

QUARTERLY REPORT OF CGRF's IN AP
APNPDCL FOR APRIL-2013 TO JUNE-2013

Sl. No.	Disposal of Greivances by CGRFs	TOTAL
1	Name of the CGRF	APNPDCL/Warangal
2	Number of Greivances Outstanding at the Close of Previous Quarter	40 Cases
3	Number of Greivances Received During the Quarter	114 Cases (Current Quarater)
4	Number of Greivances Disposed During the Quarter	72 Cases (38 Cases 03/13 & 34 Cases 06/13)
5	Number of Greivances Pending at the Close of the Quarter	82 Cases (Current Quarater 80 Cases Previous Quarter 2 Cases)
6	Number of Greivances Pending Which are Older than Two Months	5 Cases
7	Number of Sittings of CGRFs in the Quarter	42 Cases
8	Number of Cases in Which Compensations are Awarded in the Quarter	2 Cases
9	Total Amount of Compensation Awarded (Rs.) in the Quarter	2,27,500.00

(I) Number of Complaints Received Month Wise, District Wise During the
First Quarter for the Year of 2013-2014
(From 01.04.2013 to 30.06.2013)

Circle	2012-2013 (April-2012 - March-2013)	Period				(2012 - 13) + (Q1) Total
		Q1				
		Apr . 13	May . 13	Jun . 13	Q1 Total	
Warangal	196	16	6	12	34	230
Karimnagar	40	0	1	17	18	58
Khammam	34	0	2	17	19	53
Nizamabad	14	1	3	34	38	52
Adilabad	67	3	1	1	5	72
TOTAL	351	20	13	81	114	465

(II) Category - Wise District Wise of Cases Registered During the First Quarater
for the Year 2013-2014.
(From 01.04.2013 to 30.06.2013)

Category	2012-2013 (April-2012 - March-2013)	Quarater - I Circle Wise						(2012-13) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	
H.T. Category	39	0	1	0	0	1	2	41
L.T. Category - I	91	6	7	1	2	1	17	108
Category - II	22	0	1	1	0	1	3	25
Category - III	33	1	1	0	0	1	3	36
Other L.T. Category	29	2	0	0	4	0	6	35
Others	137	25	8	17	32	1	83	220
Total	351	34	18	19	38	5	114	465

(III) Nature Wise, District Wise Cases Registered During the First Quarter
for the Year 2013-2014. (From 01.04.2013 to 30.06.2013)

Nature	2012-2013 (April-2012 - March-2013)	Quarter - I Circle Wise						(2012-13) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	12	1	1	0	0	0	2	14
Wrong Billing	78	3	4	1	3	2	13	91
Back Billing	4	0	4	0	0	0	4	8
Category Change	7	0	2	0	0	1	3	10
Release of New Services	16	0	2	0	2	0	4	20
Title Transfer	11	0	1	0	1	0	2	13
Low Voltage / Addl.Load	23	5	0	7	0	0	12	35
Others	200	23	6	11	32	2	74	274
Total	351	32	20	19	38	5	114	465

(IV) Cases Decided in Favour or Against the Consumers During the First Quarter
for the Year 2013-2014 (From 01.04.2013 to 30.06.2013)

Circle	2012-2013 (April-2012 - March-2013)			Quarter - I							(2012-13) + (Q1) Total
	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer			In Favour of Organization			(A+B) Total	
				Q4 (2012-13)	Q1 (2013-14)	A - Total (Q4+Q1)	Q4 (2012-13)	Q1 (2013-14)	B - Total (Q4+Q1)		
Warangal	146	28	174	25	18	43	0	2	2	45	219
Karimangar	24	15	39	1	5	6	0	1	1	7	46
Khammam	31	1	32	2	2	4	0	0	0	4	36
Nizamabad	12	0	12	2	3	5	0	0	0	5	17
Adilabad	31	29	60	8	2	10	0	1	1	11	71
Total	244	73	317	38	30	68	0	4	4	72	389

(V)- (A) Status of Pending Cases to the End of Fourth Quarter for the Year 2012-2013.
(01.01.2013 to 31.03.2013)

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	343/2013-14	19.03.13	Warangal	Reply Awaited
2	347/2013-14	30.03.13	Warangal	Reply Awaited

(V) Status of Pending Cases to the End of First Quarter for the Year 2013-2014.
(01-04-2013 to 30.06.2013)

