

QUARTERLY REPORT OF CGRF/TSNPDCL  
(JULY-2016 TO SEPTEMBER -2016)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 30.06.2016	127 Cases (64 Cases Q1/2016 63 Cases Q2/2016)
2	Number of Greivances Received During the Quarter	62 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	42 Cases (09 Cases Q1/2016 19 Cases Q2/2016 11 Cases Q3/2016 03 Cases Q4/2016)
4	No.of greivances transmited to CGRF-II	85 Cases
5	Number of Greivances Pending at the Closure of the Quarter as on 30.09.2016	62 Cases (05 Cases Q1/2016 09 Cases Q2/2016 48 Cases Q3/2016)
6	Number of Greivances Pending Which are Older than Two Months	15 Cases (05 Cases Q1/2016 09 Cases Q2/2016 01 Case Q3/2016)
7	Number of Sittings of CGRFs in the Quarter	40 ( 28 Cases Hearings 12 sittings Local Courts)
8	Number of Cases in Which Compensation was Awarded in the Quarter	02 Cases
9	Total Amount of Compensation Awarded in the Quarter	Rs.6,000.00

(I) Number of Complaints Received Month Wise, District Wise up to 3rd Quarter  
for the Calendar Year - 2016

Circle	2015	Period				Period				Period				(2015) + (Q1+Q2+ Q3) Total
		Q1				Q2				Q3				
		Jan-16	Feb-16	Mar-16	Q1 Total	Apr-16	May-16	Jun-16	Q2 Total	Jul-16	Aug-16	Sep-16	Q3 Total	
WGL	82	24	13	12	49	7	13	4	24	1	9	16	26	181
KNR	77	2	4	6	12	12	10	0	22	1	1	6	8	119
KMM	120	5	1	4	10	3	8	1	12	0	20	8	28	170
NZB	59	7	4	42	53	7	5	3	15	0	0	0	0	127
ADB	191	11	22	16	49	23	17	0	40	0	0	0	0	280
TOTAL	529	49	44	80	173	52	53	8	113	2	30	30	62	877

(II) Category - Wise District Wise Cases Registered up to 3rd Quarter  
for the Calendar Year - 2016.

Category	2015	Quarater - I Circle Wise						Quarater - II Circle Wise						Quarater - III Circle Wise				(2015) + (Q1+Q2+ Q3) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	WGL	KNR	KHM	NZB	ADB	Q2 Total	WGL	KNR	KHM	Q3 Total	
H.T. Cat	13	0	1	0	1	0	2	0	5	0	0	1	6	0	2	0	2	23
L.T. Cat-I	160	25	1	3	5	19	53	1	2	5	1	7	16	6	4	1	11	240
Cat - II	61	6	0	2	1	6	15	2	1	1	0	1	5	2	1	4	7	88
Cat- III	15	6	0	1	0	3	10	2	4	0	0	0	6	0	1	1	2	33
Other L.T.Cat	53	4	1	2	0	2	9	1	0	1	1	3	6	3	0	1	4	72
Others	227	8	9	2	46	19	84	18	10	5	13	28	74	14	1	21	36	421
Total	529	49	12	10	53	49	173	24	22	12	15	40	113	25	9	28	62	877

(III) Nature Wise, District Wise Cases Registered up to 3rd Quarter  
for the Calendar Year - 2016.

Nature	2015	Quarater - I Circle Wise						Quarater - II Circle Wise						Quarater - III Circle Wise						(2015) + (Q1+ Q2+ Q3) Total
		WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	15	1	0	0	0	1	2	0	1	0	0	1	2	0	0	1	0	0	1	20
Wrong Billing	140	26	1	2	6	15	50	2	4	2	1	5	14	4	1	2	0	0	7	211
Back Billing	12	3	1	0	0	0	4	2	5	1	0	1	9	1	3	1	0	0	5	30
Category Change	18	1	0	2	1	0	4	1	0	0	0	0	1	1	1	1	0	0	3	26
Release of New Services	8	2	0	0	0	1	3	1	0	1	1	5	8	0	0	0	0	0	0	19
Title Transfer	16	2	1	2	0	1	6	0	0	0	0	1	1	0	1	0	0	0	1	24
Low Voltage / Addl.Load	63	1	1	0	4	6	12	1	3	0	0	0	4	1	2	4	0	0	7	86
Others	257	13	8	4	42	25	92	17	9	8	12	28	74	18	1	19	0	0	38	461
Total	529	49	12	10	53	49	173	24	22	12	14	41	113	25	9	28	0	0	62	877

(IV) Cases Disposed in Favour of Consumer/Organisation up to 3rd Quarter  
for the Calendar Year - 2016

