

QUARTERLY REPORT OF CGRF-I/TSNPDCL  
(JANUARY-2017 TO MARCH -2017)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 31.12.2016	60 Cases (03 Cases Q2/2016 21 Cases Q3/2016 36 Cases Q4/2016)
2	Number of Greivances Received During the Quarter	96 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	53 Cases (02 Cases Q2/2016 10 Cases Q3/2016 17 Cases Q4/2016 24 Cases Q1/2017)
4	Number of Greivances Pending at the Closure of the Quarter as on 31.03.2017	103 Cases (01 Case Q2/2016 10 Cases Q3/2016 20 Cases Q4/2016 72 Cases Q1/2017)
5	Number of Greivances Pending Which are Older than Two Months	69 Cases (01 Case Q2/2016 10 Cases Q3/2016 20 Case Q4/2016)
6	Number of Sittings of CGRFs in the Quarter	25 ( 09 Cases Hearings 16 sittings Local Courts)
7	Number of Cases in Which Compensation was Awarded in the Quarter	NIL
8	Total Amount of Compensation Awarded in the Quarter	NIL

(I) Number of Complaints Received Month Wise, District Wise up to 1st Quarter for the Calendar Year - 2017

Circle	2016	Period				(2016) + (Q1) Total
		Q1				
		Jan-17	Feb-17	Mar-17	Q1 Total	
WGL	137	17	13	2	32	169
KNR	64	5	4	2	11	75
KMM	138	30	9	14	53	191
NZB	68	0	0	0	0	0
ADB	89	0	0	0	0	0
TOTAL	496	52	26	18	96	592

(II) Category - Wise District Wise Cases Registered up to  
1st Quarter for the Calendar Year - 2017.

Category	2016	Quarater - I Circle Wise				(2016) + (Q1) Total
		WGL	KNR	KHM	Q1 Total	
H.T. Cat	10	0	3	0	3	13
L.T. Cat-I	99	13	1	4	18	117
Cat - II	37	7	0	3	10	47
Cat- III	29	1	1	1	3	32
Other L.T.Cat	90	1	0	0	1	91
Others	231	10	6	45	61	292
Total	496	32	11	53	96	592

(III) Nature Wise, District Wise Cases Registered up to 1st Quarter  
for the Calendar Year - 2017.

Nature	2016	Quarater - I Circle Wise				(2016) + (Q1) Total
		WGL	KNR	KHM	Total	
Meter Complaints	7	4	0	0	4	11
Wrong Billing	92	11	1	5	17	109
Back Billing	18	4	1	0	5	23
Category Change	10	1	0	0	1	11
Release of New Services	11	5	0	1	6	17
Title Transfer	10	2	0	1	3	13
Low Voltage / Addl.Load	29	0	0	10	10	39
Others	319	5	9	36	50	369
Total	496	32	11	53	96	592

(IV) Cases Disposed in Favour of Consumer/Organisation up to 1st Quarter for the Calendar Year - 2017

Circle	2016			Quarater - I										(A+B) Total	(2016) + (Q1) Total
	In favour of consumers	In favour of Organisation	Total	Q2 (2016)	Q3 (2016)	In Favour of Consumer			Q2 (2016)	Q3 (2016)	In Favour of Organization				
						Q4 (2016)	Q1 (2017)	A - Total (Q2+Q3+Q4+Q1)			Q4 (2016)	Q1 (2017)	B - Total (Q2+Q3+Q4+Q1)		
WGL	105	17	122	2	8	6	17	33	0	0	0	1	1	34	156
KNR	48	5	53	0	0	6	1	7	0	0	0	1	1	8	61
KMM	118	4	122	0	2	4	4	10	0	0	1	0	1	11	133
NZB	37	3	40	0	0	0	0	0	0	0	0	0	0	0	40
ADB	62	5	67	0	0	0	0	0	0	0	0	0	0	0	67
Total	370	34	404	2	10	16	22	50	0	0	1	2	3	53	457

