

QUARTERLY REPORT OF CGRF's IN TELANGANA

TSNPDCL FOR APRIL-2014 TO JUNE -2014

Sl. No.	Disposal of Greivances by CGRFs	TOTAL
1	Name of the CGRF	TSNPDCL/Warangal
2	Number of Greivances Outstanding at the Close of Previous Quarter	17 Cases
3	Number of Greivances Received During the Quarter	125 Cases (Current Quarater)
4	Number of Greivances Disposed During the Quarter	38 Cases (17 Cases Q1/2014 21 Cases Q2/14)
5	Number of Greivances Pending at the Close of the Quarter	104 Cases (Current Quarater)
6	Number of Greivances Pending Which are Older than Two Months	01 Case
7	Number of Sittings of CGRFs in the Quarter	5 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 Second Quarter
for the Calendar Year of 2014
(From 01.04.2014 to 30.06.2014)

Circle	Period				Period				(Q1) + (Q2) Total
	Q1				Q2				
	Jan-14	Feb-14	Mar-14	Q1 Total	Apr-14	May-14	Jun-14	Q2 Total	
Warangal	9	5	18	32	8	15	23	46	78
Karimnagar	1	0	0	1	0	1	35	36	37
Khammam	1	0	1	2	0	0	30	30	32
Nizamabad	2	0	0	2	1	0	0	1	3
Adilabad	0	2	0	2	3	9	0	12	14
TOTAL	13	7	19	39	12	25	88	125	164

(II) Category - Wise District Wise of Cases Registered During the Second Quarater
for the Calendar Year 2014.
(From 01.04.2014 to 30.06.2014)

Category	Quarater - I Circle Wise						Quarater - 2 Circle Wise						(Q1+Q2) Total
	WGL	KNR	KHM	NZB	ADB	Q1 Total	WGL	KNR	KHM	NZB	ADB	Q2 Total	
H.T. Category	1	0	0	0	2	3	2	3	0	0	1	6	9
L.T. Cat - I	2	0	1	0	0	3	11	8	2	1	1	23	26
Category - II	2	0	0	0	0	2	4	0	1	0	2	7	9
Category - III	2	0	0	1	0	3	0	0	1	0	0	1	4
Other L.T. Category	0	0	0	0	0	0	1	5	3	0	0	9	9
Others	25	1	1	1	0	28	28	20	23	0	8	79	107
Total	32	1	2	2	2	39	46	36	30	1	12	125	164

(III) Nature Wise, District Wise Cases Registered During the Second Quarater
for the Calendar Year 2014. (From 01.04.2014 to 30.06.2014)

Nature	Quarater - I Circle Wise						Quarater - 2 Circle Wise						(Q1 +Q2) Total
	WGL	KNR	KHM	NZB	ADB	Q1 Total	WGL	KNR	KHM	NZB	ADB	Q2 Total	
Meter Complaints	0	0	0	0	0	0	2	2	1	0	0	5	5
Wrong Billing	6	0	0	0	0	6	13	9	1	1	3	27	33
Back Billing	0	0	0	0	1	1	0	0	1	0	0	1	2
Category Change	0	0	0	1	0	1	1	0	0	0	0	1	2
Release of New Services	15	0	0	1	0	16	2	2	4	0	0	8	24
Title Transfer	0	0	0	0	0	0	0	0	0	0	0	0	0
Low Voltage / Addl.Load	2	0	0	0	0	2	1	2	2	0	0	5	7
Others	9	1	2	0	1	13	27	21	21	0	9	78	91
Total	32	1	2	2	2	39	46	36	30	1	12	125	164

(IV) Cases Decided in Favour or Against the Consumers During the Second Quarater
for the Calendar Year 2014 (From 01.04.2014 to 30.06.2014)

