

**CONSUMER GRIEVANCES REDRESSAL FORUM
APSPDCL:: TIRUPATI**

From
The Chairperson
Consumer Grievances Redressal Forum,
APSPDCL, Srinivasapuram,
Tirupati-517503.

To
The Superintending Engineer/Operation,
Nellore, Tirupati and Kadapa.

Lr. No: CGRF/ CP/ F-12/ D. No. 109/2024, Dt: 01.02.2024.

Sub: - CGRF – Conducting Vidyut Adalats and Awareness Camps on notified dates in Nellore, Chittoor and Kadapa Districts for the month of February 2024–
Reg.

Ref: - 1.Lr.No:S-324 (A)/Secy /DD-CA/APTEL. D.No/10-04, Dt: 18-5-2010.

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In accordance with the directions of the Honourable Appellate Tribunal, New Delhi and Secretary, APERC, Hyderabad, vide reference cited above, it is scheduled to conduct Vidyut Adalats and Awareness Camps on the days and the places notified here under in Kadapa, Nellore and Chittoor Districts so that the consumers get easy access to the Grievance Redressal mechanism and get their grievances resolved then and there. In view of the said directions, it is proposed to conduct Vidyut Adalaths on the following dates.

| Sl.No | District | Division | Sub Division | Place | Date | Timings |
|-------|----------|----------|--|--|------------|-----------------------|
| 1 | Nellore | Kavali | Kavali, Kaligiri and Alluru | Udayagiri Road, Vengalrao Nagar, Division Office, Kavali | 06.02.2024 | 11.30 A.M to 1.30 P.M |
| 2 | Chittoor | Chittoor | Penumuru | 33/11 KV Sub Station Penumuru | 07.02.2024 | 11.30 A.M to 1.30 P.M |
| 3 | Kadapa | Kadapa | Kadapa Town - I and II Kadapa Rural-I and II | Sankarapuram Street, 33/11 KV SS Powerhouse, Kadapa | 08.02.2024 | 11.30 A.M to 1.30 P.M |

o/c

DESPATCHED

DATE

1/2

The Chairperson and Members of the CGRF, as per the schedule will hold the above said notified Vidyut Adalaths.

The Superintending Engineer/Operation/ Nellore, Tirupati and Kadapa are directed to:

- b. Give wide publicity about the special Vidyuth Adalath conducted by the Consumer Forum well in advance through print media 3 Telugu & 2 English and local TV Channels duly indicating names and designations of the team conducting the Adalat, the venue and timings in specific such that more number of consumers will avail the facility
- b. Cause necessary instructions to the Executive Engineer concerned to arrange wide publicity in rural areas also by distributing ample quantity of pamphlets (Model copy enclosed) through section offices, Revenue collection centers, Local Panchayat Offices Etc., and canvassing through audio system or Tom-Tom covering all the distributions of the Sub-Division.
- c. Display Flexi banners well in advance at ERO's regarding the schedule of consumer courts with venue details duly indicating names and designations of the Chairperson and CGRF members
- d. To intimate the local consumer organizations/ NGO's about the special Vidyut Adalaths and Awareness Camps so as to create awareness among the public and consumers.
- e. Arrange press meet also on the above dates at the venue.
- f. Arrange Mike set and Audio system for addressing the public to explain the provisions of CGRF as well as to enable the gathering hear the complainants and the process of resolution.

All the officers concerned both on Accounts side and Technical side including the Superintending Engineer and the Senior Accounts Officer shall be made available themselves at the Adalat promptly and able to resolve the grievances immediately on the spot to the extent possible.

Receipt of this letter may be acknowledged.

Note: - The said Adalats and Awareness Camps will be cancelled if any of the above is not complied with and the matter will be reported to the Hon'ble APERC.

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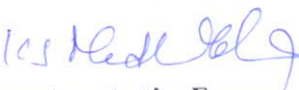
Sd/-
Chairperson

Copy submitted to the Chairman & Managing Director /APSPDCL/Tirupati.

