

QUARTERLY REPORT OF CGRF's IN AP
APNPDCL FOR JULY-2013 TO SEPTEMBER-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	82 Cases
3	Number of Greivances Received During the Quarter	109 Cases (Current Quarater)
4	Number of Greivances Disposed During the Quarter	101 Cases (02 Cases 03/13, 78 Cases 06/13 & 21 Cases 09/13)
5	Number of Greivances Pending at the Close of the Quarter	90 Cases
6	Number of Greivances Pending Which are Older than Two Months	3 Cases
7	Number of Sittings of CGRFs in the Quarter	26 Cases
8	Number of Cases in Which Compensations are Awarded in the Quarter	1 Case
9	Total Amount of Compensation Awarded (Rs.) in the Quarter	53,350.00

(I) Number of Complaints Received Month Wise, District Wise During the Second Quarter for the Year of 2013-2014 (From 01.07.2013 to 30.09.2013)

Circle	Period					Total (Q1+Q2)
	Q-I	Q-II				
	April-2013 to June-2013	July . 13	Aug . 13	Sep . 13	Q2 Total	
Warangal	34	7	10	35	52	86
Karimnagar	18	3	1	33	37	55
Khammam	19	2	0	4	6	25
Nizamabad	38	0	0	2	2	40
Adilabad	5	1	0	11	12	17
TOTAL	114	13	11	85	109	223

(II) Category - Wise District Wise of Cases Registered During the Second Quarter
for the Year 2013-2014 (From 01.07.2013 to 30.09.2013)

Category	Q I Total	Quarter - II Circle Wise						Total (QI+QII)
		WGL	KNR	KHM	NZB	ADB	QII Total	
H.T. Category	2	2	0	3	0	3	8	10
L.T. Category - I	17	10	2	1	0	4	17	34
Category - II	3	2	2	0	0	0	4	7
Category - III	3	1	2	1	0	0	4	7
Other L.T. Category	6	15	27	0	2	2	46	52
Others	83	22	4	1	0	3	30	113
Total	114	52	37	6	2	12	109	223

(III) Nature Wise, District Wise Cases Registered During the Second Quarter
for the Year 2013-2014 (From 01.07.2013 to 30.09.2013)

Nature	Q I Total	Quarter - II Circle Wise						Total (QI+QII)
		WGL	KNR	KHM	NZB	ADB	Q II Total	
Meter Complaints	2	1	0	1	0	2	4	6
Wrong Billing	13	9	4	0	2	1	16	29
Back Billing	4	2	7	1	0	3	13	17
Category Change	3	1	1	1	0	0	3	6
Release of New Services	4	4	1	1	0	0	6	10
Title Transfer	2	2	0	0	0	1	3	5
Low Voltage / Addl.Load	12	5	4	1	0	3	13	25
Others	74	28	20	1	0	2	51	125
Total	114	52	37	6	2	12	109	223

(IV) Cases Decided in Favour or Against the Consumers During the Second Quarter
for the Year 2013-2014 (From 01.07.2013 to 30.09.2013)

Circle	Quarter-I			Quarter - II								Total (QI+QII)	
				In Favour of Consumer				In Favour of Organization					(Q-II) - Total
	In Favour of Consumer	In Favour of Organization	(Q1) Total	Q4 (2012-13)	Q1 (2013-14)	Q2 (2013-14)	A - Total (Q4+Q1+Q2)	Q4 (2012-13)	Q1 (2013-14)	Q2 (2013-14)	B - Total (Q4+Q1+Q2)		
Warangal	43	2	45	2	14	12	28	0	0	0	0	28	73
Karimangar	6	1	7	0	11	5	16	0	0	1	1	17	24
Khammam	4	0	4	0	17	1	18	0	0	0	0	18	22
Nizamabad	5	0	5	0	34	0	34	0	0	0	0	34	39
Adilabad	10	1	11	0	1	2	3	0	1	0	1	4	15
Total	68	4	72	2	77	20	99	0	1	1	2	101	173

(V) Status of Pending Cases to the End of Secod Quarter for the Year 2013-2014.