Circle	Quarater - I							Quarater - II							(Q1 + Q2) Total
	In Favour of Consumer			In Favour of Organization				In Favour of Consumer			In Favour of Organization				
	Q3 (2013-14)	Q1 (2014)	A - Total (Q3+Q1)	Q3 (2013-14)	Q1 (2014)	B - Total (Q3+Q1)	(A+B) Total	Q1 (2014)	Q2 (2014)	A - Total (Q1+Q2)	Q1 (2014)	Q2 (2014)	B - Total (Q1+Q2)	(A+B) Total	
Warangal	7	15	22	1	1	2	24	16	14	30	0	1	1	31	55
Karimangar	0	1	1	0	0	0	1	0	1	1	0	0	0	1	2
Khammam	6	0	6	1	1	2	8	0	0	0	1	0	1	1	9
Nizamabad	3	1	4	0	1	1	5	0	1	1	0	0	0	1	6
Adilabad	5	1	6	3	1	4	10	0	3	3	0	1	1	4	14
Total	21	18	39	5	4	9	48	16	19	35	1	2	3	38	86

(V) Status of Pending Cases to the End of Second Quarter for the Calendar Year 2014.
(01-04-2014 to 30.06.2014)

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	51/2014	25.04.2014	Adilabad	Under Process
2	55/2014	08.05.2014	Warangal	Reply Awaited
3	56/2014	13.05.2014	Warangal	Field Visit Dt. _____
4	57/2014	24.05.2014	Warangal	Reply Awaited
5	58/2014	24.05.2014	Warangal	Under Process
6	60/2014	24.05.2014	Warangal	Reply Awaited
7	64/2014	27.05.2014	Warangal	Reply Awaited
8	65/2014	27.05.2014	Warangal	Reply Awaited
9	66/2014	28.05.2014	Adilabad	Under Process
10	69/2014	28.05.2014	Adilabad	Under Process
11	70/2014	28.05.2014	Adilabad	Under Process
12	71/2014	28.05.2014	Adilabad	Under Process
13	72/2014	28.05.2014	Adilabad	Under Process
14	73/2014	28.05.2014	Adilabad	Under Process
15	74/2014	28.05.2014	Adilabad	Under Process
16	75/2014	30.05.2014	Warangal	Reply Awaited
17	76/2014	31.05.2014	Warangal	Hearing conducted on 02.07.2014
18	77/2014	06.06.2014	Warangal	Reply Awaited
19	78/2014	11.06.2014	Warangal	Reply Awaited
20	79/2014	11.06.2014	Warangal	Reply Awaited
21	80/2014	13.06.2014	Karimnagar	Hearing conducted on 03.07.2014

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
22	81/2014	17.06.2014	Karimnagar	Reply Awaited
23	82/2014	17.06.2014	Karimnagar	Reply Awaited
24	83/2014	17.06.2014	Karimnagar	Reply Awaited
25	84/2014	17.06.2014	Karimnagar	Reply Awaited
26	85/2014	17.06.2014	Karimnagar	Reply Awaited
27	86/2014	17.06.2014	Karimnagar	Reply Awaited
28	87/2014	17.06.2014	Karimnagar	Reply Awaited
29	88/2014	17.06.2014	Karimnagar	Reply Awaited
30	89/2014	17.06.2014	Karimnagar	Reply Awaited
31	90/2014	17.06.2014	Karimnagar	Reply Awaited
32	91/2014	17.06.2014	Karimnagar	Reply Awaited
33	92/2014	17.06.2014	Karimnagar	Reply Awaited
34	93/2014	17.06.2014	Karimnagar	Reply Awaited
35	94/2014	18.06.2014	Warangal	Reply Awaited
36	95/2014	18.06.2014	Warangal	Reply Awaited
37	96/2014	18.06.2014	Warangal	Reply Awaited
38	97/2014	18.06.2014	Warangal	Reply Awaited
39	98/2014	18.06.2014	Warangal	Reply Awaited
40	99/2014	18.06.2014	Warangal	Reply Awaited
41	100/2014	18.06.2014	Warangal	Reply Awaited
42	101/2014	18.06.2014	Warangal	Reply Awaited
43	102/2014	18.06.2014	Karimnagar	Under Process

