

QUARTERLY REPORT OF CGRF/TSNPDCL
(OCTOBER-2015 TO DECEMBER -2015)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 30.09.2015	98 Cases (20 Cases Q1/2015 71 Cases Q2/2015 07 Cases Q3/2015)
2	Number of Greivances Received During the Quarter	51 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	96 Cases (15 Cases Q1/2015 64 Cases Q2/2015 04 Cases Q3/2015 13 Cases Q4/2015)
4	Number of Greivances Pending at the Closure of the Quarter as on 31.12.2015	53 Cases (03 Cases Q1/2015 09 Cases Q2/2015 03 Cases Q3/2015 38 Cases Q4/2015)
5	Number of Greivances Pending Which are Older than Two Months	16 Cases (03 Case Q1/2015 09 Cases Q2/2015 03 Cases Q3/2015 01 Cases Q4/2015)
6	Number of Sittings of CGRFs in the Quarter	02 Nos.
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 - 2015

Circle	2014	Period				Period				Period				Period				Q1+Q2 +Q3+ Q4= Total	(2014) + (Q1) + (Q2) + (Q3)+(Q4) = Total
		Q1				Q2				Q3				Q4					
		Jan-15	Feb-15	Mar-15	Q1 Total	Apr-15	May-15	Jun-15	Q2 Total	Jul-15	Aug-15	Sep-15	Q3 Total	Oct-15	Nov-15	Dec-15	Q4 Total		
WGL	196	17	21	7	45	9	6	6	21	2	3	1	6	2	1	7	10	82	278
KNR	85	23	19	2	44	16	8	1	25	3	1	3	7	0	1	0	1	77	162
KMM	76	18	28	0	46	39	33	0	72	1	0	0	1	0	0	1	1	120	196
NZB	38	12	10	1	23	0	0	8	8	0	1	0	1	1	0	26	27	59	97
ADB	47	125	41	0	166	8	3	2	13	0	0	0	0	2	1	9	12	191	238
TOTAL	442	195	119	10	324	72	50	17	139	6	5	4	15	5	3	43	51	529	971

(II) Category - Wise District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2015.

Category	2014	Quarater - 1 Circle Wise						Quarater - 2 Circle Wise						Quarater - 3 Circle Wise						Quarater - 4 Circle Wise						(2014) + (Q1+Q2+ Q3+Q4) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	WGL	KNR	KHM	NZB	ADB	Q2 Total	WGL	KNR	KHM	NZB	ADB	Q3 Total	WGL	KNR	KHM	NZB	ADB	Q4 Total	
HT	14	0	2	0	0	2	4	0	1	0	0	3	4	1	2	0	0	0	3	0	0	0	0	2	2	27
LT-I	66	5	11	11	5	91	123	7	7	4	3	3	24	1	0	0	1	0	2	3	0	0	2	6	11	226
LT-II	32	8	0	5	3	20	36	4	4	9	0	3	20	0	1	0	0	0	1	4	0	0	0	0	4	93
LT-III	13	2	2	1	0	2	7	0	3	2	0	0	5	0	1	0	0	0	1	0	0	0	0	2	2	28
Other LT Cat	22	2	13	23	0	1	39	2	1	3	0	0	6	1	3	0	0	0	4	1	1	0	1	1	4	75
Others	295	28	16	6	15	50	115	8	9	55	4	4	80	3	0	1	0	0	4	2	0	1	24	1	28	522
Total	442	45	44	46	23	166	324	21	25	73	7	13	139	6	7	1	1	0	15	10	1	1	27	12	51	971

(III) Nature Wise, District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2015.

Nature	2014	Quarater - I Circle Wise						Quarater - II Circle Wise						Quarater - III Circle Wise						Quarater - IV Circle Wise						(2014) + (Q1+Q2+Q3+ Q4) Total
		WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	12	3	1	1	1	7	13	1	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	27
Wrong Billing	83	6	13	11	4	64	98	5	11	10	3	6	35	1	0	0	1	0	2	1	0	0	0	4	5	223
Back Billing	12	0	0	0	1	1	2	1	1	1	0	0	3	0	2	0	0	0	2	3	0	0	0	2	5	24
Category Change	6	2	1	2	0	9	14	0	1	0	0	1	2	0	1	0	0	0	1	1	0	0	0	0	1	24
Release of New Services	32	2	0	0	0	1	3	3	1	0	0	0	4	0	0	0	0	0	0	1	0	0	0	0	1	40
Title Transfer	5	1	4	3	1	3	12	0	2	2	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	21
Low Voltage / Addl.Load	44	3	8	4	2	21	38	0	2	14	0	1	17	0	0	0	0	0	0	1	0	0	4	3	8	107
Others	248	28	17	25	14	60	144	11	7	45	4	5	72	5	4	1	0	0	10	3	1	1	23	3	31	505
Total	442	45	44	46	23	166	324	21	25	73	7	13	139	6	7	1	1	0	15	10	1	1	27	12	51	971

