

QUARTERLY REPORT OF CGRF/TSNPDCL
(OCTOBER-2014 TO DECEMBER-2014)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 30.09.2014	234 Cases
2	Number of Greivances Received During the Quarter	50 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	232 Cases (28 Cases Q2/2014 184 Cases Q3/2014 20 Cases Q4/2014)
4	Number of Greivances Pending at the Closure of the Quarter as on 31.12.2014	52 Cases (22 Cases Q3/2014 30 Cases Q4/2014)
5	Number of Greivances Pending Which are Older than Two Months	25 Cases
6	Number of Sittings of CGRFs in the Quarter	5
7	Number of Cases in Which Compensation was Awarded in the Quarter	02 Cases
8	Total Amount of Compensation Awarded in the Quarter	Rs. 5,150.00

(I) Number of Complaints Received Month Wise, District Wise up to 4th Quarter
for the Calendar Year - 2014

Circle	Period				Period				Period				Period				(Q1) + (Q2) + (Q3) + (Q4) = Total
	Q1				Q2				Q3				Q4				
	Jan-14	Feb-14	Mar-14	Q1 Total	Apr-14	May-14	Jun-14	Q2 Total	Jul-14	Aug-14	Sep-14	Q3 Total	Oct-14	Nov-14	Dec-14	Q4 Total	
Warangal	9	5	18	32	8	15	23	46	69	19	5	93	7	6	12	25	196
Karimnagar	1	0	0	1	0	1	35	36	33	1	3	37	2	8	1	11	85
Khammam	1	0	1	2	0	0	30	30	1	43	0	44	0	0	0	0	76
Nizamabad	2	0	0	2	1	0	0	1	17	1	6	24	9	0	2	11	38
Adilabad	0	2	0	2	3	9	0	12	26	1	3	30	1	0	2	3	47
TOTAL	13	7	19	39	12	25	88	125	146	65	17	228	19	14	17	50	442

(II) Category - Wise District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2014.

Category	Quarter - I Circle Wise (01.01.14 to 31.03.14)						II Quarter - Circle Wise (01.04.14 to 30.06.14)						III Quarter - Circle Wise (01.07.14 to 30.09.14)						IV Quarter - Circle Wise (01.10.14 to 31.12.14)						(Q1+Q2+ Q3+Q4) Total
	WGL	KNR	KMM	NZB	ADB	Q1 Total	WGL	KNR	KMM	NZB	ADB	Q2 Total	WGL	KNR	KMM	NZB	ADB	Q3 Total	WGL	KNR	KMM	NZB	ADB	Q3 Total	
H.T. Category	1	0	0	0	2	3	1	3	0	0	1	5	0	1	0	1	1	3	0	1	0	0	2	3	14
L.T. Cat - I	2	0	1	0	0	3	11	8	2	1	1	23	8	2	5	5	7	27	10	1	0	2	0	13	66
Category - II	2	0	0	0	0	2	5	0	1	0	2	8	6	0	1	1	4	12	6	4	0	0	0	10	32
Category - III	2	0	0	1	0	3	0	0	1	0	0	1	1	2	4	0	1	8	0	0	0	1	0	1	13
Other L.T. Category	0	0	0	0	0	0	1	5	3	0	0	9	4	3	0	0	2	9	4	0	0	0	0	4	22
Others	25	1	1	1	0	28	28	20	23	0	8	79	74	29	34	17	15	169	5	5	0	8	1	19	295
Total	32	1	2	2	2	39	46	36	30	1	12	125	93	37	44	24	30	228	25	11	0	11	3	50	442

(III) Nature Wise, District Wise Cases Registered up to 4th Quarter
for the Calendar Year - 2014.

Nature	Quarter - I Circle Wise (01.01.14 to 31.03.14)						II Quarter - Circle Wise (01.04.14 to 30.06.14)						III Quarter - Circle Wise (01.07.14 to 30.09.14)						IV Quarter - Circle Wise (01.10.14 to 31.12.14)						(Q1 +Q2+Q3+Q 4) Total
	WGL	KNR	KMM	NZB	ADB	Q1 Total	WGL	KNR	KMM	NZB	ADB	Q2 Total	WGL	KNR	KMM	NZB	ADB	Q3 Total	WGL	KNR	KMM	NZB	ADB	Q4 Total	
Meter Complaints	0	0	0	0	0	0	2	2	1	0	0	5	3	0	0	0	2	5	1	1	0	0	0	2	12
Wrong Billing	6	0	0	0	0	6	13	9	1	1	3	27	8	3	6	6	6	29	16	2	0	2	1	21	83
Back Billing	0	0	0	0	1	1	0	0	1	0	0	1	0	2	2	1	1	6	2	1	0	0	1	4	12
Category Change	0	0	0	1	0	1	1	0	0	0	0	1	2	0	1	0	1	4	0	0	0	0	0	0	6
Release of New Services	15	0	0	1	0	16	2	2	4	0	0	8	0	1	1	2	0	4	0	0	0	4	0	4	32
Title Transfer	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	3	2	0	0	0	0	2	5
Low Voltage / Addl.Load	2	0	0	0	0	2	1	2	2	0	0	5	16	6	9	0	5	36	1	0	0	0	0	1	44
Others	9	1	2	0	1	13	27	21	21	0	9	78	62	24	25	15	15	141	5	5	0	5	1	16	248
Total	32	1	2	2	2	39	46	36	30	1	12	125	93	37	44	24	30	228	27	9	0	11	3	50	442