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	07/2013-14	06.04.13	Warangal	Under Process
2	11/2013-14	10.04.13	Warangal	Reply Awaited
3	12/2013-14	10.04.13	Nizamabad	Under Process
4	21/2013-14	08.05.13	Adilabad	Reply Awaited
5	25/2013-14	10.05.13	Warangal	Under Process
6	30/2013-14	17.05.13	Warangal	Hearing proposed
7	31/2013-14	23.05.13	Karimnagar	Hearing proposed
8	32/2013-14	25.05.13	Warangal	Reply Awaited
9	33/2013-14	27.05.13	Warangal	Reply Awaited
10	34/2013-14	01.06.13	Warangal	Reply Awaited
11	35/2013-14	03.06.13	Warangal	Under Process
12	36/2013-14	03.06.13	Warangal	Under Process
13	40/2013-14	10.06.13	Adilabad	Hearing proposed
14	41/2013-14	10.06.13	Warangal	Reply Awaited
15	42/2013-14	11.06.13	Warangal	Reply Awaited
16	45/2013-14	17.06.13	Nizamabad	Reply Awaited
17	46/2013-14	17.06.13	Nizamabad	Reply Awaited
18	47/2013-14	17.06.13	Nizamabad	Reply Awaited
19	48/2013-14	17.06.13	Nizamabad	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
20	49/2013-14	17.06.13	Nizamabad	Reply Awaited
21	50/2013-14	17.06.13	Nizamabad	Reply Awaited
22	51/2013-14	17.06.13	Nizamabad	Reply Awaited
23	52/2013-14	17.06.13	Nizamabad	Reply Awaited
24	53/2013-14	17.06.13	Nizamabad	Reply Awaited
25	54/2013-14	17.06.13	Nizamabad	Reply Awaited
26	55/2013-14	17.06.13	Nizamabad	Reply Awaited
27	56/2013-14	17.06.13	Nizamabad	Reply Awaited
28	57/2013-14	17.06.13	Nizamabad	Reply Awaited
29	58/2013-14	17.06.13	Nizamabad	Reply Awaited
30	59/2013-14	17.06.13	Nizamabad	Reply Awaited
31	60/2013-14	17.06.13	Nizamabad	Reply Awaited
32	61/2013-14	17.06.13	Nizamabad	Reply Awaited
33	62/2013-14	17.06.13	Nizamabad	Reply Awaited
34	63/2013-14	17.06.13	Nizamabad	Reply Awaited
35	64/2013-14	17.06.13	Nizamabad	Reply Awaited
36	65/2013-14	17.06.13	Nizamabad	Reply Awaited
37	66/2013-14	17.06.13	Nizamabad	Reply Awaited
38	67/2013-14	17.06.13	Nizamabad	Reply Awaited
39	68/2013-14	17.06.13	Nizamabad	Reply Awaited
40	69/2013-14	17.06.13	Nizamabad	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
41	70/2013-14	17.06.13	Nizamabad	Reply Awaited
42	71/2013-14	17.06.13	Nizamabad	Reply Awaited
43	72/2013-14	17.06.13	Nizamabad	Reply Awaited
44	73/2013-14	17.06.13	Nizamabad	Reply Awaited
45	74/2013-14	17.06.13	Nizamabad	Reply Awaited
46	75/2013-14	18.06.13	Warangal	Reply Awaited
47	79/2013-14	19.06.13	Karimnagar	Hearing proposed
48	82/2013-14	21.06.13	Karimnagar	Reply Awaited
49	83/2013-14	21.06.13	Karimnagar	Reply Awaited
50	84/2013-14	21.06.13	Karimnagar	Reply Awaited
51	85/2013-14	21.06.13	Karimnagar	Reply Awaited
52	86/2013-14	21.06.13	Karimnagar	Reply Awaited
53	87/2013-14	21.06.13	Karimnagar	Reply Awaited
54	88/2013-14	21.06.13	Karimnagar	Reply Awaited
55	89/2013-14	21.06.13	Karimnagar	Reply Awaited
56	90/2013-14	21.06.13	Karimnagar	Reply Awaited
57	91/2013-14	22.06.13	Warangal	Reply Awaited
58	92/2013-14	24.06.13	Nizamabad	Reply Awaited
59	93/2013-14	24.06.13	Nizamabad	Reply Awaited
60	94/2013-14	24.06.13	Nizamabad	Reply Awaited
61	95/2013-14	24.06.13	Nizamabad	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
62	96/2013-14	25.06.13	Warangal	Reply Awaited
63	97/2013-14	26.06.13	Khammam	Reply Awaited
64	98/2013-14	26.06.13	Khammam	Reply Awaited
65	99/2013-14	26.06.13	Khammam	Reply Awaited
66	100/2013-14	26.06.13	Khammam	Reply Awaited
67	101/2013-14	26.06.13	Khammam	Reply Awaited
68	102/2013-14	26.06.13	Khammam	Reply Awaited
69	103/2013-14	26.06.13	Khammam	Reply Awaited
70	104/2013-14	26.06.13	Khammam	Reply Awaited
71	105/2013-14	26.06.13	Khammam	Reply Awaited
72	106/2013-14	26.06.13	Khammam	Reply Awaited
73	107/2013-14	26.06.13	Khammam	Reply Awaited
74	108/2013-14	26.06.13	Khammam	Reply Awaited
75	109/2013-14	26.06.13	Khammam	Reply Awaited
76	110/2013-14	26.06.13	Khammam	Reply Awaited
77	111/2013-14	26.06.13	Khammam	Reply Awaited
78	112/2013-14	26.06.13	Khammam	Reply Awaited
79	113/2013-14	26.06.13	Khammam	Reply Awaited
80	114/2013-14	29.06.13	Karimnagar	Reply Awaited

Compensation Awarded to the End of First Quarter for the Year 2013-2014.
(From 01.04.2013 to 30.06.2013)

Sl.No.	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Breif Cause
1	29	16.05.2013	Warangal	29.06.2013	223,200.00	Abnormal delay in releasing Agl. (9) Nos. services along with installatio of DTR.
2	77	19.06.2013	Karimnagar	29.06.2013	4,300.00	not installing the new meter
Total					227,500.00	

Details of Local Courts Conducted During the Quarter 01.04.2013 to 30.06.2013 as per guidelines of APERC in Lr. S-324 (A)/Secy/DD-CA/APTEL.DO/10-04/Dt. 18.05.2010.

Sl. No.	Date	Circle	Where Local Courts Conducted
1	14.05.2013	Nizamabad	Armoor
2	18.05.2013	Karimnagar	Husnabad
3	17.06.2013	Nizamabad	Yellareddy
4	19.06.2013	Karimnagar	Jammikunta
5	21.06.2013	Karimnagar	Jagitial
6	24.06.2013	Nizamabad	Bodhan
7	26.06.2013	Khammam	Madhira