



Presentation by  
CONSUMER GRIEVANCES REDRESSAL FORUM

T S N P D C L – W A R A N G A L



Consumer Grievances Redressal Forum  
Annual Progress Report  
(From January-2014 to December-2014)



**T S N P D C L - W A R A N G A L**



**CONSUMER GRIEVANCES REDRESSAL FORUM**  
NORTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED  
3<sup>rd</sup> Floor, H. No. 2-5-31/2, Vidyut Bhavan, Nakkalagutta, Hanamkonda,  
Warangal-Dist., Pin Code No. 506 001.

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'Forum for Redressal of Consumer Grievances' TSNPDCL has been established as per Sub - Section (5) of Section 42 read with clause (r) and (s) of Sub- Section (2) of Section 181 of the Electricity Act 2003 and functioning of Forum as per the provisions of

1. Electricity Act-2003,
2. Regulations of APERC,
3. General Terms and Conditions of Supply of the Licensee approved by the APERC,
4. Tariff Order approved by the APERC.

Presently there is one Forum functioning in the NPDCL jurisdiction catering to the consumers of five districts. The CGRF has been established since 05-01-2005 and catering to the consumers of Warangal, Karimnagar, Khammam, Nizamabad and Adilabad Districts and functioning in the following address:

**Vidhyuth Bhavan,  
Corporate Office TSNPDCL,  
Nakkalagutta,  
Hanamkonda,  
Pincode-506001**

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**Telephone Nos.**

<b>Land line telephone Nos. -</b>	<b>0870-2461551</b>
<b>Chairperson -</b>	<b>Mobile No. 94408 11299</b>
<b>Member (Accounts) -</b>	<b>Mobile No. 94913 07004</b>
<b>Member Legal -</b>	<b>Mobile No. 94408 14890</b>
<b>Member Consumer Affairs -</b>	<b>Mobile No. 94944 28698</b>

**CGRF solves the following grievances**

- i. Delay in attending of normal fuse off, Overhead lines/ Cable Breakdowns, Distribution Transformer failures, interruption in power supply, voltage fluctuations,
- ii. Maintenance of Harmonics.
- iii. Complaints about meters i.e. meters struck up, meter burnt & sluggish and creeping
- iv. Delay in releasing of new services (or) new additional loads (or) erection of new substation to extend the supply
- v. Transfer of ownership
- vi. Change of category and conversion of services.
- vii. Complaints about Consumers bills i.e. wrong meter reading, excess of bill, low consumption, bills not served etc.
- viii. Reconnection of supply which shall be attended as per “Guaranteed Standards of Performance” as per regulation 7 of APERC.

**For lodging a complaint the consumer should do**

- Before approaching the CGRF for resolving their complaints, consumers are required to file the grievances in the Customer Service Centers available near to them and take acknowledgement and in case they are not resolved, they may approach the CGRF for redressal.

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**Functioning of Consumer Grievances Redressal Forum:**

- The office of the Forum receives the complaint from the consumer and issues acknowledgement immediately.
- On receipt of the complaint, the Forum shall ask the concerned officer for submitting his reply within 10 days, with a copy to the consumer.
- After the receipt of the reply of the respondent, if the consumer is satisfied, the Forum will not conduct any hearing.
- If not satisfied with the reply of the respondent, the CGRF will conduct the hearing within 30 days.
- With the deposition of complainant, the Forum shall issue final orders to the complainant within 45 days i.e. from the date of receipt of complaint as per rules and regulations of APERC.
- Compensation of Rs.100/- per day will be adjusted in the consumer's future bills, if any lapse of Dept is seen, as per guaranteed standards of performance of Schedule-I & II.
- The aggrieved complainant can file an appeal to the 'Ombudsman' whose address is given in the final order by CGRF, within 30 days after receipt of final order.
- Before conducting the awareness programmes to the consumers at the District Courts or Divisional Courts by CGRF, complaints shall also be received and hearing of the registered complaints in previous month will be held.

**CONSUMER GRIEVANCE REDRESSAL FORUM**

- a) The Forum is conducting "Electricity Consumer Courts" in all District Headquarters, Divisional Offices and Sub-Division offices besides conducting hearings in the respective Office every month.
- b) The 'Forum' is consisting of four members including the Chairperson (Technical), Member (Accounts) and Member (Legal) and all are appointed by the Licensee and one co-opted Member, who is familiar with Consumer affairs, nominated by the Hon'ble APERC from the registered Consumer Organizations.
- c) The 'Forum' is functioning independently and impartially even though it is an 'internal 'Forum' of the Licensee without allowing any scope for 'doubt' and pointing out the mistakes of the officers of the Licensee and settling all grievances concerning electricity.

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**d) What are the issues covered in the Regulations?**

The APERC has formulated some Regulations in the year 2004 and some among them which are related to the 'consumer' are as follows (details can be seen in APERC web site).

(i). The Regulation 1. covers matters relating to the following:

- Establishment and constitution of the Forum.
- Functions of the Forum.
- The Obligation of the Licensee (Electricity supply company).
- Procedure for lodging complaints.
- Procedure followed in the Forum for disposing off complaints.
- Procedure of complaining with Ombudsman . etc.

(ii). Regulation 5 covers matters relating to the following:-

- Recovery of Electricity charges from Consumers
- Electricity bills, Intervals, body of the bill, payment procedure, Erroneous/disputed bills,
- Disconnection of service, etc.
- Restoration of supply
- Right of Licensee to enter Consumer premises etc.

(iii). Regulation 6 covers matter relating to following:-

- Security deposit, Review, Interest, Refund of Security Deposit etc.

