

QUARTERLY REPORT OF CGRF-I/TSNPDCL
(OCTOBER - 2017 TO DECEMBER - 2017)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 30.09.2017	70 Cases (01 Case Q3/2016 10 Cases Q1/2017 10 Cases Q2/2017 49 Cases Q3/2017)
2	Number of Greivances Received During the Quarter	125 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	69 Cases (01 Case Q3/2016 07 Cases Q1/2017 07 Cases Q2/2017 27 Cases Q3/2017 27 Cases Q4/2017)
4	Number of Greivances Pending at the Closure of the Quarter as on 31.12.2017	126 Cases (03 Cases Q1/2017 03 Cases Q2/2017 22 Cases Q3/2017 98 Cases Q4/2017)
5	Number of Greivances Pending Which are Older than Two Months	71 Cases (03 Cases Q1/2017 03 Cases Q2/2017 22 Cases Q3/2017 43 Cases Q4/2017)
6	Number of Sittings of CGRFs in the Quarter	32 (09 Cases Hearings 23 sittings Local Courts)
7	Number of Cases in Which Compensation was Awarded in the Quarter	NIL
8	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 - 2017

Circle	2016	Period				Period				Period				Period				(2016) + (Q1+Q2+ Q3+Q4) Total
		Q1				Q2				Q3				Q4				
		Jan-17	Feb-17	Mar-17	Q1 Total	Apr-17	May-17	Jun-17	Q2 Total	Jul-17	Aug-17	Sep-17	Q3 Total	Oct-17	Nov-17	Dec-17	Q4 Total	
WGL	137	17	13	2	32	11	2	14	27	16	28	17	61	12	10	29	51	257
KNR	64	5	4	2	11	16	1	7	24	13	4	4	21	39	7	13	59	120
KMM	138	30	9	14	53	3	2	4	9	5	2	1	8	7	6	2	15	208
NZB	68	0	0	0	0	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	0	0	0	0	89
TOTAL	496	52	26	18	96	30	5	25	60	34	34	22	90	58	23	44	125	867

(II) Category - Wise District Wise Cases Registered up to
4th Quarter for the Calendar Year - 2017.

Category	2016	Quarater - I Circle Wise				Quarater - 2 Circle Wise				Quarater - 3 Circle Wise				Quarater - 4 Circle Wise				(2016) + (Q1+Q2+Q 3+Q4) Total
		WGL	KNR	KHM	Q1 Total	WGL	KNR	KHM	Q2 Total	WGL	KNR	KHM	Q3 Total	WGL	KNR	KHM	Q4 Total	
H.T. Cat	10	0	3	0	3	0	1	0	1	1	0	0	1	0	0	1	1	15
L.T. Cat-I	99	13	1	4	18	6	4	4	14	15	1	2	18	18	2	1	21	149
Cat - II	37	7	0	3	10	6	0	0	6	4	0	1	5	7	2	3	12	58
Cat- III	29	1	1	1	3	4	2	1	7	3	1	0	4	3	4	1	8	43
Other L.T.Cat	90	1	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	92
Others	231	10	6	45	61	11	17	4	32	37	19	5	61	23	51	9	83	385
Total	496	32	11	53	96	27	24	9	60	61	21	8	90	51	59	15	125	867

(III) Nature Wise, District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2017.

Nature	2016	Quarater - 1 Circle Wise				Quarater - 2 Circle Wise				Quarater - 3 Circle Wise				Quarater - 4 Circle Wise				(2016) + (Q1+Q2+Q 3+Q4) Total
		WGL	KNR	KHM	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	0	2	1	3	13
Wrong Billing	92	11	1	5	17	5	5	4	14	17	2	3	22	19	3	1	23	145
Back Billing	18	4	1	0	5	2	0	0	2	1	0		1	1	1	1	3	26
Category Change	10	1	0	0	1	2	0	0	2	2	0	0	2	3	0	0	3	15
Release of New Services	11	5	0	1	6	0	0	0	0	0	1	2	3	0	1	1	2	20
Title Transfer	10	2	0	1	3	0	0	0	0	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	1	1	2	4	49
Others	319	5	9	36	50	16	18	5	39	37	15	1	53	27	51	9	87	461
Total	496	32	11	53	96	27	24	9	60	61	21	8	90	51	59	15	125	867