(IV) Cases Disposed in Favour of Consumer/Organisation up to 4th Quarter
for the Calendar Year - 2015

Circle	2014			Quarater - I								Quarater - II								Quarater - III								Quarater - IV								Total (2014) + (Q1+Q2+Q3+Q4) Total											
	In Favour of Consumer	In Favour of Organization	Total	In Favour of Consumer				In Favour of Organization				(A+B) Total	In Favour of Consumer				In Favour of Organization				(A+B) Total	In Favour of Consumer				In Favour of Organization				(A+B) Total																	
				Q3 (2014)	Q4 (2014)	Q1 (2015)	A - Total (Q3+Q4+Q1)	Q3 (2014)	Q4 (2014)	Q1 (2015)	Q2 (2015)		A-Total(Q3+Q4+Q1+Q2)	Q3 (2014)	Q1 (2015)	Q2 (2015)	Q3 (2015)	A - Total (Q3+Q1+Q2+Q3)	Q3 (2014)	Q1 (2015)		Q2 (2015)	Q3 (2015)	B - Total (Q3+Q1+Q2+Q3)	(A+B) Total	Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)		A - Total (Q1+Q2+Q3+Q4)	Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)		B - Total (Q1+Q2+Q3+Q4)	(A+B) Total									
	Q3 (2014)	Q4 (2014)	Q1 (2015)	A - Total (Q3+Q4+Q1)	Q3 (2014)	Q4 (2014)	Q1 (2015)	Q2 (2015)	A-Total(Q3+Q4+Q1+Q2)	Q3 (2014)	Q1 (2015)	Q2 (2015)	Q3 (2015)	A - Total (Q3+Q1+Q2+Q3)	Q3 (2014)	Q1 (2015)	Q2 (2015)	Q3 (2015)	B - Total (Q3+Q1+Q2+Q3)	(A+B) Total	Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)	A - Total (Q1+Q2+Q3+Q4)	Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)	B - Total (Q1+Q2+Q3+Q4)	(A+B) Total																
WGL	159	10	169	10	13	1	24	2	1	1	4	28	5	4	11	0	20	0	0	2	0	2	22	0	23	9	2	34	0	0	3	0	3	37	8	3	2	2	15	1	0	0	0	1	16	256	
KNR	70	8	78	0	6	4	10	0	0	1	1	11	0	0	6	6	12	0	0	0	0	0	0	12	0	27	4	4	35	0	1	3	1	5	40	2	13	0	0	15	0	0	2	0	2	17	141
KMM	75	8	83	0	0	2	2	0	0	0	0	2	0	0	29	0	29	0	0	3	0	3	32	0	10	13	1	24	0	1	22	0	23	47	1	35	0	0	36	0	2	0	0	2	38	164	
NZB	29	1	30	2	2	1	5	0	1	0	1	6	1	1	1	0	3	0	0	1	0	1	4	0	14	1	0	15	0	1	0	0	1	16	2	6	0	7	15	0	0	0	0	0	15	56	
ADB	47	9	56	0	1	50	51	0	1	13	14	65	1	0	43	0	44	0	0	5	0	5	49	1	45	7	0	53	0	2	6	0	8	61	1	4	0	1	6	0	1	0	3	4	10	231	
TOTAL	380	36	416	12	22	58	92	2	3	15	20	112	7	5	90	6	108	0	0	11	0	11	119	1	119	34	7	161	0	5	34	1	40	201	14	61	2	10	87	1	3	2	3	9	96	944	