(iv). Regulation 7 covers matters relating to the following:-

- Licensee's Standards of performance – Schedule I.
- Compensation to the effected Consumers - Schedule II.
- Overall Standards of performance – Schedule III.

**e) What is the purpose of these Regulations?**

The objective of these regulations is to protect the interests of Electricity consumers and to give them an additional Forum to bring their complaints and grievances before the Forum for quick redressal.

**f) Does it cost the consumer to use this facility?**

No. The consumer need not pay any amount to file complaints in the Forum.

**g) Should the consumer engage an Advocate or Lawyer?**

No. There is no necessity for the consumer to engage the services of advocates or Lawyers. Consumer can appear on his/her own, however a consumer may nominate his/her representative in the Forum.

**h) As per Regulation 1. Sub Section 2(c) of APERC 2004 the “Complainant” shall include-**

(i) A Consumer as defined under clause (15) of Section 2 of the Act;

(ii) An applicant for new connections;

(iii) Any registered Consumer Society; and

(iv) Any unregistered association of Consumers where the Consumers have similar interest;

**i) A ‘Consumer’ is defined under clause (15) of Section 2 of the Electricity Act 2003 as “Any person who is supplied with electricity for his own use by a Licensee or the Government or by any other person engaged in the supplying of electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a Licensee, the government or such person, as the case may be”.**

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**j) Can all complaints relating to electricity be filed in the Forum?**

No. There are certain issues on which the Consumer Grievance Redressal Forum cannot entertain complaints from the consumers. The following are excluded from the purview of the Forum.

1. Unauthorized use of electricity as provided under Section 126 of the Electricity Act 2003 (Unauthorized use of Electricity).
2. Offences and penalties as provided under Section 135 to 139 of the Electricity Act 2003 (Theft of Energy).
3. Accident in the distribution supply or use of the electricity as provided under 161 of the Electricity Act (Electrical Accidents).

**k) How many Forums will be established?**

Every Licensee should establish one Consumer Grievance Redressal Forum having jurisdiction for every 3 to 5 revenue districts of its area of supply. In case of NPDCL is having one Consumer forum as above. The Forum shall have sittings at the Head Quarters and /or at any other place in the Licensee area as may be decided by the Forum depending upon the number of grievances and are of operation.

**l) How to get information about the Forum and its working?**

The Licensee shall from time to time give publicity of the constitution and existence of the Forum including in the bills rose for the supply of electricity to the consumers and in such other manner as the Commission may from time to time notify. The names and designation of the Members and the concerned officers of the Forum, address, e-mail, and phone numbers of the Forum shall be displayed at all the offices of the Licensee and shall also be duly publicized, if considered appropriate including on the bills raised on the consumers.



**m) How to lodge complaints in the Forum?**

1. As a first step consumers have to approach the officials of the Licensee and try to get their grievance redressed as per the Complaints handling procedure.

2. If there is no response or in case of inadequate response, consumers can lodge the complaint in the Consumer Grievance Redressal Forum.

The complaint should be in writing in white paper with full details and address of the complainant including land line/cell number and shall enclose any additional information or documents in support of their complaint.

The Forum shall issue due acknowledgement of the receipt of the complaint to the complainant.

**n) What does the Forum do with the complaint?**

The Forum sends a copy of the complaint to the Licensee for its comments. The Licensee should give its comments within 15 days of intimation from the Forum. If no reply is received from the Licensee the forum shall proceed on the basis of the material available on record.

The Forum may pass such Interim Orders on the request of the complainant as the Forum considers appropriate pending the final decision of the complaint.

The Forum will intimate in writing the date of hearing to all the parties.

The decision of the Forum shall be recorded in writing and communicated to the complainant and the licensee for compliance within 45 days from the date of receipt of complaint.

**o) Is the decision of the Forum final?**

YES.

The decision of the Forum is final as far as the Licensee is concerned. However, the complainant may make a representation against the order of the Forum to the VIDYUTH OMBUDSMAN, 1<sup>st</sup> Floor, 33/11 KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad -500 063.

