

QUATERLY REPORT OF CGRF's IN AP
APNPDCL FOR JANUARY-2013 TO MARCH-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	98 Cases
3	Number of Greivances Received During the Quarter	117 Cases (Current Quarater)
4	Number of Greivances Disposed During the Quarter	175 Cases (92 Cases 12/12 & 83 Cases 03/13)
5	Number of Greivances Pending at the Close of the Quarter	40 Cases (Current Quarater)
6	Number of Greivances Pending Which are Older than Two Months	13 Cases
7	Number of Sittings of CGRFs in the Quarter	39 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	20,000-00

(I) Number of Complaints Received Month Wise, District Wise During the Fourth Quarter
for the Year 2012-2013
(From 01.01.2013 to 31.03.2013)

Circle	Period																(Q1+Q2+Q3+Q4) Total
	Q1				Q2				Q3				Q4				
	Apr . 12	May . 12	Jun . 12	Q1 Total	Jul . 12	Aug . 12	Sep . 12	Q2 Total	Oct . 12	Nov . 12	Dec . 12	Q3 Total	Jan . 13	Feb . 13	Mar . 13	Q4 Total	
Warangal	2	2	2	6	18	5	4	27	9	6	62	77	56	19	11	86	196
Karimnagar	0	0	1	1	10	1	2	13	0	3	10	13	11	2	0	13	40
Khammam	0	0	0	0	23	1	0	24	0	0	0	0	10	0	0	10	34
Nizamabad	1	0	1	2	3	0	0	3	0	0	8	8	0	0	1	1	14
Adilabad	2	0	0	2	26	0	1	27	0	0	31	31	5	0	2	7	67
TOTAL	5	2	4	11	80	7	7	94	9	9	111	129	82	21	14	117	351

(II) Category - Wise District Wise of Cases Registered During the Fourth Quarter
for the Year 2012-2013.

(From 01.01.2013 to 31.03.2013)

Category	Q1 Total	Q2 Total	Q3 Total	Quarater - IV Circle Wise						(Q1+Q2+ Q3+Q4) Total
				WGL	KNR	KHM	NZB	ADB	Q4 Total	
H.T. Category	1	25	8	3	0	0	0	2	5	39
L.T. Category - I	2	32	34	16	5	0	0	2	23	91
Category - II	3	3	9	5	2	0	0	0	7	22
Category - III	1	4	18	7	1	2	0	0	10	33
Other L.T. Category	3	2	9	11	2	1	0	1	15	29
Others	1	28	51	44	3	7	1	2	57	137
Total	11	94	129	86	13	10	1	7	117	351

(III) Nature Wise, District Wise Cases Registered During the Fourth Quarter
for the Year 2012-2013.
(From 01.01.2013 to 31.03.2013)

Nature	Q1 Total	Q2 Total	Q3 Total	Quarter - IV Circle Wise						(Q1+Q2+ Q3+Q4) Total
				WGL	KNR	KHM	NZB	ADB	Q4 Total	
Meter Complaints	0	6	3	1	0	2	0	0	3	12
Wrong Billing	3	12	35	17	7	1	0	3	28	78
Back Billing	0	1	2	1	0	0	0	0	1	4
Category Change	1	0	4	2	0	0	0	0	2	7
Release of New Services	0	12	4	0	0	0	0	0	0	16
Title Transfer	0	4	3	2	2	0	0	0	4	11
Others	7	59	78	63	4	7	1	4	79	223
Total	11	94	129	86	13	10	1	7	117	351

(IV) Cases Decided in Favour or Against the Consumers During the Fourth Quarater
for the Year 2012-2013 (From 01.01.2013 to 31.03.2013)

Circle	Quarater - I			Quarater - II			Quarater - III			Quarater - IV						(Q1+Q2+ Q3+Q4) Total	
	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer			In Favour of Organization				(A+B) Total
										Q3 (2012- 13)	Q4 (2012- 13)	A - Total (Q3+Q4)	Q3 (2012- 13)	Q4 (2012- 13)	B - Total (Q3+Q4)		
Warangal	9	0	9	10	5	15	20	6	26	59	48	107	4	13	17	124	174
Karimangar	0	0	0	9	3	12	4	6	10	3	8	11	2	4	6	17	39
Khammam	0	0	0	20	0	20	4	0	4	0	7	7	0	1	1	8	32
Nizamabad	1	0	1	3	0	3	1	0	1	7	0	7	0	0	0	7	12
Adilabad	1	1	2	3	1	4	19	16	35	7	1	8	10	1	11	19	60
Total	11	1	12	45	9	54	48	28	76	76	64	140	16	19	35	175	317

