

QUARTERLY REPORT OF CGRF/TSNPDCL
(OCTOBER-2016 TO DECEMBER -2016)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 30.09.2016	62 Cases (05 Cases Q1/2016 09 Cases Q2/2016 48 Cases Q3/2016)
2	Number of Greivances Received During the Quarter	148 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	150 Cases (05 Cases Q1/2016 06 Cases Q2/2016 27 Cases Q3/2016 112 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 31.12.2016	60 Cases (03 Cases Q2/2016 21 Cases Q3/2016 36 Cases Q4/2016)
6	Number of Greivances Pending Which are Older than Two Months	39 Cases (03 Cases Q2/2016 21 Cases Q3/2016 15 Case Q4/2016)
7	Number of Sittings of CGRFs in the Quarter	33 (15 Cases Hearings 18 sittings Local Courts)
8	Number of Cases in Which Compensation was Awarded in the Quarter	NIL
9	Total Amount of Compensation Awarded in the Quarter	NIL

(I) Number of Complaints Received Month Wise, District Wise up to 4th Quarter
for the Calendar Year - 2016

Circle	2015	Period				Period				Period				Period				(2015) + (Q1+Q2+ Q3+Q4) Total
		Q1				Q2				Q3				Q4				
		Jan-16	Feb-16	Mar-16	Q1 Total	Apr-16	May-16	Jun-16	Q2 Total	Jul-16	Aug-16	Sep-16	Q3 Total	Oct-16	Nov-16	Dec-16	Q4 Total	
WGL	82	24	13	12	49	7	13	4	24	1	9	16	26	16	16	7	39	220
KNR	77	2	4	6	12	12	10	0	22	1	1	6	8	7	3	11	21	140
KMM	120	5	1	4	10	3	8	1	12	0	20	8	28	10	73	5	88	258
NZB	59	7	4	42	53	7	5	3	15	0	0	0	0	0	0	0	0	127
ADB	191	11	22	16	49	23	17	0	40	0	0	0	0	0	0	0	0	280
TOTAL	529	49	44	80	173	52	53	8	113	2	30	30	62	33	92	23	148	1025

(II) Category - Wise District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2016.

Category	2015	Quarater - I Circle Wise						Quarater - II Circle Wise						Quarater - III Circle Wise				Quarater - IV Circle Wise				(2015) + (Q1+Q2+Q3+Q4) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	WGL	KNR	KHM	NZB	ADB	Q2 Total	WGL	KNR	KHM	Q3 Total	WGL	KNR	KHM	Q4 Total	
H.T. Cat	13	0	1	0	1	0	2	0	5	0	0	1	6	0	2	0	2	0	0	0	0	23
L.T. Cat-I	160	25	1	3	5	19	53	1	2	5	1	7	16	6	4	1	11	9	3	7	19	259
Cat - II	61	6	0	2	1	6	15	2	1	1	0	1	5	2	1	4	7	6	3	1	10	98
Cat- III	15	6	0	1	0	3	10	2	4	0	0	0	6	0	1	1	2	6	4	1	11	44
Other L.T.Cat	53	4	1	2	0	2	9	1	0	1	1	3	6	3	0	1	4	1	2	68	71	143
Others	227	8	9	2	46	19	84	18	10	5	13	28	74	14	1	21	36	17	9	11	37	458
Total	529	49	12	10	53	49	173	24	22	12	15	40	113	25	9	28	62	39	21	88	148	1025

(III) Nature Wise, District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2016.

Nature	2015	Quarater - I Circle Wise						Quarater - II Circle Wise						Quarater - III Circle Wise				Quarater - IV Circle Wise				(2015) + (Q1+ Q2+ Q3+Q4) Total
		WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	Total	WGL	KNR	KHM	Total	
Meter Complaints	15	1	0	0	0	1	2	0	1	0	0	1	2	0	0	1	1	1	1	0	2	22
Wrong Billing	140	26	1	2	6	15	50	2	4	2	1	5	14	4	1	2	7	11	3	7	21	232
Back Billing	12	3	1	0	0	0	4	2	5	1	0	1	9	1	3	1	5	0	0	0	0	30
Category Change	18	1	0	2	1	0	4	1	0	0	0	0	1	1	1	1	3	1	1	0	2	28
Release of New Services	8	2	0	0	0	1	3	1	0	1	1	5	8	0	0	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	1	1	1	0	2	26
Low Voltage / Addl.Load	63	1	1	0	4	6	12	1	3	0	0	0	4	1	2	4	7	1	5	0	6	92
Others	257	13	8	4	42	25	92	17	9	8	12	28	74	18	1	19	38	24	10	81	115	576
Total	529	49	12	10	53	49	173	24	22	12	14	41	113	25	9	28	62	39	21	88	148	1025

(IV) Cases Disposed in Favour of Consumer/Organisation up to 4th Quarter for the Calendar Year - 2016

Circle	2015			Quarater - I										Quarater - II								Quarater - III								Quarater - IV								(2015) + (Q1+Q2+Q3+Q4) Total													
	In favour of consumers	In favour of Organisation	Total	In Favour of Consumer					In Favour of Organization					Q3 (2015)	Q4 (2015)	In Favour of Consumer				In Favour of Organization				Q1 (2016)	Q2 (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														
WGL	93	10	103	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	22	3	4	11	24	42	2	0	0	2	4	46	221	
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	10	0	2	5	8	15	0	0	0	0	0	15	132	
KMM	91	28	119	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	10	0	0	11	77	88	0	0	0	1	1	89	240
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	0	0	0	0	0	0	78		
ADB	154	31	185	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	0	0	0	0	0	249		
Total	448	80	528	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	42	3	6	27	109	#	2	0	0	3	5	150	932	

