

**CONSUMER GRIEVANCES REDRESSAL FORUM
APSPDCL: TIRUPATI**

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

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

Lr. No: CGRF/ CP/ F-12/ D. No. 118 /2024, Dt:27.02.2024.

Sub: - CGRF – Conducting Vidyut Adalats and Awareness Camps on notified dates in Chittoor, Nellore, Kadapa Districts for the month of March'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 Chittoor, Nellore and Kadapa 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	Chittoor	Tirupati Rurals	Chandragiri	Chandragiri Sub Division Office, Near Government Hospital, Chandragiri	04.03.2024	11.30 A.M to 1.30 P.M
2	Nellore	Gudur	Gudur, Gudur Rurals &Kota	Office of Executive Engineer, Goginenipuram Gudur	06.03.2024	11.30 A.M to 1.30 P.M
3	Kadapa	Rayachoty	Lakkireddypalli, Rayachoty, & Rayachoty Rurals	Lakkireddypalli Sub Division at Lakkireddypalli Road.	07.03.2024	11.30 A.M to 1.30 P.M

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

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

- c. 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.

Encls: - Model Copy of Pamphlet.


Chairperson

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

Copies to

1. The Senior Accounts Officer /O/Tirupati, Nellore and Kadapa.
2. The Executive Engineer/O/Tirupati Rurals, Gudur and Rayachoty.
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