

QUARTERLY REPORT OF CGRF's IN AP
APNPDCL FOR OCTOBER-2013 TO DECEMBER-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	90 Cases
3	Number of Greivances Received During the Quarter	81 Cases (Current Quarater)
4	Number of Greivances Disposed During the Quarter	145 Cases (02 Cases (Q1), 88 Cases (Q2) & 55 Cases (Q3)
5	Number of Greivances Pending at the Close of the Quarter	26 Cases
6	Number of Greivances Pending Which are Older than Two Months	2 Cases
7	Number of Sittings of CGRFs in the Quarter	19 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	34,900.00

(I) Number of Complaints Received Month Wise, District Wise During the Third Quarater
for the Year of 2013-2014 (From 01.10.2013 to 31.12.2013)

Circle	Period						Total (Q1+Q2+Q3)
	Q-1	Q-2	Q-3				
	April-2013 to June-2013	July-2013 to Sep.-2013	Oct . 13	Nov . 13	Dec . 13	Q-3 Total	
Warangal	34	52	6	16	5	27	113
Karimnagar	18	37	1	0	0	1	56
Khammam	19	6	1	6	1	8	33
Nizamabad	38	2	0	1	3	4	44
Adilabad	5	12	4	35	2	41	58
TOTAL	114	109	12	58	11	81	304

(II) Category - Wise District Wise of Cases Registered During the Third Quarter
for the Year 2013-2014 (From 01.10.2013 to 31.12.2013)

Category	Q-1 Total	Q-2 Total	Quarter - 3 Circle Wise						Total (Q1+Q2+ Q3)
			WGL	KNR	KHM	NZB	ADB	Q-3 Total	
H.T. Category	2	8	2	0	0	0	3	5	15
L.T. Category - I	17	17	6	0	0	0	7	13	47
Category - II	3	4	3	1	0	0	2	6	13
Category - III	3	4	0	0	1	0	2	3	10
Other L.T. Category	6	46	1	0	3	0	0	4	56
Others	83	30	15	0	4	4	27	50	163
Total	114	109	27	1	8	4	41	81	304

(III) Nature Wise, District Wise Cases Registered During the Third Quarter
for the Year 2013-2014 (From 01.10.2013 to 31.12.2013)

Nature	Q-1 Total	Q-2 Total	Quarter - 3 Circle Wise						Total (Q1+Q2+ Q3)
			WGL	KNR	KHM	NZB	ADB	Q - 3 Total	
Meter Complaints	2	4	1	0	0	0	5	6	12
Wrong Billing	13	16	6	1	1	0	10	18	47
Back Billing	4	13	1	0	2	0	0	3	20
Category Change	3	3	1	0	0	0	0	1	7
Release of New Services	4	7	3	0	0	0	1	4	15
Title Transfer	2	3	0	0	1	0	0	1	6
Low Voltage / Addl.Load	14	13	0	0	0	0	4	4	31
Others	70	52	14	0	4	4	22	44	166
Total	112	111	26	1	8	4	42	81	304

(IV) Cases Decided in Favour or Against the Consumers During the Third Quarter
for the Year 2013-2014 (From 01.10.2013 to 31.12.2013)

Circle	Quarter-1			Quarter-2			Quarter - 3								Total (QI+QII)	
	In Favour of Consumer	In Favour of Organization	(Q1) Total	In Favour of Consumer	In Favour of Organization	(Q2) Total	In Favour of Consumer				In Favour of Organization					(A+B) - Total
							Q1 (2013-14)	Q2 (2013-14)	Q3 (2013-14)	A - Total (Q1+Q2+Q3)	Q1 (2013-14)	Q2 (2013-14)	Q3 (2013-14)	B - Total (Q1+Q2+Q3)		
Warangal	43	2	45	28	0	28	0	37	17	54	0	3	2	5	59	132
Karimangar	6	1	7	16	1	17	1	30	1	32	0	1	0	1	33	57
Khammam	4	0	4	18	0	18	0	5	1	6	0	0	0	0	6	28
Nizamabad	5	0	5	34	0	34	1	2	1	4	0	0	0	0	4	43
Adilabad	10	1	11	3	1	4	0	10	30	40	0	0	3	3	43	58
Total	68	4	72	99	2	101	2	84	50	136	0	4	5	9	145	318

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

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	224/2013-14	05.10.13	Adilabad	Clarification sought from CGM/Comml.
2	235/2013-14	30.10.13	Adilabad	Under Process
3	249/2013-14	05.11.13	Adilabad	Under Process
4	250/2013-14	05.11.13	Adilabad	Under Process
5	261/2013-14	05.11.13	Adilabad	Under Process
6	275/2013-14	06.11.13	Warangal	Hearing proposed
7	281/2013-14	08.11.13	Khammam	Reply Awaited
8	282/2013-14	08.11.13	Khammam	Reply Awaited
9	283/2013-14	08.11.13	Khammam	Reply Awaited
10	284/2013-14	08.11.13	Khammam	Reply Awaited
11	285/2013-14	08.11.13	Khammam	Reply Awaited
12	286/2013-14	08.11.13	Khammam	Reply Awaited
13	287/2013-14	08.11.13	Khammam	Reply Awaited
14	291/2013-14	22.11.13	Adilabad	Hearing proposed
15	292/2013-14	27.11.13	Warangal	Under Process
16	294/2013-14	02.12.13	Khammam	Hearing proposed
17	295/2013-14	11.12.13	Warangal	Under Process
18	296/2013-14	11.12.13	Warangal	Hearing proposed
19	297/2013-14	16.12.13	Adilabad	Under Process
20	298/2013-14	18.12.13	Nizamabad	Reply Awaited
21	299/2013-14	18.12.13	Nizamabad	Reply Awaited
22	300/2013-14	18.12.13	Nizamabad	Reply Awaited
23	301/2013-14	24.12.13	Warangal	Reply Awaited
24	302/2013-14	27.12.13	Warangal	Under Process
25	303/2013-14	31.12.13	Adilabad	Reply Awaited
26	304/2013-14	31.12.13	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	

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
13	05.11.2013	Adilabad	Bellampally	33
14	06.11.2013	Warangal	Parkal	5
15	07.11.2013	Warangal	Dornakal	5
16	08.11.2013	Khammam	Sathupally	6
TOTAL				173