

QUATERLY REPORT OF CGRF's IN AP
APNPDCL FOR JULY-2012 TO SEPTEMBER-2012

| 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 | 5 Cases |
| 3 | Number of Greivances Received During the Quarter | 94 Cases (Current Quarater) |
| 4 | Number of Greivances Disposed During the Quarter | 54 Cases (5 Cases 06/12 & 49 Cases 09/12) |
| 5 | Number of Greivances Pending at the Close of the Quarter | 45 Cases (Current Quarater) |
| 6 | Number of Greivances Pending Which are Older than Two Months | 32 Cases (Current Quarater) |
| 7 | Number of Sittings of CGRFs in the Quarter | 7 Cases |
| 8 | Number of Cases in Which Compensations are Awarded in the Quarter | 3 Cases |
| 9 | Total Amount of Compensation Awarded (Rs.) in the Quarter | 5000-00 |

(I) Number of Complaints Received Month Wise, District Wise During the Second Quarter
for the Year 2012-2013.
(From 01.07.2012 to 30.09.2012)

| Circle | Period | | | | | | | | (Q1+Q2) Total |
|------------|----------|----------|----------|----------|----------|----------|----------|----------|------------------|
| | Q1 | | | | Q2 | | | | |
| | Apr . 12 | May . 12 | Jun . 12 | Q1 Total | Jul . 12 | Aug . 12 | Sep . 12 | Q2 Total | |
| Warangal | 2 | 2 | 2 | 6 | 18 | 5 | 4 | 27 | 33 |
| Karimnagar | 0 | 0 | 1 | 1 | 10 | 1 | 2 | 13 | 14 |
| Khammam | 0 | 0 | 0 | 0 | 23 | 1 | 0 | 24 | 24 |
| Nizamabad | 1 | 0 | 1 | 2 | 3 | 0 | 0 | 3 | 5 |
| Adilabad | 2 | 0 | 0 | 2 | 26 | 0 | 1 | 27 | 29 |
| TOTAL | 5 | 2 | 4 | 11 | 80 | 7 | 7 | 94 | 105 |

(II) Category - Wise District Wise of Cases Registered During the Second Quarater
for the Year 2012-2013.
(From 01.07.2012 to 30.09.2012)

| Category | Q1 Total | Quarater - II Circle Wise | | | | | | (Q1+Q2) Total |
|---------------------|----------|---------------------------|-----|-----|-----|-----|----------|------------------|
| | | WGL | KNR | KHM | NZB | ADB | Q2 Total | |
| H.T. Category | 1 | 3 | 0 | 0 | 0 | 22 | 25 | 26 |
| L.T. Category - I | 2 | 7 | 4 | 19 | 0 | 2 | 32 | 34 |
| Category - II | 3 | 1 | 0 | 0 | 0 | 2 | 3 | 6 |
| Category - III | 1 | 1 | 1 | 2 | 0 | 0 | 4 | 5 |
| Other L.T. Category | 3 | 1 | 1 | 0 | 0 | 0 | 2 | 5 |
| Others | 1 | 14 | 7 | 3 | 3 | 1 | 28 | 29 |
| Total | 11 | 27 | 13 | 24 | 3 | 27 | 94 | 105 |

(III) Nature Wise, District Wise Cases Registered During the Second Quarter
for the Year 2012-2013.
(Form 01.07.2012 to 30.09.2012)

| Nature | Q1 Total | Quarater - II Circle Wise | | | | | | (Q1+Q2) Total |
|-------------------------|----------|---------------------------|-----|-----|-----|-----|----------|------------------|
| | | WGL | KNR | KHM | NZB | ADB | Q2 Total | |
| Meter Complaints | 0 | 1 | 1 | 4 | 0 | 0 | 6 | 6 |
| Wrong Billing | 3 | 2 | 0 | 8 | 0 | 2 | 12 | 15 |
| Back Billing | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 |
| Category Change | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Release of New Services | 0 | 5 | 4 | 1 | 2 | 0 | 12 | 12 |
| Title Transfer | 0 | 1 | 1 | 2 | 0 | 0 | 4 | 4 |
| Others | 7 | 18 | 7 | 8 | 1 | 25 | 59 | 66 |
| Total | 11 | 27 | 13 | 24 | 3 | 27 | 94 | 105 |

(IV) Cases Decided in Favour or Against the Consumers During the Second Quarter
for the Year 2012-2013 (From 01.07.2012 to 30.09.2012)

| Circle | Q1 Total | | | Quarter - II | | | | | | | (Q1+Q2) Total |
|------------|--------------------------|------------------------------|-------|--------------------------|------------------|----------------------|------------------------------|------------------|----------------------|----------------|------------------|
| | In Favour of Consumer | In Favour of Organization | Total | In Favour of Consumer | | | In Favour of Organization | | | (A+B) Total | |
| | | | | Q1 (2012- 13) | Q2 (2012- 13) | A - Total (Q1+Q2) | Q1 (2012- 13) | Q2 (2012- 13) | B - Total (Q1+Q2) | | |
| Warangal | 9 | 0 | 9 | 2 | 8 | 10 | 0 | 5 | 5 | 15 | 24 |
| Karimangar | 0 | 0 | 0 | 0 | 9 | 9 | 1 | 2 | 3 | 12 | 12 |
| Khammam | 0 | 0 | 0 | 0 | 20 | 20 | 0 | 0 | 0 | 20 | 20 |
| Nizamabad | 1 | 0 | 1 | 1 | 2 | 3 | 0 | 0 | 0 | 3 | 4 |
| Adilabad | 1 | 1 | 2 | 0 | 3 | 3 | 1 | 0 | 1 | 4 | 6 |
| Total | 11 | 1 | 12 | 3 | 42 | 45 | 2 | 7 | 9 | 54 | 66 |