CALENDAR YEAR - 2015

STATUS OF PENDING COMPLAINTS UP TO 31.12.2015

Sl. No.	C.G. No.	Circle	Date of Registration	Remarks
1	305	Nizamabad	13.02.2015	Report received from the AE/OP/Bichkunda. Awaited for work completion report.
2	306	Nizamabad	13.02.2015	Report received from the AE/OP/Bichkunda. Awaited for work completion report.
3	309	Nizamabad	13.02.2015	Report received from the AE/OP/ Bichkunda. Awaited for work completion report.
4	328	Karimnagar	06.04.2015	Reports awaited from the respondents
5	375	Adilabad	10.04.2015	Reports awaited from the respondents
6	377	Adilabad	10.04.2015	Reports awaited from the respondents
7	380	Adilabad	10.04.2015	Reports awaited from the respondents
8	396	Warangal	30.04.2015	Reports awaited from the respondents
9	442	Khammam	25.05.2015	Reports received from the AE/OP/Kothagudem. Awaited for further reports from the respondents
10	443	Warangal	25.05.2015	Reports awaited from the respondents
11	447	Warangal	01.06.2015	Reports awaited from the respondents
12	448	Warangal	01.06.2015	Reports awaited from the respondents
13	471	Nizamabad	14.08.2015	Reports awaited from the respondents
14	474	Warangal	31.08.2015	Reports awaited from the respondents
15	478	Warangal	11.09.2015	Reports awaited from the respondents
16	481	Warangal	06.10.2015	Reports awaited from the respondents
17	486	Karimnagar	23.11.2015	Reports awaited from the respondents
18	487	Adilabad	02.12.2015	Reports awaited from the respondents
19	489	Nizamabad	04.12.2015	Reports awaited from the respondents
20	490	Nizamabad	04.12.2015	Reports awaited from the respondents
21	491	Nizamabad	04.12.2015	Reports awaited from the respondents
22	493	Nizamabad	04.12.2015	Reports awaited from the respondents
23	494	Nizamabad	04.12.2015	Reports awaited from the respondents
24	495	Nizamabad	04.12.2015	Reports awaited from the respondents
25	496	Nizamabad	04.12.2015	Reports awaited from the respondents

Sl. No.	C.G. No.	Circle	Date of Registration	Remarks
26	497	Nizamabad	04.12.2015	Reports awaited from the respondents
27	498	Nizamabad	04.12.2015	Reports awaited from the respondents
28	499	Nizamabad	04.12.2015	Reports awaited from the respondents
29	500	Nizamabad	04.12.2015	Reports awaited from the respondents
30	501	Nizamabad	04.12.2015	Reports awaited from the respondents
31	502	Nizamabad	04.12.2015	Reports awaited from the respondents
32	504	Nizamabad	04.12.2015	Reports awaited from the respondents
33	505	Nizamabad	04.12.2015	Reports awaited from the respondents
34	506	Nizamabad	04.12.2015	Reports awaited from the respondents
35	507	Nizamabad	04.12.2015	Reports awaited from the respondents
36	508	Nizamabad	04.12.2015	Reports awaited from the respondents
37	509	Nizamabad	04.12.2015	Reports awaited from the respondents
38	512	Nizamabad	04.12.2034	Reports awaited from the respondents
39	514	Warangal	14.12.2015	Reports awaited from the respondents
40	515	Adilabad	15.12.2015	Reports awaited from the respondents
41	516	Adilabad	15.12.2015	Reports awaited from the respondents
42	517	Adilabad	15.12.2015	Reports awaited from the respondents
43	518	Adilabad	15.12.2015	Reports awaited from the respondents
44	519	Adilabad	15.12.2015	Reports awaited from the respondents
45	520	Adilabad	15.12.2015	Reports awaited from the respondents
46	521	Warangal	16.12.2015	Reports awaited from the respondents
47	522	Warangal	16.12.2015	Reports awaited from the respondents
48	524	Khammam	18.12.2015	Reports awaited from the respondents
49	525	Warangal	22.12.2015	Reports awaited from the respondents
50	526	Adilabad	29.12.2015	Reports awaited from the respondents
51	527	Warangal	29.12.2015	Reports awaited from the respondents
52	528	Warangal	29.12.2015	Reports awaited from the respondents
53	529	Warangal	31.12.2015	Reports awaited from the respondents

Compensation Awarded by the Forum during the 4th Quarter in the Calendar Year 2015

