	2	1	2	22	17	19	24	22	2	6	7	5	6	5	2	

**Complaints Receipt and Disposal statement at New Service Connections (Without agricultural)**

1	Total N.S.C's/ Released to be resolved	305	225	276	339	638	1914	572	603	608	665	577	530	1083	877	1137	1272	1121	1286	1403	1109	1205	1281	1193	1277	
2	No of N.S.C's/ Released resolved	268	186	231	291	467	1645	408	449	439	580	521	456	981	788	1028	1176	1034	1149	1026	831	894	962	891	981	
3	Balance to be Resolved	WRT	36	35	39	41	167	266	134	110	130	82	55	74	81	82	104	94	87	135	308	256	273	301	273	296
4		BRT	1	4	6	7	4	3	30	44	39	3	1	0	21	7	5	2	0	2	69	22	38	18	29	0
5	Percentage of Resolved	88	83	84	86	73	86	71	74	72	87	90	86	91	90	90	92	92	89	73	75	74	75	75	77	
6	Percentage of Pendency	12	17	16	14	27	14	29	26	28	13	10	14	9	10	10	8	8	11	27	25	26	25	25	23	
7	Average Complaints Received Per Day	10	8	9	11	21	62	18	20	20	22	19	17	35	29	37	42	36	41	45	37	39	43	38	41	
8	Disposed Per Day	9	6	7	10	15	53	13	15	14	19	16.8	15	32	26	33	39	33	37	33	28	29	32	29	32	

**CONSUMER GRIEVANCES REDRESSAL FORUM  
MAIN ABSTRACT**

**Complaints Receipt and Disposal statement at Electricity Call Centre**

SL. No	Particulars	Kakinada						Eluru						Bhimavaram						Narasapuram						
		MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	
1	Total Complaints to be resolved	545	681	597	719	299	362	29	62	334	348	547	289	93	136	140	135	188	146	154	194	298	278	335	188	
2	No of Complaints resolved	29	57	330	343	294	357	533	674	597	705	545	282	93	136	138	135	188	146	154	194	298	278	335	188	
3	Balance to be Resolved	WRT	12	6	0	14	5	5	0	5	4	5	2	7	0	0	2	0	0	0	0	0	0	0	0	0
4		BRT	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Percentage of Resolved	98	99	100	98	98	99	100	92	99	99	100	98	100	100	99	100	100	100	100	100	100	100	100	100	
6	Percentage of Pendency	2	1	0	2	2	1	0	8	1	1	0	2	0	0	1	0	0	0	0	0	0	0	0	0	
7	Average Complaints Received Per Day	18	23	19	24	10	12	1	2	11	12	18	9	3	5	5	5	6	5	5	6	10	9	11	6	
8	Disposed Per Day	17	22	19	24	10	12	1	2	11	11	18	9	3	5	4	5	6	5	5	6	10	9	11	6	

**Complaints Receipt and Disposal statement at Customary Service Centre**

1	Total Complaints to be resolved	238	159	161	180	271	239	96	103	60	71	63	57	64	48	50	63	76	108	14	16	26	58	82	70
2	No of Complaints resolved	207	122	141	136	225	177	40	81	39	57	58	47	61	39	49	54	65	93	14	11	13	33	41	52
3	Balance to be Resolved	WRT	26	36	20	44	44	60	39	11	15	13	5	10	2	9	1	9	11	15	0	5	13	25	41
4		BRT	5	1	0	0	2	2	17	11	6	1	0	0	1	0	0	0	0	0	0	0	0	0	0
5	Percentage of Resolved	87	77	88	76	83	74	42	79	65	80	92	82	95	81	98	86	86	86	100	69	50	57	50	74
6	Percentage of Pendency	13	23	12	24	17	26	58	21	35	20	8	18	5	19	2	14	14	14	0	31	50	43	50	26
7	Average Complaints Received Per Day	8	5	5	6	9	8	3	3	2	2	2	2	2	2	2	2	2	3	0	1	1	2	2	2
8	Disposed Per Day	7	4	5	5	2	2	1	3	1	2	2	2	2	1	2	2	2	2	0	0	0	1	1	2