(V) Status of Pending Cases to the End of Fourth Quarter for the Calendar Year - 2017 as on 31.12.2017.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	82	14.03.2017	Khammam	Reports awaited from the respondents
2	83	14.03.2017	Khammam	Reports awaited from the respondents
3	90	15.03.2017	Khammam	Reports awaited from the respondents
4	99	03.04.2017	Warangal	Reports awaited from the respondents
5	128	16.05.2017	Khammam	Reports awaited from the respondents
6	138	08.06.2017	Karimnagar	Reports awaited from the respondents
7	161	03.07.2017	Warangal	Reports awaited from the respondents
8	166	04.07.2017	Warangal	Reports awaited from the respondents
9	172	06.07.2017	Karimnagar	Reports awaited from the respondents
10	176	06.07.2017	Karimnagar	Reports awaited from the respondents
11	183	12.07.2017	Khammam	Reports awaited from the respondents
12	194	09.08.2017	Warangal	Reports awaited from the respondents
13	198	10.08.2017	Warangal	Reports awaited from the respondents
14	200	10.08.2017	Warangal	Reports awaited from the respondents
15	201	10.08.2017	Warangal	Reports awaited from the respondents
16	203	10.08.2017	Warangal	Reports awaited from the respondents
17	204	11.08.2017	Khammam	Reports awaited from the respondents
18	215	21.08.2017	Warangal	Reports awaited from the respondents
19	217	21.08.2017	Warangal	Reports awaited from the respondents
20	226	04.09.2017	Karimnagar	Reports awaited from the respondents
21	227	04.09.2017	Karimnagar	Reports awaited from the respondents
22	228	06.09.2017	Warangal	Reports awaited from the respondents
23	229	06.09.2017	Warangal	Reports awaited from the respondents
24	230	06.09.2017	Warangal	Reports awaited from the respondents
25	231	06.09.2017	Warangal	Reports awaited from the respondents
26	233	06.09.2017	Warangal	Reports awaited from the respondents
27	236	06.09.2017	Warangal	Reports awaited from the respondents
28	244	21.09.2017	Karimnagar	Reports awaited from the respondents
29	250	05.10.2017	Warangal	Reports awaited from the respondents
30	252	05.10.2017	Warangal	Reports awaited from the respondents
31	253	05.10.2017	Warangal	Reports awaited from the respondents
32	254	05.10.2017	Warangal	Reports awaited from the respondents
33	257	05.10.2017	Warangal	Reports awaited from the respondents
34	259	06.10.2017	Khammam	Reports awaited from the respondents
35	260	06.10.2017	Khammam	Reports awaited from the respondents
36	261	06.10.2017	Khammam	Reports awaited from the respondents
37	262	06.10.2017	Khammam	Reports awaited from the respondents
38	263	06.10.2017	Khammam	Reports awaited from the respondents
39	269	09.10.2017	Karimnagar	Reports awaited from the respondents
40	270	09.10.2017	Karimnagar	Reports awaited from the respondents
41	271	09.10.2017	Karimnagar	Reports awaited from the respondents
42	272	09.10.2017	Karimnagar	Reports awaited from the respondents
43	273	09.10.2017	Karimnagar	Reports awaited from the respondents
44	274	09.10.2017	Karimnagar	Reports awaited from the respondents
45	276	09.10.2017	Karimnagar	Reports awaited from the respondents
46	277	09.10.2017	Karimnagar	Reports awaited from the respondents
47	278	09.10.2017	Karimnagar	Reports awaited from the respondents
48	281	11.10.2017	Karimnagar	Reports awaited from the respondents
49	282	11.10.2017	Karimnagar	Reports awaited from the respondents
50	283	11.10.2017	Karimnagar	Reports awaited from the respondents
51	284	11.10.2017	Karimnagar	Reports awaited from the respondents
52	285	11.10.2017	Karimnagar	Reports awaited from the respondents
53	286	11.10.2017	Karimnagar	Reports awaited from the respondents
54	287	11.10.2017	Karimnagar	Reports awaited from the respondents
55	288	11.10.2017	Karimnagar	Reports awaited from the respondents
56	289	11.10.2017	Karimnagar	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
57	290	11.10.2017	Karimnagar	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
58	291	11.10.2017	Karimnagar	Reports awaited from the respondents
59	292	11.10.2017	Karimnagar	Reports awaited from the respondents
60	293	11.10.2017	Karimnagar	Reports awaited from the respondents
61	294	11.10.2017	Karimnagar	Reports awaited from the respondents
62	295	11.10.2017	Karimnagar	Reports awaited from the respondents
63	296	11.10.2017	Karimnagar	Reports awaited from the respondents
64	297	11.10.2017	Karimnagar	Reports awaited from the respondents
65	298	11.10.2017	Karimnagar	Reports awaited from the respondents
66	299	11.10.2017	Karimnagar	Reports awaited from the respondents
67	300	11.10.2017	Karimnagar	Reports awaited from the respondents
68	301	11.10.2017	Karimnagar	Reports awaited from the respondents
69	302	11.10.2017	Karimnagar	Reports awaited from the respondents
70	303	11.10.2017	Karimnagar	Reports awaited from the respondents
71	304	11.10.2017	Khammam	Reports awaited from the respondents
72	307	03.11.2017	Karimnagar	Reports awaited from the respondents