**p) What is the time limit to make a representation to the Ombudsman?**

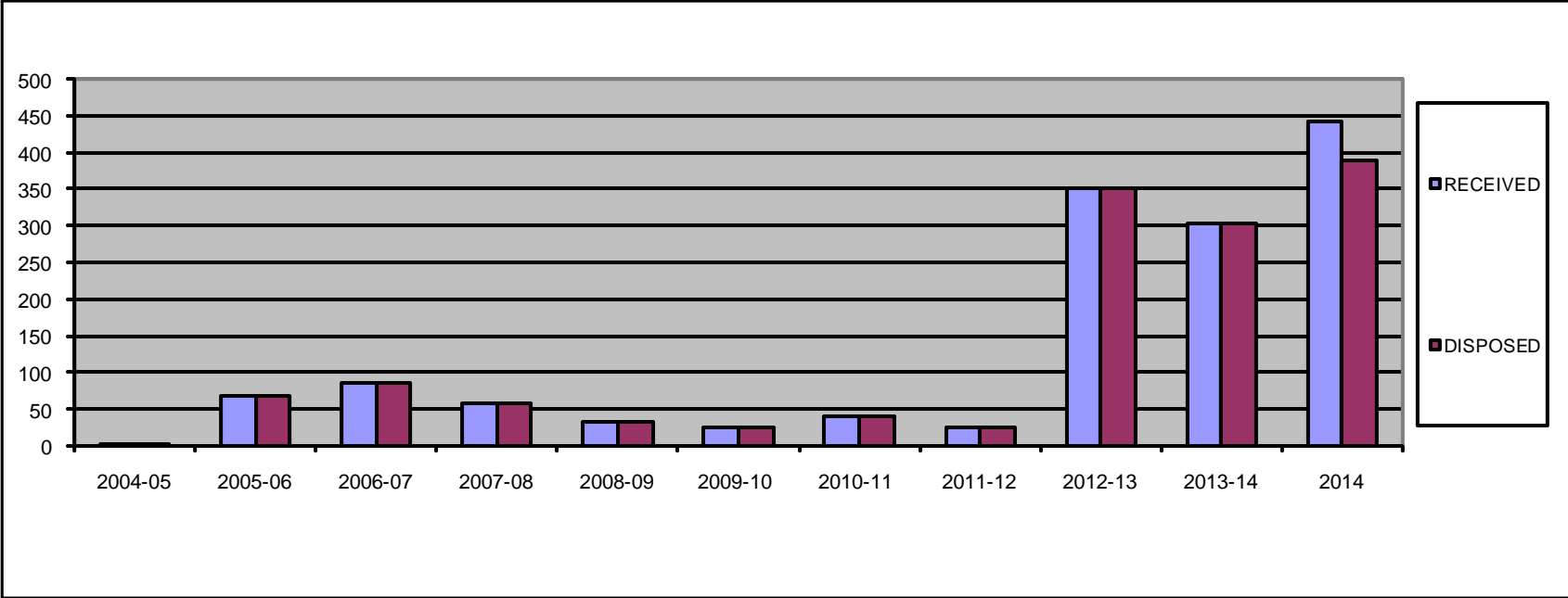
The complaint should make a representation to the Ombudsman within THIRTY days of the receipt of the order of the Forum.

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**STATEMENT SHOWING THE COMPLAINTS RECEIVED AND DISPOSED MONTH WISE UPTO THE END OF 31.12.2014.**

Sl. No.	Month	2005 - 2006			2006 - 2007			2007 - 2008			2008 - 2009			2009 - 2010			2010 - 2011			2011 - 2012			2012 - 2013			2013 - 2014 Upto (31.12.13)			2014 Upto (31.12.14)			
		No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	No. of Complaints Received	No. of Complaints Disposed	Balance Pending	
1	April	6	6	Nil	2	2	Nil	6	6	Nil	2	2	Nil	1	1	Nil	2	2	Nil	2	2	Nil	5	5	Nil	20	20	Nil	Jan	13	13	0
2	May	0	0	Nil	7	7	Nil	1	1	Nil	3	3	Nil	2	2	Nil	4	4	Nil	1	1	Nil	2	2	Nil	13	13	Nil	Feb	7	7	0
3	June	1	1	Nil	3	3	Nil	8	8	Nil	3	3	Nil	2	2	Nil	2	2	Nil	0	0	Nil	4	4	Nil	81	81	Nil	Mar	19	19	0
4	July	2	2	Nil	4	4	Nil	6	6	Nil	8	8	Nil	2	2	Nil	2	2	Nil	1	1	Nil	80	80	Nil	13	13	Nil	Apr	12	12	0
5	August	2	2	Nil	12	12	Nil	2	2	Nil	3	3	Nil	0	0	Nil	2	2	Nil	5	5	Nil	7	7	Nil	11	11	Nil	May	25	25	0
6	September	1	1	Nil	9	9	Nil	6	6	Nil	5	5	Nil	0	0	Nil	7	7	Nil	3	3	Nil	7	7	Nil	85	85	Nil	June	88	88	0
7	October	0	0	Nil	13	13	Nil	10	10	Nil	1	1	Nil	3	3	Nil	5	5	Nil	4	4	Nil	9	9	Nil	12	10	2	July	146	133	13
8	November	7	7	Nil	8	8	Nil	4	4	Nil	2	2	Nil	3	3	Nil	4	4	Nil	1	1	Nil	9	9	Nil	58	45	13	Aug	65	59	6
9	December	21	21	Nil	5	5	Nil	3	3	Nil	0	0	Nil	4	4	Nil	1	1	Nil	0	0	Nil	111	105	Nil	11	0	11	Sep	17	14	3
10	January	7	7	Nil	5	5	Nil	8	8	Nil	1	1	Nil	2	2	Nil	6	6	Nil	4	4	Nil	82	69	Nil				Oct	19	16	3
11	February	12	12	Nil	6	6	Nil	1	1	Nil	3	3	Nil	4	4	Nil	4	4	Nil	2	2	Nil	21	13	Nil				Nov	14	4	10
12	March	11	11	Nil	12	12	Nil	2	2	Nil	1	1	Nil	2	2	Nil	2	2	Nil	2	2	Nil	14	1	Nil				Dec	17		17
Total		70	70	Nil	86	86	Nil	57	57	Nil	32	32	Nil	25	25	Nil	41	41	Nil	25	25	Nil	351	311	Nil	304	278	26		442	390	52

CGRF/TSNPDCL - YEAR WISE COMPLAINTS RECEIVED AND DISPOSED



YEAR	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014
RECEIVED	3	67	86	57	32	25	41	25	351	304	442
DISPOSED	3	67	86	57	32	25	41	25	351	304	390

STATEMENT SHOWING THE COMPLAINTS RECEIVED AND DISPOSED  
(Category Wise and in Favour of Consumer/Department)