(IV) Cases Disposed in Favour of Consumer/Organisation up to 4th Quarter
for the Calendar Year - 2014

Circle	Quarter - I (01.01.14 to 31.03.14)							Quarter - II (01.04.14 to 30.06.14)							Quarter - III (01.07.14 to 30.09.14)							Quarter - IV (01.10.14 to 31.12.14)							(Q1 + Q2 + Q3 + Q4) 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 (13-14)	Q1 (2014)	A - Total (Q3+Q1)	Q3 (13-14)	Q1 (2014)	B - Total (Q3+Q1)	Q1 (2014)		Q2 (2014)	A - Total (Q1+Q2)	Q1 (2014)	Q2 (2014)	B - Total (Q1+Q2)	(A+B) Total	Q2 (2014)		Q3 (2014)	A - Total (Q2+Q3)	Q2 (2014)	Q3 (2014)	B - Total (Q2+Q3)	(A+B) Total	Q2 (2014)		Q3 (2014)	Q4 (2014)	A - Total (Q2+Q3+Q4)	Q2 (2014)		Q3 (2014)	Q4 (2014)	B - Total (Q2+Q3+Q4)	(A+B) Total
	Q3 (13-14)	Q1 (2014)	A - Total (Q3+Q1)	Q3 (13-14)	Q1 (2014)	B - Total (Q3+Q1)	(A+B) Total		Q1 (2014)	Q2 (2014)	A - Total (Q1+Q2)	Q1 (2014)	Q2 (2014)	B - Total (Q1+Q2)	(A+B) Total		Q2 (2014)	Q3 (2014)	A - Total (Q2+Q3)	Q2 (2014)	Q3 (2014)	B - Total (Q2+Q3)	(A+B) Total		Q2 (2014)	Q3 (2014)	Q4 (2014)	A - Total (Q2+Q3+Q4)		Q2 (2014)	Q3 (2014)	Q4 (2014)	B - Total (Q2+Q3+Q4)
WGL	7	15	22	1	1	2	24	16	13	29	0	1	1	30	21	5	26	1	0	1	27	10	68	4	82	0	3	3	6	88	169		
KNR	0	1	1	0	0	0	1	0	2	2	0	0	0	2	18	14	32	5	2	7	39	11	20	4	35	0	1	0	1	36	78		
KMM	6	0	6	1	1	2	8	0	0	0	1	0	1	1	23	0	23	0	0	0	23	7	39	0	46	0	5	0	5	51	83		
NZB	3	1	4	0	1	1	5	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	20	4	24	0	0	0	0	24	30		
ADB	5	1	6	3	1	4	10	0	3	3	0	1	1	4	8	1	9	0	0	0	9	0	24	5	29	0	4	0	4	33	56		
Total	21	18	39	5	4	9	48	16	19	35	1	2	3	38	70	20	90	6	2	8	98	28	171	17	216	0	13	3	16	232	416		

Compensation Awarded to the End of 4th Quarter for the Calendar Year 2014.
(From 01.01.2014 to 31.12.2014)

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Breif Cause	Status of Implementation Report
1	80/2014	13.06.14	Karimnagar	07.07.14	12000	Non release of service conneciton under Cat-III	Implemetation report is yet to be received from the respondents.
2	363/2014	14.08.14	Warangal	19.12.14	4350	Excess Bill	Implementation report received vide Lr.No.SE/OP/WGL/DE(T)/ADE(C)/AE(T)/F.No. /D.No.3037/14, Dt.05.01.15 Compensation amount was credited vide PR.NO.21210206865, Dt.29.12.14 Rs.4350.
3	414/2014	10.11.14	Karimnagar	07.07.14	800	Provide compensation to us	Implemetation report is yet to be received from the respondents.
Total					17,150.00		