(V) Status of Pending Cases to the End of First Quarter for the Calendar Year - 2017 as on 31.03.2017.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	283	17.06.16	Warangal	Report receivedAwaited further report
2	304	10.08.16	Khammam	Awaited for work completion report
3	305	10.08.16	Khammam	Awaited for work completion report
4	324	09.09.16	Warangal	Reports awaited from the respondents
5	333	17.09.16	Warangal	Report receivedAwaited further report
6	335	17.09.16	Warangal	Reports awaited from the respondents
7	336	17.09.16	Warangal	Reports awaited from the respondents
8	340	20.09.16	Khammam	Reports awaited from the respondents
9	341	20.09.16	Khammam	Reports awaited from the respondents
10	342	20.09.16	Khammam	Reports awaited from the respondents
11	343	26.09.16	Khammam	Reports awaited from the respondents
12	344	26.09.16	Warangal	Report received Awaited further report
13	356	07.10.16	Warangal	Report received Awaited further report
14	359	07.10.16	Warangal	Report received Awaited further report
15	361	07.10.16	Warangal	Awaited for work completion report
16	363	07.10.16	Warangal	Report receivedAwaited further report
17	367	14.10.16	Khammam	Report received Awaited further report
18	369	15.10.16	Khammam	Report received Awaited further report
19	370	15.10.16	Khammam	Report received Awaited further report
20	373	15.10.16	Khammam	Report received Awaited further report
21	378	18.10.16	Karimnagar	Report received Awaited further report
22	380	27.10.16	Khammam	Report received Awaited further report
23	475	06.12.16	Warangal	Report received Awaited further report
24	482	16.12.16	Karimnagar	Reports awaited from the respondents
25	483	16.12.16	Karimnagar	Reports awaited from the respondents
26	484	17.12.16	Karimnagar	Reports awaited from the respondents
27	485	17.12.16	Karimnagar	Reports awaited from the respondents
28	487	17.12.16	Karimnagar	Reports awaited from the respondents
29	490	17.12.16	Karimnagar	Reports awaited from the respondents
30	491	19.12.16	Warangal	Report received Awaited further report
31	496	23.12.16	Warangal	Reports awaited from the respondents
32	1	03.01.2017	Khammam	Reports awaited from the respondents
33	2	03.01.2017	Khammam	Reports awaited from the respondents
34	3	03.01.2017	Khammam	Reports awaited from the respondents
35	4	03.01.2017	Khammam	Reports awaited from the respondents
36	5	03.01.2017	Khammam	Reports awaited from the respondents
37	6	03.01.2017	Khammam	Reports awaited from the respondents
38	7	03.01.2017	Khammam	Reports awaited from the respondents
39	8	03.01.2017	Khammam	Reports awaited from the respondents
40	9	03.01.2017	Khammam	Reports awaited from the respondents
41	10	03.01.2017	Khammam	Reports awaited from the respondents
42	11	03.01.2017	Khammam	Reports awaited from the respondents
43	12	03.01.2017	Khammam	Reports awaited from the respondents
44	13	03.01.2017	Khammam	Reports awaited from the respondents
45	14	03.01.2017	Khammam	Reports awaited from the respondents
46	15	03.01.2017	Khammam	Reports awaited from the respondents
47	16	03.01.2017	Khammam	Reports awaited from the respondents
48	17	03.01.2017	Khammam	Reports awaited from the respondents
49	18	03.01.2017	Khammam	Reports awaited from the respondents
50	19	03.01.2017	Khammam	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
52	21	03.01.2017	Khammam	Reports awaited from the respondents
53	22	03.01.2017	Khammam	Reports awaited from the respondents
54	23	03.01.2017	Khammam	Reports awaited from the respondents
55	24	03.01.2017	Khammam	Reports awaited from the respondents
56	25	03.01.2017	Khammam	Reports awaited from the respondents
57	26	03.01.2017	Khammam	Reports awaited from the respondents
58	27	03.01.2017	Khammam	Reports awaited from the respondents
59	28	04.01.2017	Khammam	Reports awaited from the respondents
60	32	09.01.2017	Khammam	File under circulation
61	33	10.01.2017	Karimnagar	Reports awaited from the respondents
62	34	10.01.2017	Karimnagar	Reports awaited from the respondents
63	35	10.01.2017	Karimnagar	Reports awaited from the respondents
64	38	11.01.2017	Warangal	Reports awaited from the respondents
65	39	11.01.2017	Warangal	Report awaited from AE/OP/Nekkonda
66	41	12.01.2017	Warangal	Reports awaited from the respondents
67	48	16.01.2017	Warangal	Reports awaited from the respondents
68	50	23.01.2017	Warangal	Reports awaited from the respondents
69	52	30.01.2017	Warangal	Reports awaited from the respondents
70	53	04.02.2017	Warangal	conducted hearing on 03.03.2017
71	54	06.02.2017	Warangal	Hearing proposed on 06.04.17
72	55	06.02.2017	Warangal	Hearing proposed on 06.04.17
73	57	09.02.2017	Karimnagar	Hearing proposed on 07.04.17
74	58	09.02.2017	Karimnagar	Hearing proposed on 07.04.17
75	60	14.02.2017	Karimnagar	Reports awaited from the respondents
76	61	14.02.2017	Karimnagar	Reports awaited from the respondents
77	62	14.02.2017	Warangal	Reports awaited from the respondents
78	63	14.02.2017	Khammam	Hearing proposed on 06.04.17
79	65	15.02.2017	Khammam	Reports awaited from the respondents
80	66	16.02.2017	Khammam	Reports awaited from the respondents
81	67	16.02.2017	Khammam	Reports awaited from the respondents
82	69	16.02.2017	Khammam	Reports awaited from the respondents
83	70	16.02.2017	Khammam	File under circulation
84	71	16.02.2017	Khammam	Reports awaited from the respondents
85	77	22.02.2017	Warangal	Reports awaited from the respondents
86	78	22.02.2017	Warangal	Reports awaited from the respondents
87	79	02.03.2017	Warangal	Reports awaited from the respondents
88	80	03.03.2017	Warangal	Reports awaited from the respondents
89	81	14.03.2017	Khammam	Reports awaited from the respondents
90	82	14.03.2017	Khammam	Reports awaited from the respondents
91	83	14.03.2017	Khammam	Reports awaited from the respondents
92	84	14.03.2017	Khammam	Reports awaited from the respondents
93	85	15.03.2017	Khammam	Reports awaited from the respondents
94	87	15.03.2017	Khammam	Reports awaited from the respondents
95	88	15.03.2017	Khammam	Awaited for further report
96	89	15.03.2017	Khammam	Reports awaited from the respondents
97	90	15.03.2017	Khammam	Reports awaited from the respondents
98	91	15.03.2017	Khammam	Reports awaited from the respondents
99	92	15.03.2017	Khammam	Reports awaited from the respondents
100	93	15.03.2017	Khammam	Reports awaited from the respondents
101	94	16.03.2017	Karimnagar	Reports awaited from the respondents
102	95	30.03.2017	Karimnagar	Reports awaited from the respondents
103	96	30.03.2017	Khammam	Reports awaited from the respondents