Sl. No.	Year	No. of Complaints			Infavour of Consumers	Agaist the Consumers	COMPLAINTS RECEIVED CATEGORY WISE						
		Received	Disposed	Pending			H.T.	L.T. - I	L.T. - II	L.T. - III	L.T. V	Others	Total
1	2004-2005	3	3	0	2	1	1	1	0	1	0	0	3
2	2005-2006	67	67	0	59	8	2	20	10	20	5	10	67
3	2006-2007	86	86	0	64	22	5	25	10	23	9	14	86
4	2007-2008	57	57	0	45	12	4	23	6	11	5	8	57
5	2008-2009	32	32	0	21	11	4	12	2	4	2	8	32
6	2009-2010	25	25	0	17	8	4	8	4	0	0	9	25
7	2010-2011	41	41	0	31	10	6	7	4	4	6	14	41
8	2011-2012	25	25	0	23	2	1	7	2	5	2	8	25
9	2012-2013	351	351	0	278	73	39	91	22	33	28	138	351
9	2013-2014 (Up to 31.12.13)	304	304	0	283	21	15	47	12	10	57	163	304
10	2014	442	390	52	359	31	14	66	32	13	22	295	442
Total		1433	1381	52	1182	199	95	307	104	124	136	667	1433

FORUM FOR REDRESSAL OF CONSUMER GREIVANCES OF NORTHERN POWER DISTRIBUTION COMPANY  
OF TELENGANA LIMITED

DETAILS OF COMPLAINTS DISPOSED IN FAVOUR OF AND AGAINST CONSUMER DURING THE CALENDAR  
YEAR AND CUMULATIVE TO END OF 31.12.2014

Year	Meter Complaints	Wrong Billing	Back Billing	Category Change	About Non release of New services Disc. Of A.C.	Title transfer	Dispute in Load	Restoration of power supply/Interruption of power supply	Theft and Malpractice Pilferage Cases, etc.	Dispute in Transformer	Low/High Voltage	Dispute in Poles/Lines	Delay in non implementation of Orders/Alegations	Con-Cat-V paid and free	Refunds	Misc.	Total
In Favour of Consumer ( Forum where up helds the contention of the consumer)	9	56	8	4	28	3	10	10	0	85	20	93	0	8	0	46	380
Against the consumer (Forum where Disagree with the contention of the consumer)	2	16	4	2	1	1	0	0	1	3	0	3	0	0	0	3	36
Total	11	72	12	6	29	4	10	10	1	88	20	96	0	8	0	49	416

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES OF NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED.

COMPLAINTS PENDING TO END OF 31.12.2013

Sl. No.	C.G. No.	Date of Receipt of Complaint	Name and Address of the Petitioner	Nature of Greivance	Responents	Date of Forwarding	Due Date for Receipt of Reply	Stipulated period of 45 days expires by	Remarks
<b>WARANGAL CIRCLE</b>									
1	213/2014	08.07.14	Sri Gadepaka Cheranjevi (Sarpanch) Uppugal, Zafferghad, Warangal-Dist. General	Change the poles with new ones	AE/OP/Zafferghad-9440811386 ADE/OP/Palakurthy-9440908198 DE/OP/Jangaon-9440811319	08.07.14	18.07.14	21.08.14	Awaited for further reports from the respondents
2	219/2014	08.07.14	Sri Ellandula Prathap (Sarpanch) Station Ghanpur - V & M, Warangal-Dist. General.	Low voltage problem	AE/OP/Station Ghanpur-9440811381 ADE/OP/Ghanpur - 9440811339 DE/OP/Jangaon - 9440811319.	08.07.14	18.07.14	21.08.14	Awaited for further reports from the respondents
3	278/2014	26.07.14	Sri E.Jhansi Rani (Sarpanch) Eturunagaram, Mulugu, Warangal-Dist. General	Solve our village problems	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondents
4	286/2014	26.07.14	Sri B. Narsimhulu Koyagudem, Yellapur, Ramannagudem, Kamalapur, Eturunagaram, Mulugu, Warangal-Dist	Transformer over loaded	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Reports awaited from the respondents.

5	291/2014	26.07.14	Sri V.Narsimha rao MPTC, CSI School line, Eturunagaram, Mulugu, Warangal-Dist. General	Provide the scheme to SC ST of our villagers	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	File is under circulation
6	292/2014	26.07.14	Sri D.Satyam Buttaigudem, Eturunagaram, Mulugu, Warangal-Dist. General	Not porviding the DTR	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondens
7	293/2014	26.07.14	Sri M.Srinu Chinnaboinalpally, Eturunagaram, Mulugu, Warangal-Dist. General	Transform er over loaded	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondens
8	295/2014	26.07.14	Sri P.Gangaiah Kondai - Village Eturunagaram, Mulugu, Warangal-Dist. General	Provide 3- Phase line	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondens
9	296/2014	26.07.14	Smt P.Parvathi Eturunagaram, Mulugu, Warangal-Dist. General	Not providing the power supply	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondens



10	299/2014	26.07.14	Smt B.Jyothi Ramannagudem, Eturunagaram, Mulugu, Warangal-Dist. General	Provide on- off switch to the DTRs	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondens
11	300/2014	26.07.14	Sri K.Arjun (Sarpanch) Eturunagaram, Mulugu, Warangal-Dist. General	provide cable and poles	AE/OP/Eturunagaram-9440814867 ADE/OP/Eturunagaram-9490901779 DE/OP/Mulugu - 9440814864	26.07.14	02.08.14	09.09.14	Awaited for further reports from the respondens
12	311/2014	02.08.14	Sri J.Sriniva Rao H.No.6-2-4, New Bus Stand Road, Hanamkonda, Warangal- Dist-506001 SC.No.12286-000160, Cat-II	Excess Bill	AE/D/Chowrastha - 9440811343 ADE/OP/Mulugu Road - 9491061735 AAO/ERO/Warangal - 9440811279. DE/OP/T/Warangal - 9440811313	05.08.14	12.08.14	15.09.14	Awaited for further reports from the respondens
13	358/2014	12.08.14	Sri G.Yadaiah, Laxidevipet - Village, Venkatapur - Mandal, Mulugu, Warangal - Dist. General.	Provide edge fuse set to 25 KVA DTR	AE/OP/Venkatapur - 9440814859 ADE/OP/Mulugu - 9440814856 DE/OP/Mulugu - 9440814864	12.08.14	22.08.14	25.09.14	Awaited for further reports from the respondens
14	362/2014	12.08.14	Sri K.Ramakrishna Kamalapur - Village, Mangapet - Mandal, Mulugu, Warangal - Dist. SC.No.2523, Cat-II	Change the category	AE/OP/Kamalapur -9440814941 ADE/OP/Eturunagaram-9490901779 AAO/ERO/Mulugu - 9440814869 DE/OP/Mulugu - 9440814864	12.08.14	22.08.14	25.09.14	Awaited for further reports from the respondens

