

QUARTERLY REPORT OF CGRF-I/TSNPDCL  
(JULY - 2017 TO SEPTEMBER - 2017)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous 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)
2	Number of Greivances Received During the Quarter	90 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	85 Cases (01 Case Q2/2016 03 Cases Q3/2016 01 Case Q4/2016 15 Cases Q1/2017 24 Cases Q2/2017 41 Cases Q3/2017)
4	Number of Greivances Pending at the Closure of the Quarter as on 30.09.2017	70 Cases (01 Case Q3/2016 10 Cases Q1/2017 10 Cases Q2/2017 49 Cases Q3/2017)
5	Number of Greivances Pending Which are Older than Two Months	33 Cases (01 Case Q3/2016 10 Cases Q1/2017 10 Cases Q2/2017 12 Cases Q3/2017)
6	Number of Sittings of CGRFs in the Quarter	38 ( 17 Cases Hearings 21 sittings Local Courts)
7	Number of Cases in Which Compensation was Awarded in the Quarter	08 Cases
8	Total Amount of Compensation Awarded in the Quarter	Rs.1,42,400

(I) Number of Complaints Received Month Wise, District Wise up to 3rd Quarter for the Calendar Year - 2017

Circle	2016	Period				Period				Period				(2016) + (Q1+Q2+ Q3) Total
		Q1				Q2				Q3				
		Jan-17	Feb-17	Mar-17	Q1 Total	Apr-17	May-17	Jun-17	Q2 Total	Jul-17	Aug-17	Sep-17	Q3 Total	
WGL	137	17	13	2	32	11	2	14	27	16	28	17	61	257
KNR	64	5	4	2	11	16	1	7	24	13	4	4	21	120
KMM	138	30	9	14	53	3	2	4	9	5	2	1	8	208
NZB	68	0	0	0	0	0	0	0	0	0	0	0	0	68
ADB	89	0	0	0	0	0	0	0	0	0	0	0	0	89
TOTAL	496	52	26	18	96	30	5	25	60	34	34	22	90	742

(II) Category - Wise District Wise Cases Registered up to  
3rd Quarter for the Calendar Year - 2017.

Category	2016	Quarater - I Circle Wise				Quarater - 2 Circle Wise				Quarater - 3 Circle Wise				(2016) + (Q1+Q2+Q3) Total
		WGL	KNR	KHM	Q1 Total	WGL	KNR	KHM	Q2 Total	WGL	KNR	KHM	Q2 Total	
H.T. Cat	10	0	3	0	3	0	1	0	1	1	0	0	1	15
L.T. Cat-I	99	13	1	4	18	6	4	4	14	15	1	2	18	149
Cat - II	37	7	0	3	10	6	0	0	6	4	0	1	5	58
Cat- III	29	1	1	1	3	4	2	1	7	3	1	0	4	43
Other L.T.Cat	90	1	0	0	1	0	0	0	0	1	0	0	1	92
Others	231	10	6	45	61	11	17	4	32	37	19	5	61	385
Total	496	32	11	53	96	27	24	9	60	61	21	8	90	742

(III) Nature Wise, District Wise Cases Registered up to 3rd Quarter  
for the Calendar Year - 2017.

Nature	2016	Quarater - I Circle Wise				Quarater - 2 Circle Wise				Quarater - 3 Circle Wise				(2016) + (Q1+Q2+ Q3) Total
		WGL	KNR	KHM	Total	WGL	KNR	KHM	Total	WGL	KNR	KHM	Total	
Meter Complaints	7	4	0	0	4	1	0	0	1	1	0	0	1	13
Wrong Billing	92	11	1	5	17	5	5	4	14	17	2	3	22	145
Back Billing	18	4	1	0	5	2	0	0	2	1	0		1	26
Category Change	10	1	0	0	1	2	0	0	2	2	0	0	2	15
Release of New Services	11	5	0	1	6	0	0	0	0	0	1	2	3	20
Title Transfer	10	2	0	1	3	0	0	0	0	0	0	0	0	13
Low Voltage / Addl.Load	29	0	0	10	10	1	1	0	2	3	3	2	8	49
Others	319	5	9	36	50	16	18	5	39	37	15	1	53	461
Total	496	32	11	53	96	27	24	9	60	61	21	8	90	742