**Complaints Receipt and Disposal statement at New Service Connections (Without agricultural)**

1	Total N.S.C's/ Released to be resolved	933	810	899	846	928	968	515	362	354	394	357	390	303	335	456	390	346	374	282	267	344	285	293	261
2	No of N.S.C's/ Released resolved	799	617	754	692	748	752	390	296	266	325	296	325	238	267	405	323	307	315	265	196	276	225	231	206
3	Balance to be Resolved	WRT	118	187	140	154	179	216	31	66	83	69	60	65	12	66	47	60	36	57	0	71	68	59	61
4		BRT	16	6	5	0	1	0	94	0	5	0	1	0	53	2	4	7	3	2	17	0	0	1	1
5	Percentage of Resolved	86	76	84	82	81	78	76	82	75	82	83	83	79	80	89	83	89	84	94	73	80	79	79	79
6	Percentage of Pendency	14	24	16	18	19	22	24	18	25	18	17	17	21	20	11	17	11	16	6	27	20	21	21	21
7	Average Complaints Received Per Day	30	27	29	28	30	31	17	12	11	13	12	13	10	11	15	13	11	12	9	9	11	10	9	8
8	Disposed Per Day	26	21	24	23	24	24	13	10	9	11	10	10	8	9	13	11	10	10	9	7	9	8	7	7

**Statement showing the No of Complaints received and disposed in Eight Major cities of APEPDCL.  
Performance of Electricity Call Centres of Eight Major cities of APEPDCL**

Sl. No	Particulars		Srikakulam						Vizianagaram						Visakhapatnam						Rajahmundry						
			MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	O.B Complaints pending	WRT	4	22	5	4	5	0	1	2	0	2	2	1	2	15	10	12	13	2	1	4	35	9	15	9	
		BRT	1	0	0	0	1	0	0	0	0	0	3	1	0	2	0	0	0	0	0	4	0	0	0	0	0
2	No.Of Complaints/ Received during the Month		525	390	787	1058	912	827	105	138	182	201	148	346	816	942	1300	1425	1255	1308	569	671	898	1052	920	748	
3	Total		530	412	792	1062	918	827	106	140	182	206	151	347	820	957	1310	1437	1268	1310	574	675	933	1061	935	757	
4	No of Complaints/ Resolved / during the Month	WRT	130	220	476	527	718	550	59	54	154	191	146	337	631	759	1212	1333	1181	1226	285	358	730	911	780	643	
		BRT	370	176	276	510	182	249	45	86	23	11	4	3	159	170	50	54	46	28	279	277	183	129	135	107	
5	No of complaints Rejected		8	11	36	19	18	28	0	0	0	1	0	0	15	18	36	37	39	48	6	5	11	6	11	3	
6	Balance to be Resolved	WRT	22	5	4	5	0	0	2	0	2	2	1	6	15	9	12	13	2	8	4	35	9	15	9	4	
		BRT	0	0	0	1	0	0	0	0	3	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
7	Total		530	412	792	1062	918	827	106	140	182	206	151	347	820	957	1310	1437	1268	1310	574	675	933	1061	935	757	
8	Total Nos. pending beyond resolving time with	CC	0	0					0	0					0	0					0	0					
		AE	0	0					1	0					0	1						0	0				
		ADE	0	0					0	0					0	0						0	0				
		ERO	0	0					0						0	0						0	0				
9	Percentage of Resolved		96	99	99	99	100	100	98	100	97	99	99	98	98	99	99	99	100	99	99	95	99	99	99	99	
10	Percentage of Pendency		4	1	1	1	0	0	2	0	3	1	1	2	2	1	1	1	0	1	1	5	1	1	1	1	
11	Average Complaints Received Per Day		17	13	25	35	30	27	3	5	6	7	5	11	26	31	42	48	48	48	18	22	29	35	30	24	
12	Disposed Per Day		16	14	25	35	30	27	3	5	6	7	5	11	26	32	42	47	47	47	18	21	30	35	30	24	

Note: Disposed includes old pendency

**Statement showing the No of Complaints received and disposed in Eight Major cities of APEPDCL.  
Performance of Electricity Call Centres of Eight Major cities of APEPDCL**