73	309	09.11.2017	Warangal	Reports awaited from the respondents
74	310	09.11.2017	Warangal	Reports awaited from the respondents
75	312	10.11.2017	Karimnagar	Reports awaited from the respondents
76	313	14.11.2017	Khammam	Reports awaited from the respondents
77	314	14.11.2017	Khammam	Reports awaited from the respondents
78	315	15.11.2017	Khammam	Reports awaited from the respondents
79	316	16.11.2017	Warangal	Reports awaited from the respondents
80	318	16.11.2017	Warangal	Reports awaited from the respondents
81	321	16.11.2017	Warangal	Reports awaited from the respondents
82	323	17.11.2017	Karimnagar	Reports awaited from the respondents
83	324	17.11.2017	Khammam	Reports awaited from the respondents
84	328	05.12.2017	Karimnagar	Reports awaited from the respondents
85	329	05.12.2017	Karimnagar	Reports awaited from the respondents
86	330	05.12.2017	Karimnagar	Reports awaited from the respondents
87	331	05.12.2017	Karimnagar	Reports awaited from the respondents
88	332	05.12.2017	Karimnagar	Reports awaited from the respondents
89	333	05.12.2017	Karimnagar	Reports awaited from the respondents
90	334	05.12.2017	Karimnagar	Reports awaited from the respondents
91	335	05.12.2017	Karimnagar	Reports awaited from the respondents
92	336	08.12.2017	Warangal	Reports awaited from the respondents
93	338	12.12.2017	Karimnagar	Reports awaited from the respondents
94	339	12.12.2017	Khammam	Reports awaited from the respondents
95	340	13.12.2017	Warangal	Reports awaited from the respondents
96	341	13.12.2017	Warangal	Reports awaited from the respondents
97	342	13.12.2017	Warangal	Reports awaited from the respondents
98	343	13.12.2017	Warangal	Reports awaited from the respondents
99	344	13.12.2017	Warangal	Reports awaited from the respondents
100	345	13.12.2017	Warangal	Reports awaited from the respondents
101	346	13.12.2017	Warangal	Reports awaited from the respondents
102	347	13.12.2017	Warangal	Reports awaited from the respondents
103	348	14.12.2017	Warangal	Reports awaited from the respondents
104	349	14.12.2017	Warangal	Reports awaited from the respondents
105	350	14.12.2017	Warangal	Reports awaited from the respondents
106	351	14.12.2017	Warangal	Reports awaited from the respondents
107	352	18.12.2017	Khammam	Reports awaited from the respondents
108	353	18.12.2017	Warangal	Reports awaited from the respondents
109	354	19.12.2017	Karimnagar	Reports awaited from the respondents
110	355	19.12.2017	Karimnagar	Reports awaited from the respondents
111	356	19.12.2017	Karimnagar	Reports awaited from the respondents
112	357	19.12.2017	Karimnagar	Reports awaited from the respondents
113	358	23.12.2017	Warangal	Reports awaited from the respondents
114	359	23.12.2017	Warangal	Reports awaited from the respondents
115	360	23.12.2017	Warangal	Reports awaited from the respondents
116	361	23.12.2017	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
118	363	23.12.2017	Warangal	Reports awaited from the respondents
119	364	23.12.2017	Warangal	Reports awaited from the respondents
120	365	23.12.2017	Warangal	Reports awaited from the respondents
121	366	23.12.2017	Warangal	Reports awaited from the respondents
122	367	23.12.2017	Warangal	Reports awaited from the respondents
123	368	23.12.2017	Warangal	Reports awaited from the respondents
124	369	23.12.2017	Warangal	Reports awaited from the respondents
125	370	23.12.2017	Warangal	Reports awaited from the respondents
126	371	23.12.2017	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	400/2016	11.11.16	Khammam	16.01.17	3,500	Excess bill	Implementation report is yet to be received from the respondents.
2	482/2016	16.12.16	Karimnagar	20.07.17	20,800	Low voltage problem	Implementation report is yet to be received from the respondents.
3	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.
4	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.
5	25/2017	03.01.17	Khammam	31.08.17	15,400	Low voltage problem	Implementation report is yet to be received from the respondents.
6	80/2017	03.03.17	Warangal	26.07.17	18,400	Provide DTR in load center	Compensation recovered vide TCA No.01 of 12/2017 with JE.No.38 of 12/2017 received vide Lr.No.DE/OP/JGN/AE(T)/CG.No.80 of 2017/D.No.3159/17, Dt.27.12.17.
7	106/2017	10.04.17	Warangal	10.08.17	16,400	Excess bill	Compensation recovered vide 1) JE.No.169 of 11/2017 for Rs.11,400 from respondents. 2) JE.No.167 of 11/2017 for Rs.5000/- from PAA. Received vide Lr.No.AAO/ERO/WGL/JAO(B1)/SA/D.No.989/17, Dt.24.11.17
8	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.
9	220/2017	22.08.17	Warangal	22.09.17	2,500	Excess bill	Compensation recovered vide JE.No.165 of 11/2017 for Rs.2500/- from Meter reader received vide Lr.No.AAO/ERO/WGL/JAO(B)/ SA/D.No.977/17, Dt.27.11.17.
10	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	153,400.00
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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