(V) Status of Pending Cases to the End of Fourth Quarter for the Year 2012-2013.
(01-01-2013 to 31.03.2013)

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	148/2012-13	12.12.12	Adilabad	Under Process
2	157/2012-13	12.12.12	Warangal	Under Process
3	169/2012-13	17.12.12	Warangal	Under Process
4	177/2012-13	17.12.12	Warangal	Under Process
5	219/2012-13	24.12.12	Nizamabad	Reply Awaited
6	227/2012-13	28.12.12	Adilabad	Reply Awaited
7	255/2013-14	08.01.13	Karimnagar	Reply Awaited
8	256/2013-14	10.01.13	Warangal	Reply Awaited
9	269/2013-14	10.01.13	Khammam	Reply Awaited
10	274/2013-14	19.01.13	Adilabad	Reply Awaited
11	275/2013-14	19.01.13	Adilabad	Reply Awaited
12	277/2013-14	19.01.13	Adilabad	Reply Awaited
13	284/2013-14	22.01.13	Warangal	Reply Awaited
14	285/2013-14	22.01.13	Warangal	Reply Awaited
15	289/2013-14	22.01.13	Warangal	Reply Awaited
16	300/2013-14	22.01.13	Warangal	Reply Awaited
17	312/2013-14	28.01.13	Warangal	Reply Awaited
18	313/2013-14	28.01.13	Warangal	Reply Awaited
19	315/2013-14	30.01.13	Khammam	Reply Awaited
20	320/2013-14	05.02.13	Warangal	Reply Awaited
21	322/2013-14	11.02.13	Warangal	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
22	325/2013-14	12.02.13	Warangal	Reply Awaited
23	331/2013-14	22.02.13	Warangal	Reply Awaited
24	333/2013-14	25.02.13	Warangal	Reply Awaited
25	334/2013-14	27.02.13	Warangal	Reply Awaited
26	335/2013-14	27.02.13	Warangal	Reply Awaited
27	336/2013-14	27.02.13	Warangal	Reply Awaited
28	337/2013-14	01.03.13	Adilabad	Reply Awaited
29	338/2013-14	14.03.13	Warangal	Reply Awaited
30	339/2013-14	14.03.13	Adilabad	Reply Awaited
31	340/2013-14	15.03.13	Warangal	Reply Awaited
32	342/2013-14	18.03.13	Warangal	Reply Awaited
33	343/2013-14	19.03.13	Warangal	Reply Awaited
34	344/2013-14	19.03.13	Warangal	Reply Awaited
35	345/2013-14	26.03.13	Warangal	Reply Awaited
36	346/2013-14	28.03.13	Nizamabad	Reply Awaited
37	347/2013-14	30.03.13	Warangal	Reply Awaited
38	348/2013-14	30.03.13	Warangal	Reply Awaited
39	349/2013-14	30.03.13	Warangal	Reply Awaited
40	350/2013-14	30.03.13	Warangal	Reply Awaited

Compensation Awarded to the End of Fourth Quarter for the Year 2012-2013.
(From 01.01.2013 to 31.03.2013)

C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Breif Cause
164	17.12.12	Warangal	29.01.13	10000-00	Non release of service connection.
166	17.12.12	Warangal	19.02.13	5000-00	Non release of service connection.
198	19.12.12	Warangal	12.02.13	5000-00	Non release of new service connection

Details of Local Courts Conducted During the Quarter 01.01.2013 to 31.03.2013 as per guidelines of APERC in Lr. S-324 (A)/Secy/DD-CA/APTEL.DO/10-04/Dt. 18.05.2010.

Sl. No.	Date	Division	Where Local Courts Conducted
1	07.01.2013	Ramagundem	Division Office of Ramagundem
2	10.01.2013	Warangal	Superintending Office of Warangal
3	16.01.2013	Kothagudem	Division Office of Kothagudem
4	19.01.2013	Sirpur Khagaz Nagar	Division Office of Sirpur Khagaz Nagar
5	22.01.2013	Bhoopalpally	Division Office of Bhupalpally.
6	24.01.2013	Narsampet	Division Office of Narsampet