Circle	2015			Quarater - I										Quarater - II										Quarater - III										Total (2015) + (Q1+Q2+Q3) Total													
	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer					In Favour of Organization					Q3 (2015)	Q4 (2015)	In Favour of Consumer					In Favour of Organization					Q3 (2016)	Q4 (2016)	In Favour of Consumer					In Favour of Organization														
				Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)	Q1 (2016)	A - Total (Q1+Q2+Q3+Q4+Q1)	Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)			Q1 (2016)	B - Total (Q1+Q2+Q3+Q4+Q1)	Q3 (2015)	Q4 (2015)	Q1 (2016)	Q2 (2016)	Q3 (2016)	Q4 (2016)	A - Total (Q1+Q2+Q3+Q4)	Q1 (2016)			Q2 (2016)	Q3 (2016)	Q4 (2016)	A - Total (Q1+Q2+Q3+Q4)	Q1 (2016)	Q2 (2016)		Q3 (2016)	Q4 (2016)	B - Total (Q1+Q2+Q3+Q4)	(A+B) Total									
				(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total			(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total			(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total	(A+B) Total		(A+B) Total	(A+B) Total	(A+B) Total										
WGL	93	10	##	0	4	1	6	18	25	1	0	0	0	8	9	34	1	2	6	3	12	0	0	3	1	4	16	8	13	1	0	22	0	0	0	0	0	0	1	0	1	0	0	0	0	22	175
KNR	72	8	80	0	1	0	1	2	3	0	0	0	0	1	1	4	0	0	8	12	20	0	0	0	3	3	23	0	6	0	3	9	0	0	1	0	1	0	1	0	10	117					
KMM	91	28	##	0	1	0	1	5	6	0	0	0	0	0	0	6	0	0	2	11	13	0	0	3	0	3	16	0	1	9	0	10	0	0	0	0	0	0	0	0	10	151					
NZB	38	3	41	3	0	0	17	5	22	0	0	0	0	2	2	24	0	2	2	8	12	0	0	1	0	1	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	78				
ADB	154	31	##	0	3	1	8	28	37	0	0	0	1	1	2	39	0	0	12	10	22	0	0	0	3	3	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	249			
Total	448	80	##	3	9	2	33	58	105	1	0	0	1	12	14	119	1	4	30	44	79	0	0	7	7	14	93	8	20	10	3	41	0	0	1	0	1	0	1	42	782						

(V) Status of Pending Cases to the End of Third Quarter for the  
Calendar Year - 2016 as on 30.09.2016.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	48	28.01.2016	Warangal	Reports awaited from the respondents
2	52	04.02.2016	Warangal	Reports awaited from the respondents
3	54	04.02.2016	Warangal	Reports awaited from the respondents
4	145	16.03.2016	Warangal	Reports awaited from the respondents
5	146	16.03.2016	Warangal	Reports awaited from the respondents
6	248	12.05.2016	Warangal	Reports awaited from the respondents
7	250	12.05.2016	Warangal	Reports awaited from the respondents
8	252	12.05.2016	Warangal	Reports awaited from the respondents
9	274	21.05.2016	Warangal	Reports awaited from the respondents
10	275	24.05.2016	Karimnagar	Reports awaited from the respondents
11	276	24.05.2016	Karimnagar	Reports awaited from the respondents
12	280	07.06.2016	Warangal	Reports awaited from the respondents
13	281	07.06.2016	Warangal	Reports awaited from the respondents
14	283	17.06.2016	Warangal	Reports awaited from the respondents
15	288	29.07.2016	Warangal	Reports awaited from the respondents
16	289	05.08.2016	Karimnagar	Reports awaited from the respondents
17	290	08.08.2016	Warangal	Reports awaited from the respondents
18	292	08.08.2016	Warangal	Reports awaited from the respondents
19	293	09.08.2016	Khammam	Reports awaited from the respondents
20	294	09.08.2016	Khammam	Reports awaited from the respondents
21	300	10.08.2016	Khammam	Reports awaited from the respondents
22	301	10.08.2016	Khammam	Reports awaited from the respondents
23	302	10.08.2016	Khammam	Reports awaited from the respondents
24	303	10.08.2016	Khammam	Reports awaited from the respondents
25	304	10.08.2016	Khammam	Reports awaited from the respondents
26	305	10.08.2016	Khammam	Reports awaited from the respondents
27	308	10.08.2016	Khammam	Reports awaited from the respondents
28	311	10.08.2016	Khammam	Reports awaited from the respondents
29	312	10.08.2016	Khammam	Reports awaited from the respondents
30	313	16.08.2016	Warangal	Reports awaited from the respondents
31	314	16.08.2016	Warangal	Reports awaited from the respondents
32	315	16.08.2016	Warangal	Reports awaited from the respondents
33	316	22.08.2016	Warangal	Reports awaited from the respondents
34	317	22.08.2016	Karimnagar	Reports awaited from the respondents
35	318	29.08.2016	Warangal	Reports awaited from the respondents
36	319	08.09.2016	Khammam	Reports awaited from the respondents
37	320	08.09.2016	Khammam	Reports awaited from the respondents
38	321	08.09.2016	Khammam	Reports awaited from the respondents
39	322	09.09.2016	Warangal	Reports awaited from the respondents
40	323	09.09.2016	Warangal	Reports awaited from the respondents
41	324	09.09.2016	Warangal	Reports awaited from the respondents
42	325	09.09.2016	Warangal	Reports awaited from the respondents
43	326	09.09.2016	Warangal	Reports awaited from the respondents
44	327	12.09.2016	Warangal	Reports awaited from the respondents
45	331	17.09.2016	Warangal	Reports awaited from the respondents
46	332	17.09.2016	Warangal	Reports awaited from the respondents
47	333	17.09.2016	Warangal	Reports awaited from the respondents
48	334	17.09.2016	Warangal	Reports awaited from the respondents
49	335	17.09.2016	Warangal	Reports awaited from the respondents
50	336	17.09.2016	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
52	338	17.09.2016	Warangal	Reports awaited from the respondents
53	339	19.09.2016	Khammam	Reports awaited from the respondents
54	340	20.09.2016	Khammam	Reports awaited from the respondents
55	341	20.09.2016	Khammam	Reports awaited from the respondents
56	342	20.09.2016	Khammam	Reports awaited from the respondents
57	343	26.09.2016	Khammam	Reports awaited from the respondents
58	344	26.09.2016	Warangal	Reports awaited from the respondents
59	345	26.09.2016	Warangal	Reports awaited from the respondents
60	346	26.09.2016	Karimnagar	Reports awaited from the respondents
61	347	27.09.2016	Karimnagar	Reports awaited from the respondents
62	348	27.09.2016	Karimnagar	Reports awaited from the respondents