Compensation Awarded by the Forum for the Calendar Year 2016

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Brief Cause	Status of Implementation Report
1	31/2016	13.01.16	Warangal	22.03.16	1000	Waive the capacitor surcharge	Implementation report is yet to be received from the respondents.
2	284/2016	22.06.16	Khammam	29.07.16	5000	Back billing	Implementation report is yet to be received from the respondents.
3	329/2016	14.09.16	Karimnagar	29.09.16	1000	Excess bill	Implementation report is yet to be received from the respondents.
Total					7,000.00		



Details of Local Courts conducted during the C.Y -2017 as per guidelines of TSERC in  
Lr. S-324 (A)/Secy/DD-CA/APTEL.DO/10-04/Dt. 18.05.2010.

Sl. No.	Date of Conducted	Circle	Name of the Division/Sub-Division	Number of Cases registered
1	03.01.2017	Khammam	Konijerla	27
2	04.01.2017	Khammam	Aswaraopet	2
3	10.01.2017	Karimnagar	Godavarikhani	3
4	11.01.2017	Warangal	Nekkonda	5
5	12.01.2017	Warangal	Palakurthy	6
6	20.01.2017	Karimnagar	Dharmaram	0
7	14.02.2017	Karimnagar	Kamalapur	2
8	15.02.2017	Khammam	Aswarapuram	1
9	16.02.2017	Khammam	Tekulapalli	6
10	17.02.2017	Warangal	Chityala	1
11	18.02.2017	Warangal	Maripeda	4
12	02.03.2017	Warangal	Kothaguda	1
13	03.03.2017	Warangal	Narmetta	1
14	14.03.2017	Khammam	Thallada	4
15	15.03.2017	Khammam	Mudigonda	9
16	16.03.2017	Karimnagar	Gundi	1
TOTAL				73