

QUARTERLY REPORT OF CGRF-I/TSNPDCL  
(APRIL-2017 TO JUNE -2017)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 31.03.2017	103 Cases (01 Case Q2/2016 10 Cases Q3/2016 20 Cases Q4/2016 72 Cases Q1/2017)
2	Number of Greivances Received During the Quarter	60 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	98 Cases (07 Cases Q3/2016 18 Cases Q4/2016 46 Cases Q1/2017 26 Cases Q2/2017 01 Case Q3/2017)
4	Number of Greivances Pending at the Closure of the Quarter as on 30.06.2017	65 Cases (01 Case Q2/2016 04 Cases Q3/2016 01 Case Q4/2016 26 Cases Q1/2017 33 Cases Q2/2017)
5	Number of Greivances Pending Which are Older than Two Months	41 Cases (01 Case Q2/2016 04 Cases Q3/2016 01 Case Q4/2016 26 Cases Q1/2017 09 Cases Q2/2017)
6	Number of Sittings of CGRFs in the Quarter	51 ( 38 Cases Hearings 13 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 2nd Quarter for the Calendar Year - 2017

Circle	2016	Period				Period				(2016) + (Q1+Q2) Total
		Q1				Q2				
		Jan-17	Feb-17	Mar-17	Q1 Total	Apr-17	May-17	Jun-17	Q2 Total	
WGL	137	17	13	2	32	11	2	14	27	196
KNR	64	5	4	2	11	16	1	7	24	99
KMM	138	30	9	14	53	3	2	4	9	200
NZB	68	0	0	0	0	0	0	0	0	68
ADB	89	0	0	0	0	0	0	0	0	89
TOTAL	496	52	26	18	96	30	5	25	60	652

(II) Category - Wise District Wise Cases Registered up to  
2nd Quarter for the Calendar Year - 2017.

Category	2016	Quarater - 1 Circle Wise				Quarater - 2 Circle Wise				(2016) + (Q1+Q2) Total
		WGL	KNR	KHM	Q1 Total	WGL	KNR	KHM	Q2 Total	
H.T. Cat	10	0	3	0	3	0	1	0	1	14
L.T. Cat-I	99	13	1	4	18	6	4	4	14	131
Cat - II	37	7	0	3	10	6	0	0	6	53
Cat- III	29	1	1	1	3	4	2	1	7	39
Other L.T.Cat	90	1	0	0	1	0	0	0	0	91
Others	231	10	6	45	61	11	17	4	32	324
Total	496	32	11	53	96	27	24	9	60	652

(III) Nature Wise, District Wise Cases Registered up to 2nd Quarter  
for the Calendar Year - 2017.

Nature	2016	Quarater - I Circle Wise				Quarater - 2 Circle Wise				(2016) + (Q1) Total
		WGL	KNR	KHM	Total	WGL	KNR	KHM	Total	
Meter Complaints	7	4	0	0	4	1	0	0	1	12
Wrong Billing	92	11	1	5	17	5	5	4	14	123
Back Billing	18	4	1	0	5	2	0	0	2	25
Category Change	10	1	0	0	1	2	0	0	2	13
Release of New Services	11	5	0	1	6	0	0	0	0	17
Title Transfer	10	2	0	1	3	0	0	0	0	13
Low Voltage / Addl. Load	29	0	0	10	10	1	1	0	2	41
Others	319	5	9	36	50	16	18	5	39	408
Total	496	32	11	53	96	27	24	9	60	652

(IV) Cases Disposed in Favour of Consumer/Organisation up to 2nd Quarter  
for the Calendar Year - 2017

Circle	2016			Quarter - 1										Quarter - 2										(2016) + (Q1) + (Q2) Total				
	In favour of consumers	In favour of Organisation	Total	Q2 (2016)	Q3 (2016)	In Favour of Consumer			In Favour of Organization				(A+B) Total	Q3 (2016)	Q4 (2016)	In Favour of Consumer				In Favour of Organization					(A+B) Total			
						Q4 (2016)	Q1 (2017)	A - Total (Q2+Q3+Q4+Q1)	Q2 (2016)	Q3 (2016)	Q4 (2016)	Q1 (2017)				B - Total (Q2+Q3+Q4+Q1)	Q1 (2017)	Q2 (2017)	Q3 (2017)	A - Total (Q3+Q4+Q1+Q2+Q3)	Q3 (2016)	Q4 (2016)	Q1 (2017)			Q2 (2017)	Q3 (2017)	B - Total (Q3+Q4+Q1+Q2+Q3)
WGL	105	17	122	2	8	6	17	33	0	0	0	1	1	34	2	6	13	9	0	30	0	1	0	0	0	1	31	187
KNR	48	5	53	0	0	6	1	7	0	0	0	1	1	8	0	6	6	12	0	24	0	0	0	0	0	0	24	85
KMM	118	4	122	0	2	4	4	10	0	0	1	0	1	11	5	5	25	5	1	41	0	0	2	0	0	2	43	176
NZB	37	3	40	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	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	7	17	44	26	1	95	0	1	2	0	0	3	98	555