Sl. No	Particulars	Kakinada						Eluru						Bhimavaram						Narasapuram							
		MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG		
		25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48		
1	O.B Complaints pending	WRT	0	12	6	0	5	2	0	0	5	4	14	5	0	0	0	2	0	0	0	0	0	0	0		
		BRT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2	No.Of Complaints/ Received during the Month		545	669	591	719	294	360	29	62	329	344	533	284	93	136	140	133	188	146	154	194	298	278	335	188	
3	Total		545	681	597	719	299	362	29	62	334	348	547	289	93	136	140	135	188	146	154	194	298	278	335	188	
4	No of Complaints/ Resolved / during the Month	WRT	524	517	468	655	262	347	17	34	247	286	512	268	44	58	132	133	179	141	97	166	290	255	325	170	
		BRT	8	154	124	45	27	9	10	19	68	45	29	11	49	77	6	2	6	3	57	26	4	19	6	12	
5	No of complaints Rejected		1	3	5	5	5	1	2	4	15	12	4	3	0	1	0	0	3	2	0	2	4	4	4	6	
6	Balance to be Resolved	WRT	12	6	0	14	5	5	0	5	4	5	2	7	0	0	2	0	0	0	0	0	0	0	0	0	
		BRT	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Total		545	681	597	719	299	362	29	62	334	348	547	289	93	136	140	135	188	146	154	194	298	278	335	188	
8	Total Nos. pending beyond resolving time with	CC	0	0					0	0					0	0					0	0					
		AE	0	1						0	0					0	0					0	0				
		ADE	0	0						0	0					0	0					0	0				
		ERO	0	0						0	0					0	0					0	0				
9	Percentage of Resolved		98	99	100	98	98	99	100	92	99	99	100	98	100	100	99	100	100	100	100	100	100	100	100	100	
10	Percentage of Pendency		2	1	0	2	2	1	0	8	1	1	0	2	0	0	1	0	0	0	0	0	0	0	0	0	
11	Average Complaints Received Per Day		18	22	19	24	10	12	1	2	11	11	18	9	3	5	5	4	6	5	5	6	10	9	11	6	
12	Disposed Per Day		17	22	19	24	10	12	1	2	11	11	18	9	3	5	4	5	6	5	5	6	10	9	11	6	

Note: Disposed includes old pendency

**Statement showing the No of Complaints received and disposed in Eight Major cities of APEPDCL to end of August - 2005.**  
**Performance of Customary Service Centres of Eight Major cities of APEPDCL**

Sl. No	Particulars	Srikakulam						Vizianagaram						Visakhapatnam						Rajahmundry						
		MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUN E	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	O.B Complaints / pending	WRT	28	33	13	35	40	12	30	30	17	13	6	10	150	78	98	89	95	123	95	94	65	55	34	22
		BRT	13	24	16	24	14	13	5	6	12	16	1	0	44	15	4	0	1	1	51	22	24	22	13	7
2	No.Of Complaints/ Received during the Month		93	45	87	143	48	57	36	39	30	31	34	38	578	517	588	734	703	680	150	177	138	137	122	142
3	Total		134	102	116	202	102	82	71	75	59	60	41	48	772	610	690	823	799	804	296	293	227	214	169	171
4	No of Complaints/ Resolved during the Month	WRT	51	31	21	91	40	37	18	16	10	9	23	19	481	415	544	665	587	603	106	119	59	74	68	111
		BRT	20	31	31	25	23	14	14	28	17	39	6	11	160	73	37	34	55	16	62	79	72	74	54	24
5	No of complaints Rejected		6	11	5	32	14	13	3	2	3	5	2	0	38	20	20	28	32	29	12	6	19	19	18	9
6	Balance to be Resolved	WRT	33	12	35	40	12	13	30	17	13	6	10	16	78	98	89	95	123	155	94	65	56	34	22	26
		BRT	24	17	24	14	13	5	6	12	16	1	0	2	15	4	0	1	1	1	22	24	21	13	7	1
7	Total		134	102	116	202	102	82	71	75	59	60	41	48	772	610	690	823	798	804	296	293	227	214	169	171
8	Total Nos. pending beyond resolving time with	CC	0	0					0	0					0	0					0	0				
		AE	18	14					3	5					1	2					19	10				
		ADE	5	3					3	7					0	1					3	14				
		ERO	1	0					0	0					14	1					0	0				
9	Percentage of Resolved		57	72	49	73	75	78	49	61	51	88	76	63	88	83	87	88	84	81	61	70	66	78	83	84
10	Percentage of Pendency		43	28	51	27	25	22	51	39	49	12	24	38	12	17	13	12	16	19	39	30	34	22	17	16
11	Average Complaints Received Per Day		3	2	3	5	2	2	1	1	1	1	1	1	19	17	19	24	23	22	5	6	4	5	4	5
12	Disposed Per Day		2	2	2	5	2	2	1	2	1	2	1	1	22	17	19	24	22	21	6	7	5	6	5	5