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
44	103/2014	18.06.2014	Karimnagar	Reply Awaited
45	104/2014	19.06.2014	Karimnagar	Reply Awaited
46	106/2014	20.06.2014	Karimnagar	Reply Awaited
47	107/2014	20.06.2014	Karimnagar	Reply Awaited
48	108/2014	20.06.2014	Karimnagar	Reply Awaited
49	109/2014	20.06.2014	Karimnagar	Reply Awaited
50	110/2014	20.06.2014	Karimnagar	Reply Awaited
51	111/2014	20.06.2014	Karimnagar	Reply Awaited
52	112/2014	23.06.2014	Warangal	Reply Awaited
53	113/2014	23.06.2014	Warangal	Reply Awaited
54	114/2014	23.06.2014	Warangal	Reply Awaited
55	115/2014	23.06.2014	Warangal	Reply Awaited
56	116/2014	23.06.2014	Warangal	Reply Awaited
57	117/2014	23.06.2014	Warangal	Reply Awaited
58	118/2014	23.06.2014	Warangal	Reply Awaited
59	119/2014	23.06.2014	Warangal	Reply Awaited
60	120/2014	24.06.2014	Karimnagar	Reply Awaited
61	121/2014	24.06.2014	Karimnagar	Reply Awaited
62	122/2014	24.06.2014	Karimnagar	Reply Awaited
63	123/2014	24.06.2014	Karimnagar	Reply Awaited
64	124/2014	24.06.2014	Karimnagar	Reply Awaited
65	125/2014	24.06.2014	Karimnagar	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
66	126/2014	24.06.2014	Karimnagar	Reply Awaited
67	127/2014	24.06.2014	Karimnagar	Reply Awaited
68	128/2014	24.06.2014	Karimnagar	Reply Awaited
69	129/2014	24.06.2014	Karimnagar	Reply Awaited
70	130/2014	24.06.2014	Karimnagar	Reply Awaited
71	131/2014	25.06.2014	Khammam	Reply Awaited
72	132/2014	25.06.2014	Khammam	Reply Awaited
73	133/2014	25.06.2014	Khammam	Reply Awaited
74	134/2014	25.06.2014	Khammam	Reply Awaited
75	135/2014	25.06.2014	Khammam	Reply Awaited
76	136/2014	25.06.2014	Khammam	Reply Awaited
77	137/2014	25.06.2014	Khammam	Reply Awaited
78	138/2014	25.06.2014	Khammam	Reply Awaited
79	139/2014	25.06.2014	Khammam	Reply Awaited
80	140/2014	25.06.2014	Khammam	Reply Awaited
81	141/2014	25.06.2014	Khammam	Reply Awaited
82	142/2014	25.06.2014	Khammam	Reply Awaited
83	143/2014	25.06.2014	Khammam	Reply Awaited
84	144/2014	25.06.2014	Khammam	Reply Awaited
85	145/2014	25.06.2014	Khammam	Reply Awaited
86	146/2014	25.06.2014	Khammam	Reply Awaited
87	147/2014	25.06.2014	Khammam	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
88	148/2014	25.06.2014	Khammam	Reply Awaited
89	149/2014	25.06.2014	Khammam	Reply Awaited
90	150/2014	25.06.2014	Khammam	Reply Awaited
91	151/2014	25.06.2014	Khammam	Reply Awaited
92	152/2014	25.06.2014	Khammam	Reply Awaited
93	153/2014	25.06.2014	Khammam	Reply Awaited
94	154/2014	25.06.2014	Khammam	Reply Awaited
95	155/2014	25.06.2014	Khammam	Reply Awaited
96	156/2014	25.06.2014	Khammam	Reply Awaited
97	157/2014	25.06.2014	Khammam	Reply Awaited
98	158/2014	25.06.2014	Khammam	Reply Awaited
99	159/2014	25.06.2014	Khammam	Reply Awaited
100	160/2014	26.06.2014	Warangal	Reply Awaited
101	161/2014	26.06.2014	Khammam	Reply Awaited
102	162/2014	28.06.2014	Warangal	Reply Awaited
103	163/2014	28.06.2014	Warangal	Reply Awaited
104	164/2014	30.06.2014	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 Second Quarter for the Calendar Year 2014.
(From 01.01.2014 to 30.06.2014)

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 C.Y -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 of Conducted	Circle	Name of the Division/Sub-Division	Number of Cases registered
1	24.05.14	Warangal	Wardhannapet	6
2	28.05.14	Adilabad	Luxettipet	9
3	17.06.14	Karimnagar	B.D.Pally	13
4	18.06.14	Warangal	Nekkonda	8
5	20.06.14	Karimnagar	Manthini	7
6	23.06.14	Warangal	Cherial	8
7	24.06.14	Karimnagar	Husnabad	10
8	25.06.14	Khammam	Yellandu	29
TOTAL				90