

QUARTERLY REPORT OF CGRF/TSNPDCCL

(JANUARY-2015 TO MARCH -2015)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 31.12.2014	52 Cases (22 Cases Q3/2014 30 Cases Q4/2014)
2	Number of Greivances Received During the Quarter	324 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	112 Cases (14 Cases Q3/2014 25 Cases Q4/2014 73 Cases Q1/2015)
4	Number of Greivances Pending at the Closure of the Quarter as on 31.03.2015	264 Cases (08 Cases Q3/2014 05 Cases Q4/2014 251 Cases Q1/2015)
5	Number of Greivances Pending Which are Older than Two Months	149 Cases (08 Cases Q3/2014 05 Cases Q4/2014 136 Cases Q1/2015)
6	Number of Sittings of CGRFs in the Quarter	18 ( 04 Cases Hearings 14 sittings Local Courts)
7	Number of Cases in Which Compensation was Awarded in the Quarter	05 Cases
8	Total Amount of Compensation Awarded in the Quarter	Rs. 64,900.00

(I) Number of Complaints Received Month Wise, District Wise up to 1st Quarter  
for the Calendar Year - 2015

Circle	2014	Period				(2014) + (Q1) Total
		Q1				
		Jan-15	Feb-15	Mar-15	Q1 Total	
Warangal	196	17	21	7	45	241
Karimnagar	85	23	19	2	44	129
Khammam	76	18	28	0	46	122
Nizamabad	38	12	10	1	23	61
Adilabad	47	125	41	0	166	213
TOTAL	442	195	119	10	324	766

(II) Category - Wise District Wise Cases Registered up to 1st Quarter  
for the Calendar Year - 2015.

Category	2014	Quarater - I Circle Wise						(2014) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	
H.T. Category	14	0	2	0	0	2	4	18
L.T. Category - I	66	5	11	11	5	91	123	189
Category - II	32	8	0	5	3	20	36	68
Category - III	13	2	2	1	0	2	7	20
Other L.T. Category	22	2	13	23	0	1	39	61
Others	295	28	16	6	15	50	115	410
Total	442	45	44	46	23	166	324	766

(III) Nature Wise, District Wise Cases Registered up to 1st Quarter  
for the Calendar Year - 2015.

Nature	2014	Quarater - I Circle Wise						(2014) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	12	3	1	1	1	7	13	25
Wrong Billing	83	6	13	11	4	64	98	181
Back Billing	12	0	0	0	1	1	2	14
Category Change	6	2	1	2	0	9	14	20
Release of New Services	32	2	0	0	0	1	3	35
Title Transfer	5	1	4	3	1	3	12	17
Low Voltage / Addl.Load	44	3	8	4	2	21	38	82
Others	248	28	17	25	14	60	144	392
Total	442	45	44	46	23	166	324	766

(IV) Cases Disposed in Favour of Consumer/Organisation up to 1st Quarter  
for the Calendar Year - 2015

Circle	2014			Quarater - I								(2014) + (Q1) Total	
	In Favour of Consumer	In Favour of Organization	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)	B - Total (Q3+Q4+ Q1)		
Warangal	159	10	169	10	13	1	24	2	1	1	4	28	197
Karimangar	70	8	78	0	6	4	10	0	0	1	1	11	89
Khammam	75	8	83	0	0	2	2	0	0	0	0	2	85
Nizamabad	29	1	30	2	2	1	5	0	1	0	1	6	36
Adilabad	47	9	56	0	1	50	51	0	1	13	14	65	121
Total	380	36	416	12	22	58	92	2	3	15	20	112	528

(V) Status of Pending Cases to the End of First Quarter for the Calendar Year - 2015 as on 31.03.2015.

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	213/2014	08.07.14	Warangal	Awaited for further reports from the respondents
2	219/2014	08.07.14	Warangal	Awaited for further reports from the respondents
3	233/2014	09.07.14	Adilabad	Awaited for further reports from the respondents
4	292/2014	26.07.14	Warangal	Awaited for further reports from the respondents
5	299/2014	26.07.14	Warangal	Awaited for further reports from the respondents
6	300/2014	26.07.14	Warangal	Awaited for further reports from the respondents
7	381/2014	04.09.14	Nizamabad	File is under circulation
8	385/2014	04.09.14	Nizamabad	Reports awaited from the respondents.
9	395/2014	08.10.14	Nizamabad	Reports awaited from the respondents.
10	428/2014	03.12.14	Warangal	Reports awaited from the respondents.
11	429/2014	09.12.14	Warangal	Reports awaited from the respondents.
12	434/2014	18.12.14	Warangal	Reports awaited from the respondents.
13	435/2014	20.12.14	Warangal	Reports awaited from the respondents.
14	1	06.01.2015	Warangal	Reports awaited from the respondents.
15	7	07.01.2015	Adilabad	File is under circulation
16	9	07.01.2015	Adilabad	File is under circulation
17	10	07.01.2015	Adilabad	File is under circulation
18	12	07.01.2015	Adilabad	File is under circulation
19	15	07.01.2015	Adilabad	File is under circulation
20	17	07.01.2015	Adilabad	Reports awaited from the respondents
21	20	07.01.2015	Adilabad	File is under circulation
22	21	07.01.2015	Adilabad	Reports awaited from the respondents
23	22	07.01.2015	Adilabad	File is under circulation
24	23	07.01.2015	Adilabad	Reports awaited from the respondents
25	24	07.01.2015	Adilabad	Reports awaited from the respondents
26	26	07.01.2015	Adilabad	File is under circulation