Copies to

1. The Senior Accounts Officer /O/Nellore, Tirupati & Kadapa.
2. The Executive Engineer/O/Kavali, Chittoor and Kadapa Town.
3. The Nodal Officer (Chief General Manager/O&M)/APSPDCL/TPT.
4. The Chief General Manager(P&MM & Civil)/APSPDCL/TPT
5. Copy to all Members/CGRF/APSPDCL/Tirupati

Forwarded by Order


Secretary to the Forum

**CONSUMER GRIEVANCES REDRESSAL FORUM
APSPDCL.: TIRUPATI**

From
The Chairperson
Consumer Grievances Redressal Forum,
APSPDCL., Srinivasapuram,
Tirupati-517503.

To
The Superintending Engineers/Operation,
Kurnool and Anantapur

Lr. No: CGRF/ CP/ F-12/ D. No.111/2024, Dt:03.02.2024.

Sub: - CGRF - Conducting Vidyut Awareness Camps on notified dates in Kurnool and Anantapur Districts for the month of February 2024-Reg.

Ref: - 1.Lr.No:S-324 (A)/Secy /DD-CA/APTEL. D.No/10-04. Dt: 18-5-2010.

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In accordance with the directions of the Honourable Appellate Tribunal, New Delhi and Secretary, APERC, Hyderabad, vide reference cited above, it is proposed to conduct Vidyut Awareness Camps on the days and the places notified hereunder in Kurnool and Anantapur Districts so that the consumers will get easy access to the Grievance Redressal mechanism. In view of the said directions, it is proposed to conduct Vidyut awareness camps on the following dates.

| Sl.No | District | Division | Sub Division | Place | Date | Timings |
|-------|-----------|---------------------|---|---|------------|--------------------------|
| 1 | Kurnool | Kurnool Rurals | Atmakur | 33/11 KV Sub Station, Near APSRTC Bus Stand, Srisailam | 13.02.2024 | 11.30 A.M to 1.30 P.M |
| 2 | Anantapur | Anantapur Rurals | Dharmavaram, Anantapur (West), C.K.Palli | Office of Deputy Executive Engineer Market Street, Dharmavaram | 16.02.2024 | 11.30 A.M to 1.30 P.M |

The Chairperson of the CGRF, as per the schedule will hold the above said notified Vidyut awareness camps.

The Superintending Engineers/Operation/Kurnool and Anantapur are directed to:

- a. Give wide publicity about the Vidyut awareness camps proposed to be conducted by the Chairperson of CGRF well in advance through print & media i.e. in 3 Telugu & 2 English local Newspapers and local TV Channels duly indicating the name of the Chairperson of the Forum, the venue and timings in specific such that more number of consumers will avail the facility.
- b. Cause necessary instructions to the Executive Engineer concerned to arrange wide publicity in rural areas also by distributing ample quantity of pamphlets (Model copy enclosed) through section offices, Revenue collection centers, Local Panchayat Offices Etc., and canvassing through audio system or Tom-Tom covering all the distributions of the Sub-Division.
- c. Display Flexi banners well in advance at ERO's regarding the schedule of consumer awareness camps with venue details and timing duly indicating name of the Chairperson.
- d. To intimate the local consumer organizations/NGO's about the Vidyut Awareness Camps so as to create awareness among the public and consumers.
- e. Arrange press meet also on the above dates at the venue.
- f. Arrange Mike set and Audio system for addressing the public to explain the provisions of CGRF as well as to enable the gathering to hear the complainants and the process of resolution.

All the officers concerned both on Accounts side and Technical side including the Superintending Engineer and the Senior Accounts Officer shall be made available themselves at the venue promptly and able to resolve the grievances immediately on the spot to the extent possible.

Receipt of this letter may be acknowledged.

Note: - The said Awareness Camps will be cancelled if any of the above is not complied with and the matter will be reported to the Hon'ble APERC.

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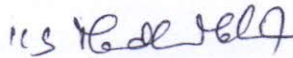
Sd/
Chairperson

Copy submitted to the Chairman & Managing Director /APSPDCL/Tirupati.

Copies to

1. The Senior Accounts Officer /O/Kurnool and Anantapur
2. The Executive Engineer/O/Kurnool Rurals and Anantapur Rurals
3. The Nodal Officer (Chief General Manager/O&M)/APSPDCL/TPT.
4. The Chief General Manager(P&MM & Civil)/APSPDCL/TPT
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Forwarded by Order



Secretary to the Forum