(IV) Cases Disposed in Favour of Consumer/Organisation up to 3rd Quarter for the Calendar Year - 2017

Circle	2016			Quarater - 1										Quarater - 2										Quarater - 3										(2016) + (Q1) + (Q2+Q3) Total								
	In favour of consumers		Total	In Favour of Consumer					In Favour of Organization					In Favour of Consumer					In Favour of Organization					(A+B) Total																		
	In favour of Organisation	Total		Q2 (2016)	Q3 (2016)	Q4 (2016)	Q1 (2017)	A - Total (Q2+Q3+Q4+Q1)	Q2 (2016)	Q3 (2016)	Q4 (2016)	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)	Q2 (2016)	Q3 (2016)		Q4 (2016)	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)						
																																					(A+B) Total	(A+B) Total	(A+B) Total			
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	1	3	0	2	15	25	46	0	0	0	0	1	1	47	234
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	24	0	0	1	2	7	11	21	0	0	0	0	0	0	21	106	
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	0	0	0	11	2	4	17	0	0	0	0	0	0	17	193
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	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	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	1	3	1	15	24	40	84	0	0	0	0	1	1	85	640

(V) Status of Pending Cases to the End of Third Quarter for the Calendar Year - 2017 as on 30.09.2017.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	341	20.09.16	Khammam	File is under circulation
2	2	03.01.2017	Khammam	Reports awaited from the respondents
3	4	03.01.2017	Khammam	Reports awaited from the respondents
4	6	03.01.2017	Khammam	Reports awaited from the respondents
5	11	03.01.2017	Khammam	Reports awaited from the respondents
6	15	03.01.2017	Khammam	Reports awaited from the respondents
7	16	03.01.2017	Khammam	Reports awaited from the respondents
8	21	03.01.2017	Khammam	Reports awaited from the respondents
9	82	14.03.2017	Khammam	Reports awaited from the respondents
10	83	14.03.2017	Khammam	Reports awaited from the respondents
11	90	15.03.2017	Khammam	Reports awaited from the respondents
12	98	03.04.2017	Warangal	Reports awaited from the respondents
13	99	03.04.2017	Warangal	Reports awaited from the respondents
14	104	10.04.2017	Warangal	Reports awaited from the respondents
15	112	13.04.2017	Karimnagar	Reports awaited from the respondents
16	128	16.05.2017	Khammam	Reports awaited from the respondents
17	135	08.06.2017	Karimnagar	Reports awaited from the respondents
18	136	08.06.2017	Karimnagar	Reports awaited from the respondents
19	137	08.06.2017	Karimnagar	Reports awaited from the respondents
20	138	08.06.2017	Karimnagar	Reports awaited from the respondents
21	152	17.06.2017	Khammam	Hearing proposed on 11.10.2017
22	159	03.07.2017	Warangal	Reports awaited from the respondents
23	161	03.07.2017	Warangal	Reports awaited from the respondents
24	162	03.07.2017	Warangal	Reports awaited from the respondents
25	163	03.07.2017	Warangal	Reports awaited from the respondents
26	165	04.07.2017	Warangal	Reports awaited from the respondents
27	166	04.07.2017	Warangal	Reports awaited from the respondents
28	172	06.07.2017	Karimnagar	Reports awaited from the respondents
29	173	06.07.2017	Karimnagar	Reports awaited from the respondents
30	176	06.07.2017	Karimnagar	Reports awaited from the respondents
31	179	07.07.2017	Karimnagar	Reports awaited from the respondents
32	181	12.07.2017	Khammam	Reports awaited from the respondents
33	183	12.07.2017	Khammam	Reports awaited from the respondents
34	193	09.08.2017	Warangal	Reports awaited from the respondents
35	194	09.08.2017	Warangal	Reports awaited from the respondents
36	196	10.08.2017	Warangal	Reports awaited from the respondents
37	197	10.08.2017	Warangal	Reports awaited from the respondents
38	198	10.08.2017	Warangal	Reports awaited from the respondents
39	199	10.08.2017	Warangal	Reports awaited from the respondents
40	200	10.08.2017	Warangal	Reports awaited from the respondents
41	201	10.08.2017	Warangal	Reports awaited from the respondents
42	202	10.08.2017	Warangal	Reports awaited from the respondents
43	203	10.08.2017	Warangal	Reports awaited from the respondents
44	204	11.08.2017	Khammam	Reports awaited from the respondents
45	207	18.08.2017	Karimnagar	Reports awaited from the respondents
46	212	21.08.2017	Warangal	Reports awaited from the respondents
47	215	21.08.2017	Warangal	Reports awaited from the respondents
48	217	21.08.2017	Warangal	Reports awaited from the respondents
49	219	22.08.2017	Warangal	Reports awaited from the respondents
50	221	24.08.2017	Karimnagar	Reports awaited from the respondents
51	225	04.09.2017	Karimnagar	Reports awaited from the respondents
52	226	04.09.2017	Karimnagar	Reports awaited from the respondents
53	227	04.09.2017	Karimnagar	Reports awaited from the respondents
54	228	06.09.2017	Warangal	Reports awaited from the respondents
55	229	06.09.2017	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
56	230	06.09.2017	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
57	231	06.09.2017	Warangal	Reports awaited from the respondents
58	232	06.09.2017	Warangal	Reports awaited from the respondents
59	233	06.09.2017	Warangal	Reports awaited from the respondents
60	234	06.09.2017	Warangal	Reports awaited from the respondents
61	235	06.09.2017	Warangal	Reports awaited from the respondents
62	236	06.09.2017	Warangal	Reports awaited from the respondents
63	237	12.09.2017	Warangal	Reports awaited from the respondents
64	238	12.09.2017	Warangal	Reports awaited from the respondents
65	239	12.09.2017	Warangal	Reports awaited from the respondents
66	242	13.09.2017	Warangal	Hearing proposed on 13.10.2017
67	243	14.09.2017	Khammam	Reports awaited from the respondents
68	244	21.09.2017	Karimnagar	Reports awaited from the respondents
69	245	25.09.2017	Warangal	Hearing proposed on 11.10.2017
70	246	25.09.2017	Warangal	Reports awaited from the respondents