15	369/2014	16.08.14	Sri Bukya Ravinder H.No.1-475/3, Pragathi Colony, Mulugu - V & M, Warangal - Dist. General	Suffering somanly problems on the power supply and	AE/OP/Mulugu - 9440814941 ADE/OP/Mulugu - 9440814856 DE/OP/Mulugu - 9440814864	18.08.14	24.08.14	29.09.14	Awaited for further reports from the respondens
16	373/2014	23.08.14	Smt K.Suguna H.No.3-13-29, Kumarpally, Hanamkonda, Warangal - Dist. SC.No.2235-03483, Cat-III	Remove the meter	AE/D/Chowrastha - 9440811343 ADE/OP/Mulugu Road - 9491061735 AAO/ERO/Warangal - 9440811279. DE/OP/T/Warangal - 9440811313	23.08.14	02.09.14	05.10.14	Awaited for further reports from the respondens
17	374/2014	25.08.14	Sri P.Yadagiri Thammadapally - Village, Zafferghad - Mandal, Warangal - Dist. General	Provide 16 KVA DTR	AE/OP/Zafferghad-9440811386 ADE/OP/Palakurthy-9440908198 DE/OP/Jangaon-9440811319	25.08.14	03.09.14	06.10.14	Awaited for further reports from the respondens
18	399/2014	08.10.14	Sri M.D.Kaja Mohinuddin H.No.1-9-66-12, Police Colony, Julaiwada, Hanamkonda, Warangal - Dist. General	Provide new meter	AE/Dist/Subedari - 9440811347. ADE/OP/Hanmakonda - 9440811330. DE/OP/Warangal - 9440811313.	09.10.14	18.10.14	22.11.14	Reports awaited from the respondents.
19	417/2014	17.11.14	Sri Kanjarla Nagaiah S/o. Yellaiah, H.No.1-72, Kadarigudem - Village, H/o. Ellanda, Wardhannapet-Mandal, Warangal-Dist. SC.No.152, Cat-V.	Change the name of service connection name	AE/OP/Panthini - 9440811361 ADE/OP/Wardhannapet - 9440811311 AAO/ERO/Wardhannapet- 9440811281. DE/OP/R/Warangal - 9440811315	18.11.14	27.11.14	01.01.15	File is under circulation

20	418/2014	18.11.14	Smt D.Padma W/o. Raju Yadav, Peddampally - Village, H/o. Velisala, Chityal - Mandal, Warangal - Dist. SC.No.10138-00057, Cat-II	Waive the excess bill.	AE/OP/Chityal - 9440814865. ADE/OP/Bhoopalpally-9440814870. AAO/ERO/Parkal- 9440814868. DE/C&O/Mulugu - 9440814864.	20.11.14	28.11.14	02.01.15	Reports awaited from the respondents.
21	419/2014	19.11.14	Sri Kommula Bikshapathi S/o.Elia, Dharmaram - Village, Geesugonda - Mandal, Warangal - Dist. SC.No.	Waive the excess bill & change the category	AE/D/Gorrekunta- 9440811353 ADE/D/Warangal- 9440811331 AAO/ERO/Warangal - 9440811279 DE/OP/Warangal - 9440811313.	21.11.14	29.11.14	02.01.15	Reports awaited from the respondents.
22	420/2014	20.11.14	Smt Shobha Siromane W/o. L.Swamy, H.No.45-7-88, Gorrekunta X road - Village, Geesugonda - Mandal, Warangal - Dist. SC.No.5145-71125, Cat-I.	Waive the excess bill.	AE/OP/Pochammaidan- 9440811348. ADE/D/Mulugu Road - 9491061735. AAO/ERO/Warangal - 9440811279. DE/OP/Warangal - 9440811313.	21.11.14	30.11.14	03.01.15	Reports awaited from the respondents.
23	424/2014	29.11.14	Sri V. Ravi Chander H.No.8-9-174, Polavari street, Station Road, Warangal-Dist. SC.No.15131-06791 Cat-I	Back billing	AE/D/Station Road- 9440811350 ADE/D/Warangal- 9440811331 AAO/ERO/Warangal - 9440811279 DE/OP/Warangal - 9440811313.	01.12.14	09.12.14	13.01.15	Reports awaited from the respondents.
24	426/2014	01.12.14	Smt. Kunta Sashi Rekha H.No.19-9-56, Near Nehru Statue, Rangasaipet, Warangal-Dist. SC.No.15169-042793, Cat-I	Excess Bill	AE/OP/Kareemabad-9440811351 ADE/Dist./Warangal - 9440811331 AAO/ERO/Warangal - 9440811279 DE/OP/Warangal - 9440811313	02.12.14	11.12.14	14.01.15	Reports awaited from the respondents.