(V) Status of Pending Cases to the End of Third Quarter for the Calendar Year - 2016 as on 31.12.2016.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	280	07.06.16	Warangal	Report received Awaited further report
2	281	07.06.16	Warangal	Report receivedAwaited further report
3	283	17.06.16	Warangal	Report receivedAwaited further report
4	292	08.08.16	Warangal	Reports awaited from the respondents
5	300	10.08.16	Khammam	Awaited for work completion report
6	304	10.08.16	Khammam	Awaited for work completion report
7	305	10.08.16	Khammam	Awaited for work completion report
8	324	09.09.16	Warangal	Reports awaited from the respondents
9	325	09.09.16	Warangal	Report receivedAwaited further report
10	331	17.09.16	Warangal	Report receivedAwaited further report
11	332	17.09.16	Warangal	Report receivedAwaited further report
12	333	17.09.16	Warangal	Report receivedAwaited further report
13	334	17.09.16	Warangal	Report receivedAwaited further report
14	335	17.09.16	Warangal	Reports awaited from the respondents
15	336	17.09.16	Warangal	Reports awaited from the respondents
16	337	17.09.16	Warangal	Reports awaited from the respondents
17	338	17.09.16	Warangal	Report receivedAwaited further report
18	339	19.09.16	Khammam	Report received Awaited further report
19	340	20.09.16	Khammam	Reports awaited from the respondents
20	341	20.09.16	Khammam	Reports awaited from the respondents
21	342	20.09.16	Khammam	Reports awaited from the respondents
22	343	26.09.16	Khammam	Reports awaited from the respondents
23	344	26.09.16	Warangal	Report received Awaited further report
24	345	26.09.16	Warangal	Reports awaited from the respondents
25	353	06.10.16	Warangal	Report received Awaited further report
26	356	07.10.16	Warangal	Report received Awaited further report
27	359	07.10.16	Warangal	Report received Awaited further report
28	361	07.10.16	Warangal	Awaited for work completion report
29	363	07.10.16	Warangal	Report receivedAwaited further report
30	367	14.10.16	Khammam	Report received Awaited further report
31	368	15.10.16	Khammam	Report received Awaited further report
32	369	15.10.16	Khammam	Report received Awaited further report
33	370	15.10.16	Khammam	Report received Awaited further report
34	371	15.10.16	Khammam	Report received Awaited further report
35	373	15.10.16	Khammam	Report received Awaited further report
36	375	18.10.16	Karimnagar	Report received Awaited further report
37	377	18.10.16	Karimnagar	Report received Awaited further report
38	378	18.10.16	Karimnagar	Report received Awaited further report
39	380	27.10.16	Khammam	Report received Awaited further report
40	387	08.11.16	Warangal	Report received File under process
41	400	11.11.16	Khammam	Report received File under process
42	474	05.12.16	Karimnagar	Report received Awaited further report
43	475	06.12.16	Warangal	Report received Awaited further report
44	476	07.12.16	Khammam	Reports awaited from the respondents
45	477	07.12.16	Khammam	Reports awaited from the respondents
46	481	16.12.16	Karimnagar	Reports awaited from the respondents
47	482	16.12.16	Karimnagar	Reports awaited from the respondents
48	483	16.12.16	Karimnagar	Reports awaited from the respondents
49	484	17.12.16	Karimnagar	Reports awaited from the respondents
50	485	17.12.16	Karimnagar	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
52	488	17.12.16	Karimnagar	Reports awaited from the respondents
53	489	17.12.16	Karimnagar	Reports awaited from the respondents
54	490	17.12.16	Karimnagar	Reports awaited from the respondents
55	491	19.12.16	Warangal	Report received Awaited further report
56	492	20.12.16	Warangal	Reports awaited from the respondents
57	493	21.12.16	Warangal	Reports awaited from the respondents
58	494	21.12.16	Warangal	Reports awaited from the respondents
59	495	21.12.16	Warangal	Reports awaited from the respondents
60	496	23.12.16	Warangal	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
35	05.10.2016	Karimnagar	Metpally	1
36	06.10.2016	Warangal	Thorrur	3
37	07.10.2016	Warangal	Narsampet	9
38	14.10.2016	Khammam	Khammam(Rural)	3
39	15.10.2016	Khammam	Manuguru	6
40	18.10.2016	Karimnagar	Peddapally	5
41	08.11.2016	Warangal	Jangaon	8
42	09.11.2016	Warangal	Parkal	8
43	10.11.2016	Khammam	Palvoncha	1
44	11.11.2016	Khammam	Sathupally	72
45	16.11.2016	Karimnagar	B.D.Pally	1
46	17.11.2016	Karimnagar	Manthini	0
47	07.12.2016	Khammam	Kusumanchi	2
48	08.12.2016	Khammam	Cherla	3
49	16.12.2016	Karimnagar	Karimnagar(Town)	3
50	17.12.2016	Karimnagar	Mallial	7
51	20.12.2016	Warangal	Athmakur (Section)	1
52	21.12.2016	Warangal	Mahabubabad	4
TOTAL				421