Note: Disposed includes old pendency

**Statement showing the No of Complaints received and disposed in Eight Major cities of APEPDCL to end of August - 2005.  
Performance of Customary Service Centres of Eight Major cities of APEPDCL**

Sl. No	Particulars	Kakinada						Eluru						Bhimavaram						Narasapuram						
		MAR	APR	MAY	JUN E	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUN E	JULY	AUG	MAR	APR	MAY	JUNE	JUL Y	AUG	
		25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	
1	O.B Complaints / pending	WRT	98	26	36	20	44	44	42	39	11	15	13	5	27	3	9	1	9	11	8	0	5	13	25	41
		BRT	5	5	1	0	0	2	15	17	11	6	2	0	1	0	0	0	0	0	0	0	0	0	0	0
2	No.Of Complaints/ Received during the Month		135	128	124	160	227	193	39	47	38	50	48	52	36	45	41	62	67	97	6	16	21	45	57	29
3	Total		238	159	161	180	271	239	96	103	60	71	63	57	64	48	50	63	76	108	14	16	26	58	82	70
4	No of Complaints/ Resolved during the Month	WRT	139	71	120	120	214	172	25	56	10	22	46	43	55	35	49	43	61	93	12	10	12	27	37	46
		BRT	63	51	21	13	11	5	13	20	26	31	10	1	5	4	0	11	1	0	2	0	1	3	0	4
5	No of complaints Rejected		5	0	0	3	0	0	2	5	3	4	2	3	1	0	0	0	3	0	0	1	0	3	4	2
6	Balance to be Resolved	WRT	26	36	20	44	44	60	39	11	15	13	5	10	2	9	1	9	11	15	0	5	13	25	41	18
		BRT	5	1	0	0	2	2	17	11	6	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
7	Total		238	159	161	180	271	239	96	103	60	71	63	57	64	48	50	63	76	108	14	16	26	58	82	70
8	Total Nos. pending beyond resolving time with	CC	0	0					0	0					0	0					0	0				
		AE	5	1					9	9					1	0					0	0				
		ADE	0	0					7	2					0	0					0	0				
		ERO	2	0					1	0					0	0					0	0				
9	Percentage of Resolved		87	77	88	76	83	74	42	79	65	80	92	82	95	81	98	86	86	86	100	69	50	57	50	74
10	Percentage of Pendency		13	23	12	24	17	26	58	21	35	20	8	18	5	19	2	14	14	14	0	31	50	43	50	26
11	Average Complaints Received Per Day		4	4	4	5	7	6	1	2	1	2	2	2	1	2	1	2	2	3	0	1	1	2	2	1
12	Disposed Per Day		7	4	5	5	7	6	1	3	1	2	2	2	2	1	2	2	2	3	0	0	0	1	1	2