(V) Status of Pending Cases to the End of Second Quarter for the Year 2012-2013.
(01-07-2012 to 30.09.2012)

| Sl. No. | C.G. No. | Date of Registration | Circle | Reasons for Pendency |
|---------|----------|----------------------|-----------|----------------------|
| 1 | 13 | 13.07.12 | Warangal | Reply Awaited |
| 2 | 17 | 13.07.12 | Warangal | Reply Awaited |
| 3 | 19 | 13.07.12 | Warangal | Reply Awaited |
| 4 | 21 | 13.07.12 | Warangal | Reply Awaited |
| 5 | 21/A | 13.07.12 | Warangal | Reply Awaited |
| 6 | 23 | 13.07.12 | Warangal | Reply Awaited |
| 7 | 39 | 24.07.12 | Khammam | Under Process |
| 8 | 52 | 26.07.12 | Khammam | Reply Awaited |
| 9 | 60 | 26.07.12 | Khammam | Reply Awaited |
| 10 | 62 | 30.07.12 | Nizamabad | Reply Awaited |
| 11 | 68 | 31.07.12 | Adilabad | Reply Awaited |
| 12 | 69 | 31.07.12 | Adilabad | Reply Awaited |
| 13 | 70 | 31.07.12 | Adilabad | Reply Awaited |
| 14 | 71 | 31.07.12 | Adilabad | Reply Awaited |
| 15 | 72 | 31.07.12 | Adilabad | Reply Awaited |
| 16 | 73 | 31.07.12 | Adilabad | Reply Awaited |

| | | | | |
|----|----|----------|----------|---------------|
| 17 | 74 | 31.07.12 | Adilabad | Reply Awaited |
| 18 | 75 | 31.07.12 | Adilabad | Reply Awaited |
| 19 | 76 | 31.07.12 | Adilabad | Reply Awaited |
| 20 | 77 | 31.07.12 | Adilabad | Reply Awaited |
| 21 | 78 | 31.07.12 | Adilabad | Reply Awaited |
| 22 | 79 | 31.07.12 | Adilabad | Reply Awaited |
| 23 | 80 | 31.07.12 | Adilabad | Reply Awaited |
| 24 | 81 | 31.07.12 | Adilabad | Reply Awaited |
| 25 | 82 | 31.07.12 | Adilabad | Reply Awaited |
| 26 | 83 | 31.07.12 | Adilabad | Reply Awaited |
| 27 | 84 | 31.07.12 | Adilabad | Reply Awaited |
| 28 | 85 | 31.07.12 | Adilabad | Reply Awaited |
| 29 | 86 | 31.07.12 | Adilabad | Reply Awaited |
| 30 | 87 | 31.07.12 | Adilabad | Reply Awaited |
| 31 | 88 | 31.07.12 | Adilabad | Reply Awaited |
| 32 | 89 | 31.07.12 | Adilabad | Reply Awaited |
| 33 | 90 | 31.07.12 | Adilabad | Reply Awaited |
| 34 | 91 | 03.08.12 | Warangal | Reply Awaited |
| 35 | 93 | 07.08.12 | Warangal | Reply Awaited |

| | | | | |
|----|-----|----------|------------|---------------|
| 36 | 94 | 07.08.12 | Warangal | Reply Awaited |
| 37 | 95 | 14.08.12 | Khammam | Reply Awaited |
| 38 | 97 | 28.08.12 | Warangal | Reply Awaited |
| 39 | 98 | 10.09.12 | Warangal | Reply Awaited |
| 40 | 99 | 21.09.12 | Karimnagar | Reply Awaited |
| 41 | 100 | 25.09.12 | Warangal | Reply Awaited |
| 42 | 101 | 26.09.12 | Warangal | Reply Awaited |
| 43 | 102 | 26.09.12 | Karimnagar | Reply Awaited |
| 44 | 103 | 26.09.12 | Warangal | Reply Awaited |
| 45 | 104 | 27.09.12 | Adilabad | Reply Awaited |

Compensation Awarded to the End of Second Quarter for the Year 2012-2013.
(From 01.07.2012 to 30.09.2012)

| C.G. No. | Date of Registration | Circle | Date of Order | Compensation Awarded in Rs. | Breif Cause |
|------------|----------------------|------------|---------------|-----------------------------|--|
| 26/2012-13 | 13.07.12 | Karimnagar | 17.08.12 | 2000-00 | Stuck up meter |
| 34/2012-13 | 18.07.12 | Karimnagar | 06.08.12 | 1000-00 | Levy of audit shortfall amount of Rs. 2,13,141/- |
| 55/2012-13 | 24.08.12 | Khammam | 24.08.12 | 2000-00 | Name change not effected |

Details of Local Courts Conducted During the Quarter 01.07.2012 to 30.09.2012 as per guidelines of APERC in Lr. S-324 (A)/Secy/DD-CA/APTEL.DO/10-04/Dt. 18.05.2010.

| Sl. No. | Date | District | Where Local Courts Conducted |
|---------|----------|------------|------------------------------|
| 1 | 13.07.12 | Warangal | Waragnal Circle Office |
| 2 | 18.07.12 | Karimnagar | Karimnagar Circle Office |
| 3 | 26.07.12 | Khammam | Khammmam Circle Office |
| 4 | 30.07.12 | Nizamabad | Nizamabad Circle Office |
| 5 | 31.07.12 | Adilabad | Adilabad Circle Office |