25	428/2014	03.12.14	Sri B.Srinivas IDA, Rampur, H.No.4-69-1, Valmiki Nagar, Madikonda, Warangal - Dist. SC.No.12126-03071, Cat-I	Wrong Billing	AE/OP/Madikonda - 9440811354 ADE/OP/R/Warangal - 9440811332 AAO/ERO/R/Warangal - 9440811282 DE/OP/R/Warangal - 9440811315	04.12.15	13.12.14	16.01.15	Reports awaited from the respondents.
26	429/2014	09.12.14	Sri Amraji Ilaiah & Others Saipet - Village, Dharmasagar - Mandal, Warangal-Dist. SC.No.23, 281 & 585, Cat-I	Low voltage problem	AE/OP/Dharmasagar - 9440811383 ADE/OP/Station Ghanpur - 9440811339 DE/OP/Jangaon - 9440811319.	09.12.14	19.12.14	23.01.15	Reports awaited from the respondents.
27	430/2014	09.12.14	Sri T.Yadagiri (Correspondent) St.Peter's Foundation High School, Nidigonda - Village, Raghunathpally - Mandal, Warangal - Dist. SC.No.3811-1016, Cat-II	Back billing	AE/OP/Raghunathapally - 9440811378 ADE/OP/Jangaon - 9440811338 AAO/ERO/Jangaon - 9440811286 DE/OP/Jangaon - 9440811319.	09.12.14	19.12.14	23.01.15	Reports awaited from the respondents.
28	434/2014	18.12.14	Sri K.Kamalakar Rao H.No.13-3-26, Matwada, Warangal-Dist. SC.No.000889, Cat-I	Wrong Billing	AE/Dist./Warangal - 9440811349. ADE/OP/Mulugu Road - 9491061735. AAO/ERO/Warangal - 9440811279. DE/OP/Warangal - 9440811313.	19.12.14	28.12.14	31.01.15	Reports awaited from the respondents.
29	435/2014	20.12.14	Sri M.Somaiah H.No.1-10, Raghavapur - Village, Palakurthy - Mandal, Warangal - Dist. SC.No.14122-00031, Cat-I	Wrong Billing	AE/OP/Palakurthy - 9440811385 ADE/OP/Palakurthy - 9440908198. AAO/ERO/Station Ghanpur - 9440811285. DE/OP/Jangaon - 9440811319.	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.

30	436/2014	20.12.14	Sri M.Naresh S/o.Arshaiah, Devaruppula, Station Ghanpur, Warangal-Dist. SC.No.827, Cat-V	Title transfer	AE/OP/Devaruppula - 9440811379 ADE/OP/Palakurthy - 9440908198 AAO/ERO/Station Ghanpur - 9440811285 DE/OP/Jangaon - 9440811319	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.
31	437/2014	20.12.14	Sri G.Ramachandraiah Gudellagudem - village, Palakurthy - mandal, Warangal - Dist. SC.No.24, Cat-I.	Wrong Billing	AE/OP/Palakurthy - 9440811385 ADE/OP/Palakurthy - 9440908198. AAO/ERO/Station Ghanpur- 9440811285. DE/OP/Jangaon - 9440811319.	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.
32	438/2014	20.12.14	Sri G.Mallaiah Gudellagudem - Village, Palakurthy - Mandal, Warangal - Dist. SC.No.35, Cat-V	Wrong Billing	AE/OP/Palakurthy - 9440811385 ADE/OP/Palakurthy - 9440908198. AAO/ERO/Station Ghanpur- 9440811285. DE/OP/Jangaon - 9440811319.	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.
33	439/2014	20.12.14	Sri T.Somanarsaiah S/o. Venkataiah, Gudellagudem - Village, Palakurthy - Mandal, Warangal - Dist. SC.No.63 Cat-V.	Wrong Billing	AE/OP/Palakurthy - 9440811385 ADE/OP/Palakurthy - 9440908198. AAO/ERO/Station Ghanpur- 9440811285. DE/OP/Jangaon - 9440811319.	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.
34	440/2014	20.12.14	Sri P.Venkanna Devaruppula - Village & Mandal, Warangal - Dist. SC.No.981, Cat-I	Wrong Billing	AE/OP/Devaruppula - 9440811379 ADE/OP/Palakurthy - 9440908198 AAO/ERO/Station Ghanpur - 9440811285 DE/OP/Jangaon - 9440811319	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.
35	441/2014	20.12.14	Sri T.Venkataiah Gudellagudem - Village, Palakurthy - Mandal, Warangal- Dist. SC.No.11, Cat-V.	Wrong Billing	AE/OP/Palakurthy - 9440811385 ADE/OP/Palakurthy - 9440908198. AAO/ERO/Station Ghanpur- 9440811285. DE/OP/Jangaon - 9440811319.	20.12.14	30.12.14	02.02.15	Reports awaited from the respondents.