Compensation Awarded by the Forum for the Calendar Year 2016

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Brief Cause	Status of Implementation Report
1	31/2016	13.01.16	Warangal	22.03.16	1000	Waive the capacitor surcharge	Implementation report is yet to be received from the respondents.
2	284/2016	22.06.16	Khammam	29.07.16	5000	Back billing	Implementation report is yet to be received from the respondents.
3	329/2016	14.09.16	Karimnagar	29.09.16	1000	Excess bill	Implementation report is yet to be received from the respondents.
Total					7,000.00		



Details of Local Courts conducted during the C.Y -2016 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	Number of Cases registered
1	05.01.2016	Khammam	Kusumanchi	5
2	06.01.2016	Karimnagar	Jagitial	2
3	07.01.2016	Nizamabad	Armoor	6
4	08.01.2016	Adilabad	Luxettipet	11
5	13.01.2016	Warangal	Parkal	20
6	04.02.2016	Warangal	Mahabubabad	9
7	05.02.2016	Karimnagar	Peddapally	3
8	10.02.2016	Adilabad	Bellampally	22
9	11.02.2016	Nizamabad	Nandipet	0
10	09.03.2016	Nizamabad	Banswada	42
11	16.03.2016	Warangal	Cherial (ERO)	10
12	17.03.2016	Khammam	Kothalingala	4
13	18.03.2016	Karimnagar	Gangadhara	4
14	21.03.2016	Adilabad	Adilabad (Rural)	15
15	18.04.2016	Adilabad	Khanapur	24
16	19.04.2016	Nizamabad	Yellareddy	6
17	20.04.2016	Karimnagar	Jammikunta	9
18	10.05.2016	Khammam	Kothagudem	8
19	11.05.2016	Karimnagar	Husnabad	7
20	12.05.2016	Warangal	Bhoopalpally	8
21	16.05.2016	Nizamabad	Morthad	3
22	17.05.2016	Adilabad	Chennur	16
23	05.08.2016	Karimnagar	Huzurabad	1
24	08.08.2016	Warangal	Station Ghanpur	3
25	09.08.2016	Khammam	Bhadrachalam	2
26	10.08.2016	Khammam	Madira	18
27	16.08.2016	Warangal	Dornakal	3
28	17.08.2016	Karimnagar	Korutla	0
29	07.09.2016	Karimnagar	Alugunoor	0
30	08.09.2016	Khammam	Yellandu	3
31	09.09.2016	Warangal	Wardhannapet	5
32	14.09.2016	Karimnagar	Bejjanki	3
33	17.09.2016	Warangal	Mulugu	8
34	20.09.2016	Khammam	Madhira	4
TOTAL				284