Details of Local Courts conducted during the C.Y -2014 as per guidelines of APERC 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	24.05.14	Warangal	Wardhannapet	6
2	28.05.14	Adilabad	Luxettipet	9
3	17.06.14	Karimnagar	B.D.Pally	13
4	18.06.14	Warangal	Nekkonda	8
5	20.06.14	Karimnagar	Manthini	7
6	23.06.14	Warangal	Cherial	8
7	24.06.14	Karimnagar	Husnabad	10
8	25.06.14	Khammam	Yellandu	29
9	07.07.14	Karimnagar	Alugunoor	28
10	08.07.14	Warangal	Ghanpur	28
11	09.07.14	Adilabad	Chennur	25
12	23.07.14	Nizamabad	Banswada	17
13	26.07.14	Warangal	Eturunagaram	37
14	04.08.14	Khammam	Kothagudem	42
15	12.08.14	Warangal	Mulugu	7
16	20.12.14	Warangal	Palakurthy	7
TOTAL				281

(V) Status of Pending Cases to the End of Third Quarter for the Calendar Year - 2014 as on 30.09.2014.

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	213/2014	08.07.2014	Warangal	Awaited for further reports
2	219/2014	08.07.2014	Warangal	Awaited for further reports
3	233/2014	09.07.2014	Adilabad	Awaited for further reports
4	262/2014	23.07.2014	Nizamabad	Awaited for further reports
5	278/2014	26.07.2014	Warangal	Awaited for further reports
6	286/2014	26.07.2014	Warangal	Reply Awaited
7	291/2014	26.07.2014	Warangal	File is under circulation
8	292/2014	26.07.2014	Warangal	Awaited for further reports
9	293/2014	26.07.2014	Warangal	Awaited for further reports
10	295/2014	26.07.2014	Warangal	Awaited for further reports
11	296/2014	26.07.2014	Warangal	Awaited for further reports
12	299/2014	26.07.2014	Warangal	Awaited for further reports
13	300/2014	26.07.2014	Warangal	Awaited for further reports
14	311/2014	02.08.2014	Warangal	Awaited for further reports
15	358/2014	12.08.2014	Warangal	Awaited for further reports
16	362/2014	12.08.2014	Warangal	Awaited for further reports
17	369/2014	16.08.2014	Warangal	Awaited for further reports
18	373/2014	23.08.2014	Warangal	Awaited for further reports
19	374/2014	25.08.2014	Warangal	Awaited for further reports
20	381/2014	04.09.2014	Nizamabad	File is under circulation
21	384/2014	04.09.2014	Nizamabad	Reply Awaited
22	385/2014	04.09.2014	Nizamabad	Reply Awaited
23	395/2014	08.10.2014	Nizamabad	Reply Awaited
24	399/2014	08.10.2014	Warangal	Reply Awaited
25	408/2014	28.10.2014	Nizamabad	Reply Awaited

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
26	413/2014	10.11.2014	Karimnagar	Reply Awaited
27	416/2014	13.11.2014	Karimnagar	Reply Awaited
28	417/2014	17.11.2014	Warangal	File is under circulation
29	418/2014	25.06.2014	Warangal	Reply Awaited
30	419/2014	25.06.2014	Warangal	Reply Awaited
31	420/2014	25.06.2014	Warangal	Reply Awaited
32	421/2014	20.11.2014	Karimnagar	Reply Awaited
33	422/2014	24.11.2014	Karimnagar	Reply Awaited
34	425/2014	29.11.2014	Karimnagar	Reply Awaited
35	424/2014	29.11.2014	Warangal	File is under circulation
36	426/2014	25.06.2014	Warangal	Reply Awaited
37	427/2014	03.12.2014	Karimnagar	Reply Awaited
38	428/2014	03.12.2014	Warangal	Reply Awaited
39	429/2014	09.12.2014	Warangal	Reply Awaited
40	430/2014	09.12.2014	Warangal	Reply Awaited
41	431/2014	11.12.2014	Nizamabad	Reply Awaited
42	432/2014	11.12.2014	Adilabad	Reply Awaited
43	433/2014	17.12.2014	Adilabad	Reply Awaited
44	434/2014	18.12.2014	Warangal	Reply Awaited
45	435/2014	20.12.2014	Warangal	Reply Awaited
46	436/2014	20.12.2014	Warangal	Reply Awaited
47	437/2014	20.12.2014	Warangal	Reply Awaited
48	438/2014	20.12.2014	Warangal	Reply Awaited
49	439/2014	20.12.2014	Warangal	Reply Awaited
50	440/2014	20.12.2014	Warangal	Reply Awaited
51	441/2014	20.12.2014	Warangal	Reply Awaited
52	442/2014	24.12.2014	Nizamabad	Reply Awaited