Note: Disposed includes old

**Statement showing the Complaints received in Consumer Grievances Redressal Forum and Disposed.**

SL.No	Date of Receipt	Complaint.No	Brief Description of Complaint	Details of Case disposed by Forum	Date of Disposed
1	16-03-2005	1 of E.G.Dist	Complaint is about Non change of Category II to I and appeal for with drawl of the assessment of Mal-Practice case Booked.	1) Judgement was given for Category change II to I from the date of Registration of application for Category Change as she had paid the stipulated Registration fees for category change. 2) With regard to Mal-Practice cas she was asked to Contact Divisional Engineer /Assessments /Rajahmundry being appropriate authority.	26-04-2005
2	22-03-2005	2 of E.G.Dist	The Complaint is about Non-Clearance of Out-Standing arrears of Rs. 80,683.50, and for which all Payements were made in instalments.	This mistake was detected by the Forum Member Revenue duly analyzing the Consumer Ledger Transactions from 3/99 to 3/05 (6 Years). After analysing the transaction it was noticed that the amount is fictuous arrears arose due to incorporation of debit RJ Second time for Rs.80,683.50. during August - 2003 After satisfying with the analysis the Assistant Accounts Officer withdrawn the excess debit vide RJ No 6 of 5-05 for Rs.80,683.50. Thus the Complaint is disposed in favour of Consumer and proposals were sent to Chairman and Managing Director to take disciplinary action on the then Assistant Accounts Officer and on staff concerned.	10/5/2005
3	06-04-2005	3 of Visakhapatnam	The Complaint is about restoration of power to disconnected S.C.No.PM 14.	The Service Connection PM 14 CAT -I was under disconnection since 1995 due to Non payment of CC charges Bills. The out standing dues is Rs.6846/- to end of 2/95. The Consumer was given opportunity twice for personal hearing. He was also given opportunity to make payment of CC Charges even in instalments.The complainant failed either to attend the hearing fixed by Forum or to pay the due consumption charges for the energy consumed. Hence orders were passed,that power supply shall be restored on payment of due amounts to APEPDCL.	18-06-2005
4	06-04-2005	4 of Vizianagaram Dist	The Complaint is about free power supply to Agricultural Service Connection and about Non stoyal of Line Man at Head Quarters .	1) Regarding free Agricultural power supply, he was directed to contact Section Officer duly obtaining Certificate from M.R.O, if it is with in the ceiling limits of land fixed by AP Transco to avail free power supply. 2) Instructions were issued to Assistant Divisional Engineer/Operation/Bobbilli that the Line Man should stay at Head Quarters only . Thus the consumer's petition was disposed.	25-04-2005

5	04-05-2005	5 of Vizianagaram Dist	The petitioner complained that his Service Connection was disconnected on the plea that arrears relating to his other Service Connection were not cleared.	The consumers site was inspected on 10-06-2005. The service connection was omitted to include in the Monthly return of New S.Cs by Additional Assistant Engineer/ Operation/Kothavalasa for one decade. The service was released on 07-08-90 and it was included in supplemental Monthly return of September - 2000. The arrears accrued to Rs.6455/- to end of April - 2005. Finally the Forum gave personal hearing to consumer on 13-06-2005. and convinced him to arrange payment of dues in 5 Instalments. The consumer agreed and accepted to make the payment. The first instalment of Rs.1000/- was paid on 13-06-2005 . Thus the case was disposed and disciplinary action was recommended on Additional Assistant Engineers for their negligence in collecting of the amount promptly.	26-07-2005
6	01-06-2005	6 of W.G.Dist	The vice president of chinayagudem mandal complained about irregularities in erection of Transformers through News Paper.	It was got enquired into and stopped the deviation of approved planned works. The Superintending Engineer/Operation has been instructed to erect new DTRs as per approved schemes.	05-07-2005
7	09-06-2005	7 of W.G.Dist	The complaint is about Low Voltage of power supply in Agricultural fields.	It is happened due to over load of Distribution Transformer. The said Service Connection was transferred to another newly erected Distribution Transformer of 63 KVA and thus avoided low voltage.Disciplinary action was proposed on the present Assistant Divisional Engineer and the then Assistant Engineer for not taking action to transfer the service immediately when new DTR and LT Line were erected.	09-07-2005
8	13-06-2005	8 of Vizianagaram Dist	The complaint is about High Voltage in 33/11 KV SS at Ayyannapeta.	It was happened due to thunders and the same was rectified immediately. APEPDCL staff are not responsible.	29-07-2005
9	15-06-2005	9 of Visakhapatnam	The complaint is about disconnection of Service Connection without issuing Final order on Mal-Practice case.	The consumer paid 50% amount. Hence the supply was got restored, since Final orders were not issued.	04-07-2005
10	25-06-2005	10 of Vizianagaram Dist	The complaint is about Non-release of Agricultural Service Connection.	Based on the targets fixed by Superintending Engineer /Operation /Vizianagaram. such Service Connection are being released under Tatkal Scheme. Hence she is informed accordingly.	04-07-2005