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	95/2013-14	25.06.13	Nizamabad	Under Process
2	114/2013-14	29.06.13	Karimnagar	Under Process
3	120/2013-14	09.07.13	Khammam	Under Process
4	129/2013-14	08.08.13	Warangal	Hearing proposed
5	132/2013-14	14.08.13	Warangal	Under Process
6	133/2013-14	14.08.13	Warangal	Under Process
7	135/2013-14	24.08.13	Warangal	Reply Awaited
8	137/2013-14	28.08.13	Warangal	Hearing proposed
9	139/2013-14	02.09.13	Warangal	Reply Awaited
10	140/2013-14	02.09.13	Warangal	Reply Awaited
11	141/2013-14	03.09.13	Khammam	Hearing proposed
12	142/2013-14	03.09.13	Khammam	Hearing proposed
13	143/2013-14	03.09.13	Khammam	Reply Awaited
14	145/2013-14	05.09.13	Adilabad	Reply Awaited
15	146/2013-14	05.09.13	Adilabad	Reply Awaited
16	147/2013-14	05.09.13	Adilabad	Reply Awaited
17	148/2013-14	05.09.13	Adilabad	Reply Awaited
18	149/2013-14	05.09.13	Adilabad	Reply Awaited
19	150/2013-14	05.09.13	Adilabad	Reply Awaited
20	151/2013-14	05.09.13	Karimnagar	Reply Awaited
21	154/2013-14	10.09.13	Karimnagar	Under Process
22	155/2013-14	11.09.13	Karimnagar	Reply Awaited
23	156/2013-14	11.09.13	Karimnagar	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
24	157/2013-14	12.09.13	Warangal	Reply Awaited
25	158/2013-14	12.09.13	Karimnagar	Reply Awaited
26	159/2013-14	13.09.13	Warangal	Reply Awaited
27	160/2013-14	13.09.13	Warangal	Reply Awaited
28	161/2013-14	13.09.13	Warangal	Reply Awaited
29	162/2013-14	13.09.13	Warangal	Reply Awaited
30	163/2013-14	13.09.13	Warangal	Reply Awaited
31	164/2013-14	13.09.13	Warangal	Reply Awaited
32	165/2013-14	13.09.13	Warangal	Reply Awaited
33	166/2013-14	13.09.13	Warangal	Reply Awaited
34	167/2013-14	13.09.13	Warangal	Reply Awaited
35	168/2013-14	13.09.13	Warangal	Reply Awaited
36	169/2013-14	13.09.13	Warangal	Reply Awaited
37	170/2013-14	13.09.13	Warangal	Reply Awaited
38	171/2013-14	13.09.13	Warangal	Reply Awaited
39	172/2013-14	13.09.13	Warangal	Reply Awaited
40	173/2013-14	13.09.13	Warangal	Reply Awaited
41	174/2013-14	13.09.13	Warangal	Reply Awaited
42	175/2013-14	13.09.13	Warangal	Reply Awaited
43	176/2013-14	13.09.13	Warangal	Reply Awaited
44	177/2013-14	13.09.13	Warangal	Reply Awaited
45	178/2013-14	13.09.13	Warangal	Reply Awaited
46	179/2013-14	13.09.13	Warangal	Reply Awaited
47	180/2013-14	13.09.13	Warangal	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
48	181/2013-14	13.09.13	Warangal	Reply Awaited
49	182/2013-14	13.09.13	Warangal	Reply Awaited
50	183/2013-14	16.09.13	Karimnagar	Under Process
51	184/2013-14	16.09.13	Warangal	Reply Awaited
52	185/2013-14	16.09.13	Nizamabad	Reply Awaited
53	186/2013-14	16.09.13	Nizamabad	Reply Awaited
54	187/2013-14	16.09.13	Warangal	Reply Awaited
55	188/2013-14	18.09.13	Warangal	Reply Awaited
56	189/2013-14	19.09.13	Warangal	Reply Awaited
57	190/2013-14	20.09.13	Karimnagar	Reply Awaited
58	191/2013-14	20.09.13	Karimnagar	Reply Awaited
59	192/2013-14	20.09.13	Karimnagar	Reply Awaited
60	193/2013-14	20.09.13	Karimnagar	Reply Awaited
61	194/2013-14	20.09.13	Karimnagar	Reply Awaited
62	195/2013-14	20.09.13	Karimnagar	Reply Awaited
63	196/2013-14	20.09.13	Karimnagar	Reply Awaited
64	197/2013-14	20.09.13	Karimnagar	Reply Awaited
65	198/2013-14	20.09.13	Karimnagar	Reply Awaited
66	199/2013-14	20.09.13	Karimnagar	Reply Awaited
67	200/2013-14	20.09.13	Karimnagar	Reply Awaited
68	201/2013-14	20.09.13	Karimnagar	Reply Awaited
69	202/2013-14	20.09.13	Karimnagar	Reply Awaited
70	203/2013-14	20.09.13	Karimnagar	Reply Awaited
71	204/2013-14	20.09.13	Karimnagar	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
72	205/2013-14	20.09.13	Karimnagar	Reply Awaited
73	206/2013-14	20.09.13	Karimnagar	Reply Awaited
74	207/2013-14	20.09.13	Karimnagar	Reply Awaited
75	208/2013-14	20.09.13	Karimnagar	Reply Awaited
76	209/2013-14	20.09.13	Karimnagar	Reply Awaited
77	210/2013-14	20.09.13	Karimnagar	Reply Awaited
78	211/2013-14	20.09.13	Khammam	Reply Awaited
79	212/2013-14	23.09.13	Karimnagar	Reply Awaited
80	213/2013-14	23.09.13	Warangal	Reply Awaited
81	214/2013-14	24.09.13	Adilabad	Reply Awaited
82	215/2013-14	24.09.13	Adilabad	Reply Awaited
83	216/2013-14	26.09.13	Karimnagar	Reply Awaited
84	217/2013-14	27.09.13	Karimnagar	Reply Awaited
85	218/2013-14	27.09.13	Karimnagar	Reply Awaited
86	219/2013-14	30.09.13	Adilabad	Under Process
87	220/2013-14	30.09.13	Warangal	Reply Awaited
88	221/2013-14	30.09.13	Warangal	Reply Awaited
89	222/2013-14	30.09.13	Warangal	Reply Awaited
90	223/2013-14	30.09.13	Adilabad	Reply Awaited

Compensation Awarded to the Year 2013-2014. (from 01-04-13 to 30.09.13)

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
Total					280,850.00	

Details of Local Courts Conducted During the Year -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 of Conducted	Circle	Name of the Sub-Division/Division	Number of Cases
1	14.05.2013	Nizamabad	Armoor	3
2	18.05.2013	Karimnagar	Husnabad	0
3	17.06.2013	Nizamabad	Yellareddy	30
4	19.06.2013	Karimnagar	Jammikunta	4
5	21.06.2013	Karimnagar	Jagitial	9
6	24.06.2013	Nizamabad	Bodhan	3
7	26.06.2013	Khammam	Madhira	17
8	03.09.2013	Khammam	Bhadrachalam	3
9	05.09.2013	Adilabad	Bhainsa	8
10	11.09.2013	Karimnagar	Metpally	2
11	13.09.2013	Warangal	Thorrur	24
12	20.09.2013	Karimnagar	Dharmaram	21
TOTAL				124