KARIMNAGAR CIRCLE									
1	413/2014	10.11.14	Sri N.Shankaraiah & Others S/o. Rayamallu, Miyapur(Perkapally) - Village, Sultanabad - Mandal, Karimnagar-Dist. General	Provide compensat ion to us.	AE/OP/Sultanabad - 9440811487 ADE/OP/Sultanabad - 9440811429 DE/OP/Peddapally - 9440811400	12.11.14	20.11.14	23.12.14	Reports awaited from the respondents.
2	416/2014	13.11.14	Sri G.Mallesham & Others Ganneruvaram - Village, Bejjanki - Mandal, Karimnagar - Dist. General	Change the location of the 33/11 KV line	AE/OP/Thotapally - 9440811441. ADE/OP/Bejjanki - 9440814889. DE/OP/Huzurabad - 9440811578.	13.11.14	23.11.14	27.12.14	Reports awaited from the respondents.
3	421/2014	20.11.14	Sri N.Mallareddy M/s. Venkata Ramana Auto Garage, Plot No.76/3, Rajeev Auto Nagar, Karimnagar - Dist.	Rectify the wrong billing	AE/OP/T-V/Karimnagar-9491058663 ADE/OP/T/Karimnagar-9440811417 AAO/ERO/T/Karimnagar - 9440811464. DE/OP/Karimnagar-9440811394.	21.11.14	30.11.14	03.01.14	Reports awaited from the respondents.
4	422/2014	24.11.14	Sri G.Satyanarayana H.No.6-6-200/1, Nehru Ganz, Peddapally Main Road, Karimnagar-Dist. SC.No.20102-03448, Cat-II	Excess bill	AE/OP/T-I/Karimnagar-9440811432. ADE/OP/T/Karimnagar-9440811417 AAO/ERO/T/Karimnagar - 9440811464. DE/OP/Karimnagar-9440811394.	24.11.14	04.12.14	06.01.15	Reports awaited from the respondents.
5	425/2014	29.11.14	M/s. Deputy Engineer, Tyres APSRTC, Tyre Retrading Karimnagar (T&D). SC.No.KNR-095, Cat-HT.	Back Billing	ADE/OP/T/Karimnagar-9440811417 DE/OP/Karimnagar-9440811394. SAO/CO/Karimnagar - 9440811501. SE/OP/Karimnagar - 9440811393.	04.12.14	09.12.14	13.01.15	Reports awaited from the respondents.

6	427/2014	03.12.14	Sri M.Venkateshwarlu H.No.12-341/A3, Opp:Green Sedge High School, Kakatiya Colony, Budiga Jangala Wada, Huzurabad,	Shifting of the transformer	AE/OP/T/Huzurabad - 9440811451 ADE/OP/Huzurabad - 9440811421 DE/OP/Huzurabad - 9440811396	04.12.14	13.12.14	16.01.15	Reports awaited from the respondents.
<b>NIZAMABAD CIRCLE</b>									
1	262/2014	23.07.14	Sri Md.Moinuddin S/o. Jainuluddin, Birkur, Banswada, Nizamabad - Dist. General	Provide agricultural connection	AE/OP/Birkur-9440811653 ADE/OP/Banswada-9440811611 DE/OP/Banswada-9440811588	23.07.14	30.07.14	05.09.14	Awaited for further reports from the respondents
2	381/2014	04.09.14	Sri Gaddam Mahipal Reddy & Others S/o. Ashanna, Kupriyal - Village, Sadasivanagar - Mandal, Nizamabad - Dist. General	Provide additional Transformer.	AE/OP/Sadasivanagar - 9440811645 ADE/OP/R/Kamareddy - 9440811608 DE/OP/Kamareddy - 9440811586.	08.09.14	14.09.14	19.10.15	File is under circulation
3	384/2014	04.09.14	Sri A.Rajeshwar & Others S/o. Nadipi Rajanna, Sirikonda - Mandal, Nizamabad - Dist. General.	Provide agricultural service connection	AE/OP/Sirikonda - 9440811637 ADE/OP/Bheemgal - 9440811605 DE/OP/Armoor - 9440811585	08.09.14	14.09.14	19.10.14	Reports awaited from the respondents
4	385/2014	04.09.14	Sri D.Narsaiah & Others Argul - Village, Jakranpally - Mandal, Nizamabad - Dist. General.	Provide DTR and lines to agricultural wells	AE/OP/Jakranpally - 9440811634 ADE/OP/Armoor - 9440811604 DE/OP/Armoor - 9440811585	08.09.14	14.09.14	19.10.14	Reports awaited from the respondents

5	395/2014	08.10.14	Sri Baddam Bheemanna S/o. Sayanna, Palem - Village, Morthad - Mandal, Nizamabad - Dist. General	Provide power connection s to our agricultura l bore	AE/OP/Morthad -9440811638 ADE/OP/Morthad - 9440811606 DE/OP/Armoor - 9440811585	09.10.14	18.10.14	21.11.14	Reports awaited from the respondents
6	408/2014	28.10.14	Sri Battu Anja Goud S/o. Bala goud, Yerrapahad - Village, Tadwai - Mandal, Nizamabad - Dist. SC.No.406, Cat-I	Theft Case	AE/OP/Thadvai - 9440811643 ADE/OP/T/Kamareddy - 9440811607 AAO/ERO/Kamareddy - 9440811668 DE/OP/Kamareddy - 9440811586.	28.10.14	08.11.14	11.12.14	Reports awaited from the respondents
7	431/2014	11.12.14	Sri K.Zabiullah, Advocate (Authorized person of registered consumer Sri K.Abdulla) H.No.3-5-782/27/4/A, Ideal School King Koti, Pandapate, Hyderabad - 500029. SC.No.53071-00001 Cat-I	Wrong Billing	AE/OP/Sadasivanagar - 9440811645 ADE/OP/R/Kamareddy - 9440811608 AAO/ERO/Kamareddy - 9440811668 DE/OP/Kamareddy - 9440811586.	15.12.14	21.12.14	24.01.15	Reports awaited from the respondents
8	442/2014	24.12.14	Sri Suresh Chowdary (Proprietor) Akshay Industries, 50, shradhanand gunj, Khanapur, Nizamabad - Dist. SC.No.0504-00606, Cat-III	Excess bill	AE/OP/Sarangapur - 9440811617 ADE/OP/R/Nizamabad - 9440811601 DE/OP/Nizamabad - 9440811582 AAO/ERO/Nizamabad - 9440811664.	26.12.14	07.12.14	06.02.15	Reports awaited from the respondents