(V) Status of Pending Cases to the End of Second Quarter for the  
Calendar Year - 2017 as on 30.06.2017.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	283	17.06.16	Warangal	Report receivedAwaited further report
2	333	17.09.16	Warangal	Report receivedAwaited further report
3	335	17.09.16	Warangal	Reports awaited from the respondents
4	341	20.09.16	Khammam	Reports awaited from the respondents
5	344	26.09.16	Warangal	Report received Awaited further report
6	482	16.12.16	Karimnagar	Reports awaited from the respondents
7	2	03.01.2017	Khammam	Reports awaited from the respondents
8	3	03.01.2017	Khammam	Reports awaited from the respondents
9	4	03.01.2017	Khammam	Reports awaited from the respondents
10	6	03.01.2017	Khammam	Reports awaited from the respondents
11	10	03.01.2017	Khammam	Reports awaited from the respondents
12	11	03.01.2017	Khammam	Reports awaited from the respondents
13	15	03.01.2017	Khammam	Reports awaited from the respondents
14	16	03.01.2017	Khammam	Reports awaited from the respondents
15	17	03.01.2017	Khammam	Reports awaited from the respondents
16	21	03.01.2017	Khammam	Reports awaited from the respondents
17	25	03.01.2017	Khammam	Reports awaited from the respondents
18	27	03.01.2017	Khammam	Reports awaited from the respondents
19	34	10.01.2017	Karimnagar	Reports awaited from the respondents
20	48	16.01.2017	Warangal	Reports awaited from the respondents
21	61	14.02.2017	Karimnagar	Reports awaited from the respondents
22	80	03.03.2017	Warangal	Reports awaited from the respondents
23	82	14.03.2017	Khammam	Reports awaited from the respondents
24	83	14.03.2017	Khammam	Reports awaited from the respondents
25	85	15.03.2017	Khammam	Reports awaited from the respondents
26	87	15.03.2017	Khammam	Reports awaited from the respondents
27	89	15.03.2017	Khammam	Reports awaited from the respondents
28	90	15.03.2017	Khammam	Reports awaited from the respondents
29	91	15.03.2017	Khammam	Reports awaited from the respondents
30	92	15.03.2017	Khammam	Reports awaited from the respondents
31	93	15.03.2017	Khammam	Reports awaited from the respondents
32	94	16.03.2017	Karimnagar	Reports awaited from the respondents
33	98	03.04.2017	Warangal	Reports awaited from the respondents
34	99	03.04.2017	Warangal	Reports awaited from the respondents
35	101	04.04.2017	Warangal	Hearing proposed on 05.07.2017
36	104	10.04.2017	Warangal	Reports awaited from the respondents
37	106	10.04.2017	Warangal	Reports awaited from the respondents
38	112	13.04.2017	Karimnagar	Reports awaited from the respondents
39	113	13.04.2017	Karimnagar	AE/OP/Mallapur stated that the Work will be completed 12.05.17
40	116	13.04.2017	Karimnagar	AE/OP/Mallapur stated that the Work will be completed 13.05.17
41	117	13.04.2017	Karimnagar	AE/OP/Mallapur stated that the Work will be completed 20.05.17
42	128	16.05.2017	Khammam	Reports awaited from the respondents
43	130	19.05.2017	Karimnagar	Reports awaited from the respondents
44	133	08.06.2017	Karimnagar	Reports awaited from the respondents
45	134	08.06.2017	Karimnagar	Reports awaited from the respondents
46	135	08.06.2017	Karimnagar	Reports awaited from the respondents
47	136	08.06.2017	Karimnagar	Reports awaited from the respondents
48	137	08.06.2017	Karimnagar	Reports awaited from the respondents
49	138	08.06.2017	Karimnagar	Reports awaited from the respondents
50	140	09.06.2017	Warangal	Reports awaited from the respondents
51	141	15.06.2017	Warangal	Reports awaited from the respondents
52	142	15.06.2017	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
53	143	15.06.2017	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
54	144	15.06.2017	Warangal	Reports awaited from the respondents
55	145	15.06.2017	Warangal	Reports awaited from the respondents
56	146	15.06.2017	Warangal	Reports awaited from the respondents
57	147	15.06.2017	Warangal	Reports awaited from the respondents
58	148	15.06.2017	Warangal	Reports awaited from the respondents
59	149	16.06.2017	Khammam	Reports awaited from the respondents
60	150	16.06.2017	Khammam	Reports awaited from the respondents
61	152	17.06.2017	Khammam	Reports awaited from the respondents
62	153	22.06.2017	Warangal	Reports awaited from the respondents
63	154	22.06.2017	Warangal	Reports awaited from the respondents
64	155	23.06.2017	Warangal	Reports awaited from the respondents
65	156	28.06.2017	Warangal	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		