

QUARTERLY REPORT OF CGRF's IN AP

APNPDCL FOR JANUARY-2014 TO MARCH -2014

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	26 Cases
3	Number of Greivances Received During the Quarter	39 Cases (Current Quarater)
4	Number of Greivances Disposed During the Quarter	48 Cases (26 Cases Q3/2013-14 22 Cases Q1/14)
5	Number of Greivances Pending at the Close of the Quarter	17 Cases (Current Quarater 17 Cases)
6	Number of Greivances Pending Which are Older than Two Months	NIL
7	Number of Sittings of CGRFs in the Quarter	12 Cases
8	Number of Cases in Which Compensations are Awarded in the Quarter	NIL
9	Total Amount of Compensation Awarded (Rs.) in the Quarter	NIL

(I) Number of Complaints Received Month Wise, District Wise During the
First Quarter for the Year of 2014
(From 01.01.2014 to 31.03.2014)

Circle	2013-2014 (April-2013 - December - 2013)	Period				(2013 - 14) + (Q1) Total
		Q1				
		Jan-14	Feb-14	Mar-14	Q1 Total	
Warangal	113	9	5	18	32	145
Karimnagar	56	1	0	0	1	57
Khammam	33	1	0	1	2	35
Nizamabad	44	2	0	0	2	46
Adilabad	58	0	2	0	2	60
TOTAL	304	13	7	19	39	343

(II) Category - Wise District Wise of Cases Registered During the First Quarater
for the Year 2014.
(From 01.01.2014 to 31.03.2014)

Category	2013-2014 (April-2013 - December-2013)	Quarater - I Circle Wise						(2013-14) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	
H.T. Category	15	1	0	0	0	2	3	18
L.T. Category - I	47	2	0	1	0	0	3	50
Category - II	13	2	0	0	0	0	2	15
Category - III	10	2	0	0	1	0	3	13
Other L.T. Category	56	0	0	0	0	0	0	56
Others	163	25	1	1	1	0	28	191
Total	304	32	1	2	2	2	39	343

(III) Nature Wise, District Wise Cases Registered During the First Quarater
for the Year 2014. (From 01.01.2014 to 31.03.2014)

Nature	2013-2014 (April-2013 - December-2013)	Quarater - I Circle Wise						(2013-14) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	12	0	0	0	0	0	0	12
Wrong Billing	47	6	0	0	0	0	6	53
Back Billing	20	0	0	0	0	1	1	21
Category Change	7	0	0	0	1	0	1	8
Release of New Services	15	15	0	0	1	0	16	31
Title Transfer	6	0	0	0	0	0	0	6
Low Voltage / Addl.Load	31	2	0	0	0	0	2	33
Others	166	9	1	2	0	1	13	179
Total	304	32	1	2	2	2	39	343

(IV) Cases Decided in Favour or Against the Consumers During the First Quarter
for the Year 2014 (From 01.01.2014 to 31.03.2014)

Circle	2013-2014 (April-2013 - December-2013)			Quarter - I							(2013-14) + (Q1) Total
	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer			In Favour of Organization			(A+B) Total	
				Q3 (2013-14)	Q1 (2014)	A - Total (Q3+Q1)	Q3 (2013-14)	Q1 (2014)	B - Total (Q3+Q1)		
Warangal	124	8	132	7	15	22	1	1	2	24	156
Karimangar	54	3	57	0	1	1	0	0	0	1	58
Khammam	28	0	28	6	0	6	1	1	2	8	36
Nizamabad	43	0	43	3	1	4	0	1	1	5	48
Adilabad	53	5	58	5	1	6	3	1	4	10	68
Total	302	16	318	21	18	39	5	4	9	48	366

(V) Status of Pending Cases to the End of First Quarter for the Year 2014.
(01-01-2014 to 31.03.2014)

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	15/2014	03.02.14	Warangal	Under Process
2	21/2014	06.03.14	Warangal	Reply Awaited
3	22/2014	06.03.14	Warangal	Reply Awaited
4	23/2014	06.03.14	Warangal	Reply Awaited
5	24/2014	06.03.14	Warangal	Reply Awaited
6	25/2014	06.03.14	Warangal	Reply Awaited
7	26/2014	06.03.14	Warangal	Under Process
8	27/2014	06.03.14	Warangal	Reply Awaited
9	28/2014	06.03.14	Warangal	Reply Awaited
10	32/2014	06.03.14	Warangal	Reply Awaited
11	33/2014	06.03.14	Warangal	Reply Awaited
12	34/2014	10.03.14	Warangal	Under Process
13	35/2014	24.03.14	Warangal	Reply Awaited
14	36/2014	27.03.14	Khammam	Reply Awaited
15	37/2014	28.03.14	Warangal	Reply Awaited
16	38/2014	28.03.14	Warangal	Reply Awaited
17	39/2014	29.03.14	Warangal	Reply Awaited

Compensation Awarded to the Year 2013-2014. (from 01-04-13 to 31.12.13)

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
3	87	21.06.2013	Karimnagar	24.09.2013	53,350.00	for not releasing the new service connections
4	132	14.08.13	Warangal	17.10.13	8,300.00	for non releasing of agricultural service connections
5	133	14.08.13	Warangal	17.10.13	23,450.00	for non releasing of agricultural service connections
6	220	30.09.13	Warangal	19.11.13	3,150.00	for not releasing of new domestic service connection
Total					315,750.00	

Compensation Awarded to the End of First Quarter for the Year 2014.
(From 01.01.2014 to 31.03.2014)

Sl.No.	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Breif Cause
NIL						

Details of Local Courts Conducted During the Quarter 01.01.2014 to 31.03.2014 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
NIL			