11	30-06-2005	11 of W.G.Dist	The complaint is about Non - availability of Power supply.	It was received on 30-06-2005 and sent to Assistant Divisional Engineer/Operation/Nidadavolu and Assistant Engineer/Operation/Rural/Nidadavole. The Assisstant Divisional Engineer/Operation informed on 30-07-2005 stating that consumer grievances was resolved by extending supply with effect from 18-07-2005. Thereafter personal hearing was conducted on 31-08-2005 at Nidadavole. After considering various aspects the Forum decided to adjust minimum bill amounts of Nine Months to the consumer for passinf credit adjustment in Future bills and orders issued accordingly.	14-09-2005
12	04-07-2005	12 of E.G.Dist	The compalint is about interruptions in power supply of H.T.Service.	This is H.T Service (Paper Boards).He was informed that it is due to interruptions in grid and due to Load reliefs and momentry tripping. Further at the consumer end protection system is very satisficatary and matching with APEPDCL Protection system. He was further advised to have separate line from 33/11 KV Sub station to avoid load reliefs.	26-07-2005
13	07-07-2005	13 of W.G.Dist	Pertain to Low Voltage of supply to S.C.No 204 of Gopalapuram.	Copy of Complaint was communicated to the respondents namely Assistant Engineer/Operation/Gopalapuram and Assistant Divisional Engineer/Operation/Gopalapuram for filling their defence statements. The Assistant Divisional Engineer /Operation/Gopalapuram filed written reply stating that Low Voltage problem was resolved to S.C.No204 by extending line. Accordingly it was disposed.	29-07-2005

14	25-07-2005	14 of W.G.Dist	The HT consumer gave complaint that M.M.Bill is being issued without supplying energy.	This complaint pertain to old periods of billing of Minimum bill amounts.The complaint was forwarded to Superintending Engineer /Operation/Eluru for detailed reply. They have submitted a written reply stating that the minimum bills were issued as per Terms and Conditions of supply and as per Power Tariff. The Low Voltage problem was there when the line was attached to the Agricultural Feeder. Now that problem was solved by extending supply through Industrial Feeder. Hence there is no reason for consumers grievance. There after personal hearing was conducted on 30-08-2005 at Eluru and reviewed all relvant records. After considering various aspects including utilization of 500 KVA CMD the Forum gave a Final Order that Minimum charges can not be reduced as per clause 33 of Terms and Conditions of Supply. The APEPDCL was directed for maintaing proper supply with minimum interruptions such as Natural Calamities and Grid conditions.	24-09-2005
15	03-08-2005	15 of Visakhapatnam	Wrong demand notice issued for ACD deposit without taking into account of Rs.1260/- already paid - Sought for Justice.	The ommission in Non accounting of Additional Consumption Deposit was upto dated in the consumer master maintained by Private Accounting Agency. The Consumer was informed suitably in the matter by the Assistant Accounts Officer/ERO/Gajuwaka. After reviewing entire matter the Forum felt that it was a derliction of duty of the PAA and ERO staff. The Forum therefore imposed a Fine of Rs.500/- on PAA and Rs.100/- on ERO staff and directed to credit to miscellaneous Revenue account of APEPDCL by recovering from them.	14-09-2005
16	08-08-2005	16 of W.G.Dist	Over load of DTR's Electricity line from Chinnayyagudem 33/11 KV Sub station to 586 Chinnayyagudem .	The Assistant Divisional Engineer/Operation/ Devarapalli had submitted estimate to the Divisional Engineer/Operation / Nidavole saggregating the Loads to avoid Voltage Fluctuations. The matter was discussed with Assistant Divisional Engineer on 31-08-2005 at Nidadavole and directed him to inform the consumer to wait for a period of two months to draw materials and to complete the work. He was asked to complete this work before 31-10-2005 and thus Final Orders were issued.	14-09-2005