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Brief Cause	Status of Implementation Report
1	219/2014	08.07.14	Warangal	21.05.15	31200	Low voltage problem	Implementation report yet to be received
2	292/2014	26.07.14	Warangal	21.05.15	53400	Not providing the DTR	Implementation report yet to be received
3	299/2014	26.07.14	Warangal	27.05.15	35200	Provide on&off switch to the DTR	Implementation report yet to be received
4	300/2014	26.07.14	Warangal	10.06.15	37800	Provide Cables & Lines	Implementation report yet to be received
5	381/2014	04.09.14	Nizamabad	01.06.15	24800	Provide additional DTR	Implementation report yet to be received
6	385/2014	04.09.14	Nizamabad	21.05.15	12000	Provide DTR & Lines to agricultural wells	Implementation report yet to be received
7	395/2014	08.10.14	Nizamabad	21.05.15	27900	Provide power connections to agricultural bore wells	Implementation report yet to be received
8	435/2014	20.12.14	Warangal	20.05.15	1450	Wrong billing	Implementation report yet to be received
9	148/2015	17.01.15	Karimnagar	25.04.15	1850	Excess Bill	Implementation report yet to be received
10	193/2015	27.01.15	Karimnagar	25.05.15	2800	Dispute in load	Implementation report yet to be received
11	213/2015	07.02.15	Adilabad	30.04.15	600	Category Change	Implementation report yet to be received
12	218/2015	07.02.15	Adilabad	30.04.15	600	Category Change	Implementation report yet to be received
13	221/2015	07.02.15	Adilabad	30.04.15	600	Category Change	Implementation report yet to be received
14	226/2015	07.02.15	Adilabad	30.04.15	600	Category Change	Implementation report yet to be received
15	230/2015	07.02.15	Adilabad	21.05.15	500	Excess Bill	Implementation report yet to be received
16	237/2015	07.02.15	Adilabad	30.04.15	600	Category Change	Implementation report yet to be received
17	280/2015	11.02.15	Khammam	21.05.15	3100	Wrong billing	Implementation report yet to be received
18	298/2015	12.02.15	Warangal	08.06.15	4300	Category Change	Implementation report yet to be received
19	444/2015	26.05.15	Khammam	17.07.15	7700	Provide poles to the service connection	Implementation report yet to be received
20	23/2015	07.01.15	Adilabad	22.07.15	2400	Meter problem	Implementation report yet to be received

21	01/2015	06.01.15	Warangal	22.07.15	9600	Provide DTR	Implementation report yet to be received
22	205/2015	06.02.15	Karimnagar	22.07.15	5250	Excess Bill	Implementation report yet to be received
23	206/2015	06.02.15	Karimnagar	22.07.15	5250	Excess Bill	Implementation report yet to be received
24	208/2015	06.02.15	Karimnagar	22.07.15	5250	Excess Bill	Implementation report yet to be received
25	209/2015	06.02.15	Karimnagar	22.07.15	2200	Excess Bill	Implementation report yet to be received
26	202/2015	06.02.15	Karimnagar	11.06.15	2200	Excess Bill	Implementation report yet to be received
Total					279,150.00		

Details of Local Courts conducted during the C.Y -2015 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	07.01.2015	Adilabad	Utnoor	108
2	08.01.2015	Adilabad	Sirpur Kaghaznagar	16
3	17.01.2015	Karimnagar	Karimnagar-Rural	20
4	20.01.2015	Khammam	Manuguru	3
5	21.01.2015	Khammam	Cherla	15
6	23.01.2015	Warangal	Warangal	9
7	24.01.2015	Nizamabad	Morthad	11
8	06.02.2015	Karimnagar	Korutla	14
9	07.02.2015	Adilabad	Adilabad - Rural	40
10	09.02.2015	Warangal	Warangal - Rural	10
11	10.02.2015	Karimnagar	Bejjanki	5
12	11.02.2015	Khammam	Ashwaraopet	28
13	12.02.2015	Warangal	Narsampet - Rural	5
14	13.02.2015	Nizamabad	Bichkunda	10
15	06.04.2015	Karimnagar	Mallial	7
16	07.04.2015	Khammam	Palvancha	35
17	08.04.2015	Warangal	Mulugu Road	5
18	09.04.2015	Nizamabad	Domakonda	0
19	10.04.2015	Adilabad	Bhainsa	8
20	13.04.2015	Karimnagar	Kataram	8
21	16.04.2015	Khammam	Kusumanchi	0
22	12.05.2015	Khammam	Khammam(Rural) Sub-Division	26
23	14.05.2015	Karimnagar	Gundi	3
24	16.05.2015	Khammam	Thallada	3
25	19.05.2015	Karimnagar	Sultanabad	2
26	04.12.2015	Nizamabad	Kamareddy (Rural)	24
27	15.12.2015	Adilabad	Nirmal	6
TOTAL				421