31	04.07.2017	Warangal	Kodakandla	4
32	06.07.2017	Karimnagar	Mutharam	11
33	07.07.2017	Karimnagar	Dharmapuri	2
34	12.07.2017	Khammam	Julurupadu	5
35	13.07.2017	Khammam	Burgampad	0
36	09.08.2017	Warangal	Kesamudram	4
37	10.08.2017	Warangal	Pasra	9
38	11.08.2017	Khammam	Dammamet	1
39	16.08.2017	Karimnagar	Elkathurthy	0
40	17.08.2017	Jagitial	Ibrahimpattanam	2
41	18.08.2017	Peddapally	Velgatoor	1
42	21.08.2017	Jangaon	Lingala Ghanpur	10
43	22.08.2017	Warangal	Duggondi	2
44	04.09.2017	Karimnagar	Mutharam	3
45	05.09.2017	Karimnagar	Manakondur	0
46	06.09.2017	Bhoopalpally	Mogulapally	9
47	12.09.2017	Warangal	Station Ghanpur	3
48	13.09.2017	Warangal	Panthini	1
49	18.09.2017	Khammam	Nelakondapally	0
50	19.09.2017	Kothagudem	Kothapeta	0
51	04.10.2017	Jangaon	Bachannapet	3
52	05.10.2017	Mahabubabad	Danthalapally	8
53	06.10.2017	Khammam	Kallur	6
54	09.10.2017	Jagitial	Gollapally	16
55	10.10.2017	Karimnagar	Moqdumpur	0
56	11.10.2017	Karimnagar	Saidapur	23
57	12.10.2017	Kothagudem	Wazeedu	1
58	03.11.2017	Jagitial	Medipally	4
59	08.11.2017	Peddapally	Odela	0
60	09.11.2017	Warangal	Chennaraopet	2
61	10.11.2017	Bhoopalpally	Bhoopalpally	1
62	14.11.2017	Khammam	Nagulavancha	2
63	15.11.2017	Kothagudem	Chandrugonda	1
64	16.11.2017	Jangaon	Devaruppula	7
65	05.12.2017	Jagitial	Podur	8