17	16-08-2005	17 of Visakhapatnam (ERO/Narsipatnam)	Back Billing - CC Bill for the Month of 09/2004 issued for Rs.47,509/- is on ride and heart breaking - Requested for withdrawl.	A Detailed reply has been called for from the Assistant Accounts Officer/ERO/Narsipatnam on or before 26-08-2005. His reply is received stating that the bill was raised based on the A.G.'s Audit para during the inspection of ERO Records. Further the Petitioner is not consumer of the Service Connection as per ERO Records. The Forum after reviewing thre Records informed the Petitioner to arrange to file complaint by the consumer if there is any grievance to her since the petitioner is not a consumer.	14-09-2005
18	16-08-2005	18 of E.G.Dist	Reinbursement of Rs.25,900/- towards loss suffered due to damage of motor, fans, lights, starter, water cooler etc., on account of installation of new line at pidimgoyya near Sri G.S.K.Memorial Law College - Requested.	A Detailed reply has been called for from the Assistant Engineer/D6/Rajahmundry on or before 26-08-2005. His reply is awaited. He has been contacted on 01-09-2005 while inspecting Call Centre at Rajahmundry to obtain the reply. He furnished reply on 16-09-2005, stating that burining of Electrical equipment arose on account of defective internal wiring. Afetr reviewing the position oral hearing was fixed on 03-10-2005.	
19	16-08-2005	19 of W.G.Dist	Issue of agricultural Service connection in Chintalapudi section requested.	A Detailed reply has been called for from the Assistant Engineer/Devarapalli on or before 26-08-2005. His reply was recieved on 31-08-2005 stating that the land of the petitioner is located in the list of banned over exploited areasby District Collector, West Godavari. Hence his grievance can not be resolved. The Forum reviewed and confirmed the same (14-09-2005).	14-09-2005
20	17-08-2005	20 of Srikakulam	Non Payment of interest on consumption deposit and adjustment of excess consumption of deposit for traction substation of Ponduru and Naupada towards Back Billing.	The Case pertain to HT Consumer (S.E.Railway) on the traction of Ponduru and Naupada Sub staions. Back Billing was raised on the Consumer for an amount of Rs.5.10 Crores relating to the period31-01-2000 to 21-02-2002. The Back Billing was arisen due to Wrong Connections at the time errection of HT Meter by the MRT Divisions Srikakulam. Reply recieved on 01-09-2005. It is being examined and oral hearing is posted on 29-09-2005 at Visakhapatnam.	

21	27-08-2005	21 of Visakhapatnam	Disconnection of Service Connection without serving Bil.	A Detailed reply has been called for from the Assistant Engineer/Tatichtilapalem/Visakhapatnam on or before 06-09-2005. The Assistant divisional Engineer replied that the Service was disconnected being amount not paid. His billing area code was changed as per his request. Thus his grievance about change of billing area code was resolved. The Forum reviewed and issued Final orders accordingly on 14-09-2005.	14-09-2005.
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**CHAIR PERSON**  
Consumer Grievances Redressal Forum

**Statement showing the No of Complaints New Service Connections (Without Agricultural) received and disposed in Eight Major cities of APEPDCL.  
Performance of New Service Connections (Without agricultural) of Eight Major cities of APEPDCL**

Sl. No	Particulars	Srikakulam						Vizianagaram						Visakhapatnam						Rajahmundry						
		MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
1	O.B New Service Connections pending	WRT	47	37	35	39	41	178	70	134	110	130	82	60	96	95	86	104	97	114	357	293	257	274	302	288
		BRT	26	13	13	16	18	5	69	45	47	42	16	9	77	19	26	34	39	7	167	94	45	78	44	50
2	No.Of N.S.C's/ Received during the Month		232	175	228	284	579	1731	433	424	451	493	479	461	910	763	1025	1134	985	1165	879	722	903	929	847	939
3	Total		305	225	276	339	638	1914	572	603	608	665	577	530	1083	877	1137	1272	1121	1286	1403	1109	1205	1281	1193	1277
4	No of N.S.C's/ Released during the Month	WRT	113	124	169	212	337	1396	75	129	99	247	379	427	563	598	807	959	811	1059	304	370	483	497	506	732
		BRT	129	47	48	62	65	112	320	314	324	308	117	22	386	140	180	142	157	34	658	425	363	416	343	202
5	No of N.S.C's Rejected		26	15	14	17	65	137	13	6	16	25	25	7	32	50	41	75	66	56	64	36	48	49	42	47
6	Balance to be Released	WRT	36	35	39	41	167	266	134	110	130	82	55	74	81	82	104	94	87	135	308	256	273	301	273	296
		BRT	1	4	6	7	4	3	30	44	39	3	1	0	21	7	5	2	0	2	69	22	38	18	29	0
7	Total		305	225	276	339	638	1914	572	603	608	665	577	530	1083	877	1137	1272	1121	1286	1403	1109	1205	1281	1193	1277
8	Total N.S.C's. pending beyond resolving time with	CC	0	0					0	0					0	0					0	0				
		AE	1	2					30	44					21	7					69	22				
		ADE	0	2					0	0					0	0					0	0				
		ERO	0	0					0	0					0	0					0	0				
9	Percentage of Released		88	83	84	86	73	86	71	74	72	87	90	86	91	90	90	92	92	89	73	75	74	75	75	77
10	Percentage of Pendency		12	17	16	14	27	14	29	26	28	13	10	14	9	10	10	8	8	11	27	25	26	25	25	23
11	Average N.S.C.'s Received Per Day		10	8	9	11	21	62	18	20	20	22	19	17	35	29	37	42	36	41	45	37	39	43	38	41
12	Average N.S.C.'s Disposed Per Day		9	6	7	10	15	53	13	15	14	19	17	15	32	26	33	39	33	37	33	28	29	32	29	32