Compensation Awarded by the Forum for the Calendar Year 2017

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Brief Cause	Status of Implementation Report
1	482/2016	16.12.16	Karimnagar	20.07.17	20,800	Low voltage problem	Implementation report is yet to be received from the respondents.
2	333/2016	17.09.16	Warangal	25.09.17	27,200	Provide DTR to the agriculture wells	Implementation report is yet to be received from the respondents.
3	335/2016	17.09.16	Warangal	08.08.17	26,000	Provide 63 KVA DTR	Implementation report is yet to be received from the respondents.
4	25/2017	03.01.17	Khammam	31.08.17	15,400	Low voltage problem	Implementation report is yet to be received from the respondents.
5	80/2017	03.03.17	Warangal	26.07.17	18,400	Provide DTR in load center	Implementation report is yet to be received from the respondents.
6	106/2017	10.04.17	Warangal	10.08.17	11,400	Excess bill	Implementation report is yet to be received from the respondents.
7	195/2017	10.08.17	Warangal	31.08.17	8,800	Meter not provided to new servie	Implementation report is yet to be received from the respondents.
8	222/2017	24.08.17	Khammam	12.09.17	14,400	Delay in release of service	Implementation report is yet to be received from the respondents.
Total					142,400.00		

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/ Section	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
17	03.04.2017	Warangal	Nellikuduru	3
18	04.04.2017	Warangal	Mulugu Ghanpur	3
19	13.04.2017	Karimnagar	Mallapur	16
20	15.04.2017	Karimnagar	Kataram	0
21	17.04.2017	Khammam	N.V.Venkatapuram	1
22	18.04.2017	Khammam	Mulkalapally	2
23	16.05.2017	Khammam	Khammam	2
24	07.06.2017	Karimnagar	Sultanabad	0
25	08.06.2017	Karimnagar	Veenavanka	7
26	09.06.2017	Warangal	Zaffargadh	1
27	15.06.2017	Warangal	Gudur	6
28	16.06.2017	Khammam	Bonakal	2
29	17.06.2017	Khammam	Kothalingala	2
30	03.07.2017	Warangal	Regonda	7