ADILABAD CIRCLE									
1	233/2014	09.07.14	Sri Ch. Vishwamber Reddy (Sarpanch) Shivaram - Village, Chennur, Adilabad - Dist. General.	Low Voltage Problem	AE/OP/Chennur - 9440814177 ADE/OP/Chennur - 9440908196 DE/OP/Mancheril - 9440811677.	09.07.14	16.07.14	22.08.14	Awaited for further reports from the respondens
2	432/2014	11.12.14	Sri G.Vinod Kumar (Managing Director) Sai Venkata Agro Industries Pvt Ltd., Regd.Office Ground Floor, GMR Towers, Cinema Road,	Rectificatio n of bill	SAO/Circle Office/ Adilabad - 9440811726.	15.12.14	21.12.14	25.01.15	Reports awaited from the respondens
3	433/2014	17.12.14	Sri R.Babu Rao S/o Taru Naik, H.No.1-18, Siripally Thanda (V), Kubeer (M), Adilabad-Dist. General	Provide 25 KVA DTR	AE/OP/Kubeer - 9440811711 ADE/OP/Bhainsa - 9440811688 DE/OP/Nirmal - 9440811674.	19.12.14	27.12.14	30.01.15	Reports awaited from the respondens
<b>PENDING CASES ABSTRACT</b>									
	Sl. No.		Circle		No. of Cases				
	1		Warangal		35				
	2		Karimnagar		6				
	3		Khammam		0				
	4		Nizamabad		8				
	5		Adilabad		3				
			Total		52				

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	27
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				280

Compensation Awarded by the Forum for the Calendar Year 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	Implemetation report is yet to be received from the respondents.
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		

## FINANCIAL YEAR - 2012-2013

### STATUS OF COMPLIANCE REPORTS AS ON 31.12.2014

Sl. No.	Circle	Q1 (Apr-2012 to June-2012)			Q2 (July-2012 to Sep-2012)			Q3 (Oct-2012 to Dec-2012)			Q4 (Jan-2013 to March-2013)			TOTAL	STATUS OF COMPLIANCE	
		Total Cases	No.of Resolved Cases	Compliance reports not received	Total Cases	No.of Resolved Cases	Compliance reports not received	Total Cases	No.of Resolved Cases	Compliance reports not received	Total Cases	No.of Resolved Cases	Compliance reports not received		No.of Resolved Cases	Compliance reports not received
1	Warangal	9	9	0	10	10	0	20	20	0	107	98	9	146	137	9
2	Karimnagar	0	0	0	9	9	0	4	4	0	11	10	1	24	23	1
3	Khammam	0	0	0	20	19	1	4	3	1	7	5	2	31	27	4
4	Nizamabad	1	1	0	3	3	0	1	1	0	7	7	0	12	12	0
5	Adilabad	1	1	0	3	3	0	19	18	1	8	7	1	31	29	2
Total		11	11	0	45	44	1	48	46	2	140	127	13	244	228	16

**FINANCIAL YEAR - 2013-2014**

**STATUS OF COMPLIANCE REPORTS AS ON 31.12.2014**

Sl. No.	Circle	Q1 (Apr-2013 to June-2013)			Q2 (July-2013 to Sep-2013)			Q3 (Oct-2013 to Dec-2013)			TOTAL (Q1 + Q2 + Q3)	STATUS OF COMPLIANCE	
		Total cases	No. of Resolved Cases	Compliance reports not received	Total cases	No. of Resolved Cases	Compliance reports not received	Total cases	No. of Resolved Cases	Compliance reports not received		No. of Resolved Cases	Compliance reports not received
1	Warangal	43	43	0	28	25	3	53	49	4	124	117	7
2	Karimnagar	6	6	0	16	13	3	32	5	27	54	24	30
3	Khammam	4	3	1	18	15	3	6	6	0	28	24	4
4	Nizamabad	5	3	2	34	22	12	4	1	3	43	26	17
5	Adilabad	10	9	1	3	2	1	40	28	12	53	39	14
Total		68	64	4	99	77	22	135	89	46	302	230	72

CALENDAR YEAR - 2014

STATUS OF COMPLIANCE REPORTS AS ON 31.12.2014

Sl. No.	Circle	Q1 STATUS OF COMPLIANCE (Jan-2014 to March- 2014)			Q2 STATUS OF COMPLIANCE (Apr-2014 to June- 2014)			Q3 STATUS OF COMPLIANCE (July -2014 to September)			Q4 STATUS OF COMPLIANCE (October-2014 to December)		
		Total cases	No.of Resolved Cases	Compliance reports not received	Total cases	No.of Resolved Cases	Compliance reports not received	Total cases	No.of Resolved Cases	Compliance reports not received	Total cases	No.of Resolved Cases	Compliance reports not received
1	Warangal	22	18	4	28	23	5	26	13	13	82	33	49
2	Karimnagar	1	1	0	2	2	0	32	10	22	36	18	18
3	Khammam	6	4	2	0	0	0	23	8	15	46	23	23
4	Nizamabad	4	0	4	1	0	1	0	0	0	27	16	11
5	Adilabad	6	5	1	4	2	2	9	4	5	25	16	9
Total		39	28	11	35	27	8	90	35	55	216	106	110

PENDING CASES ABSTRACT		
Sl. No.	Circle	No. of Cases
1	Warangal	35
2	Karimnagar	6
3	Khammam	0
4	Nizamabad	8
5	Adilabad	3
Total		52



Thank you .....