Note: Disposed includes old pendency

State Statement showing the No of Complaints New Service Connections (Without Agricultural) received and disposed in Eight Major cities of APEPDCL.  
Performance of New Service Connections (Without agricultural) of Eight Major cities of APEPDCL

Sl. No	Particulars	Kakinada						Eluru						Bhimavaram						Narasapuram							
		MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG	MAR	APR	MAY	JUNE	JULY	AUG		
		25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48		
1	O.B New Service Connections pending	WRT	101	113	191	142	156	194	61	50	66	83	69	61	64	22	65	47	62	36	56	18	70	67	59	64	
		BRT	103	32	26	26	23	11	124	28	4	6	5	5	21	13	3	4	7	5	24	11	6	7	9	3	
2	No.Of N.S.C's/ Received during the Month		729	665	682	678	749	763	330	284	284	305	283	324	218	300	388	339	277	333	202	238	268	211	225	194	
3	Total		933	810	899	846	928	968	515	362	354	394	357	390	303	335	456	390	346	374	282	267	344	285	293	261	
4	No of N.S.C's/ Released during the Month	WRT	317	395	552	571	628	676	116	132	113	224	260	298	114	243	396	309	293	298	148	174	257	204	206	194	
		BRT	435	174	149	81	72	47	258	156	150	93	25	19	114	13	1	5	10	14	107	14	8	11	15	4	
5	No of N.S.C's Rejected		47	48	53	40	48	29	16	8	3	8	11	8	10	11	8	9	4	3	10	8	11	10	10	8	
6	Balance to be Released	WRT	118	187	140	154	179	216	31	66	83	69	60	65	12	66	47	60	36	57	0	71	68	59	61	55	
		BRT	16	6	5	0	1	0	94	0	5	0	1	0	53	2	4	7	3	2	17	0	0	1	1	0	
7	Total		933	810	899	846	928	968	515	362	354	394	357	390	303	335	456	390	346	374	282	267	344	285	293	261	
8	Total N.S.C's. pending beyond resolving time with	CC	0	0					0	0					0	0					0	0					
		AE	16	6						90	0					53	2					17	0				
		ADE	0	0						4	0					0	0					0	0				
		ERO	0	0						0	0					0	0					0	0				
9	Percentage of Released		86	76	84	82	81	78	76	82	75	82	83	83	79	80	89	83	89	84	94	73	80	79	79	79	
10	Percentage of Pendency		14	24	16	18	19	22	24	18	25	18	17	17	21	20	11	17	11	16	6	27	20	21	21	21	
11	Average N.S.C.'s Received Per Day		30	27	29	28	30	31	17	12	11	13	12	13	10	11	15	13	11	12	9	9	11	10	9	8	
12	Average N.S.C.'s Disposed Per Day		26	21	24	23	24	24	13	10	9	11	10	10	8	9	13	11	10	10	9	7	9	8	7	1	

Note: Disposed includes old pendency