

CONSUMER GRIEVANCES REDRESSAL FORUM APSPDCL:: TIRUPATI

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

To
The Superintending Engineer/ Operation,
Kadapa, Nellore ,Tirupati, Anantapur
& Kurnool

Lr. No: CGRF/ CP/ F-12/ D. No. 53 /2023 Dt:29.09.2023.

Sub: - CGRF – Conducting Vidyut Adalats and Awareness Camps on notified dates in Kadapa, Nellore, Tirupati, Anantapur and Kurnool for the month of October'2023– **Revised - Reg.**

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

2. Lr. No. CGRF/CP/F.12/D.No.51/2023/Dt: 25.09.2023

3. Lr.No.EE/O/TPT/AE-Comm/D.No.1537/23, Dt:29.09.2023

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In accordance with the directions of the Honourable Appellate Tribunal, New Delhi and Secretary, APERC, Hyderabad, vide references cited above, it is scheduled to conduct Vidyut Adalats and Awareness Camps on the days and the places notified here under in YSR Kadapa, Nellore, Tirupati , Anantapur& Kurnool 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.

In the ref.3 cited above, Executive Engineer/O/Tirupati requested the forum to reschedule or postpone the adalath to be conducted on 17.10.2023 as TTD Brahmastavam is commencing from 14.10.2023 to 23.10.2023 and Interstate Circle Shuttle sports Programme commencing from 14.10.2023to 16.10.2023 which are organized by the town Division, Tirupati.

Sl.No	District	Division	Sub Division	Place	Date	Timings
1	YSR Kadapa	Kadapa Town	Kadapa -II	Kadapa North, NGO Colony Sections at Kadapa East	10.10.2023	11.30 A.M to 1.30 P.M
2	Nellore	Nellore Town	Nellore Town-I Nellore Town -II Nellore Town - III	All sections pertaining to Nellore Town Division at Nellore	12.10.2023	11.30 A.M to 1.30 P.M
3	Tirupati	Piler	Piler Town Piler Rural Kalikiri	All sections pertaining to Piler Division at Piler	17.10.2023	11.30 A.M to 1.30 P.M
4	Anantapur	Anantapur Town	Anantapur -I Anantapur - II Anantapur East	All sections pertaining to Anantapur Town Division at Anantapur	20.10.2023	11.30 A.M to 1.30 P.M
5	Kurnool	Kurnool Town	Kurnool – D1 Kurnool – D2 Kurnool Rurals	All sections pertaining to Kurnool Town Division at Kurnool	21.10.2023	11.30 A.M to 1.30 P.M

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

The Superintending Engineer /Operation/Kadapa, Nellore, Tirupati ,Anantapur and Kurnool are directed to -

- a. 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.

Sd/-

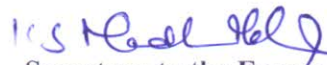
Chairperson

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

Copies to

1. The Senior Accounts Officer /O/Kadapa, Nellore, Tirupati , Anantapur and Kurnool
2. The Executive Engineer/O/Kadapa, Nellore Town, Piler, Anantapur Town and Kurnool 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