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
27	27	07.01.2015	Adilabad	File is under circulation
28	28	07.01.2015	Adilabad	File is under circulation
29	29	07.01.2015	Adilabad	File is under circulation
30	31	07.01.2015	Adilabad	File is under circulation
31	32	07.01.2015	Adilabad	File is under circulation
32	34	07.01.2015	Adilabad	File is under circulation
33	37	07.01.2015	Adilabad	File is under circulation
34	38	07.01.2015	Adilabad	File is under circulation
35	39	07.01.2015	Adilabad	File is under circulation
36	42	07.01.2015	Adilabad	File is under circulation
37	45	07.01.2015	Adilabad	File is under circulation
38	47	07.01.2015	Adilabad	File is under circulation
39	52	07.01.2015	Adilabad	File is under circulation
40	53	07.01.2015	Adilabad	Reports awaited from the respondents
41	60	07.01.2015	Adilabad	File is under circulation
42	64	07.01.2015	Adilabad	File is under circulation
43	66	07.01.2015	Adilabad	File is under circulation
44	68	07.01.2015	Adilabad	File is under circulation
45	72	07.01.2015	Adilabad	Reports awaited from the respondents
46	74	07.01.2015	Adilabad	File is under circulation
47	75	07.01.2015	Adilabad	File is under circulation
48	76	07.01.2015	Adilabad	File is under circulation
49	80	07.01.2015	Adilabad	File is under circulation
50	81	07.01.2015	Adilabad	File is under circulation
51	82	07.01.2015	Adilabad	File is under circulation
52	83	07.01.2015	Adilabad	File is under circulation
53	84	07.01.2015	Adilabad	File is under circulation

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
54	88	07.01.2015	Adilabad	File is under circulation
55	89	07.01.2015	Adilabad	File is under circulation
56	90	07.01.2015	Adilabad	Reports awaited from the respondents
57	91	07.01.2015	Adilabad	File is under circulation
58	92	07.01.2015	Adilabad	File is under circulation
59	93	07.01.2015	Adilabad	File is under circulation
60	95	07.01.2015	Adilabad	File is under circulation
61	96	07.01.2015	Adilabad	File is under circulation
62	100	07.01.2015	Adilabad	File is under circulation
63	103	07.01.2015	Adilabad	File is under circulation
64	105	07.01.2015	Adilabad	File is under circulation
65	108	07.01.2015	Adilabad	File is under circulation
66	109	07.01.2015	Adilabad	File is under circulation
67	112	08.01.2015	Adilabad	Reports awaited from the respondents
68	113	08.01.2015	Adilabad	Reports awaited from the respondents
69	115	08.01.2015	Adilabad	Reports awaited from the respondents
70	116	08.01.2015	Adilabad	Reports awaited from the respondents
71	118	08.01.2015	Adilabad	Reports awaited from the respondents
72	119	08.01.2015	Adilabad	Reports awaited from the respondents
73	120	08.01.2015	Adilabad	Reports awaited from the respondents
74	121	08.01.2015	Adilabad	Reports awaited from the respondents
75	122	08.01.2015	Adilabad	Reports awaited from the respondents
76	123	08.01.2015	Adilabad	Reports awaited from the respondents
77	125	08.01.2015	Adilabad	Reports awaited from the respondents
78	126	09.01.2015	Karimnagar	Reports awaited from the respondents
79	129	17.01.2015	Karimnagar	Reports awaited from the respondents
80	131	17.01.2015	Karimnagar	Reports awaited from the respondents



Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
81	132	17.01.2015	Karimnagar	Reports awaited from the respondents
82	134	17.01.2015	Karimnagar	Reports awaited from the respondents
83	136	17.01.2015	Karimnagar	Reports awaited from the respondents
84	137	17.01.2015	Karimnagar	Reports awaited from the respondents
85	138	17.01.2015	Karimnagar	Reports awaited from the respondents
86	141	17.01.2015	Karimnagar	Reports awaited from the respondents
87	142	17.01.2015	Karimnagar	Reports awaited from the respondents
88	143	17.01.2015	Karimnagar	Reports awaited from the respondents
89	144	17.01.2015	Karimnagar	Reports awaited from the respondents
90	145	17.01.2015	Karimnagar	Reports awaited from the respondents
91	146	17.01.2015	Karimnagar	Reports awaited from the respondents
92	148	17.01.2015	Karimnagar	Reports awaited from the respondents
93	149	17.01.2015	Karimnagar	Reports awaited from the respondents
94	150	19.01.2015	Warangal	Reports awaited from the respondents.
95	151	19.01.2015	Warangal	Reports awaited from the respondents.
96	152	20.01.2015	Khammam	File is under circulation
97	154	20.01.2015	Khammam	File is under circulation
98	155	21.01.2015	Khammam	File is under circulation
99	156	21.01.2015	Khammam	File is under circulation
100	157	21.01.2015	Khammam	File is under circulation
101	158	21.01.2015	Khammam	File is under circulation
102	159	21.01.2015	Khammam	File is under circulation
103	160	21.01.2015	Khammam	File is under circulation
104	161	21.01.2015	Khammam	File is under circulation
105	162	21.01.2015	Khammam	File is under circulation
106	163	21.01.2015	Khammam	File is under circulation
107	164	21.01.2015	Khammam	File is under circulation

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
108	165	21.01.2015	Khammam	File is under circulation
109	166	21.01.2015	Khammam	File is under circulation
110	167	21.01.2015	Khammam	File is under circulation
111	168	21.01.2015	Khammam	File is under circulation
112	170	22.01.2015	Warangal	Reports awaited from the respondents.
113	171	23.01.2015	Warangal	Reports awaited from the respondents.
114	172	23.01.2015	Warangal	Reports awaited from the respondents.
115	174	23.01.2015	Warangal	Reports awaited from the respondents.
116	175	23.01.2015	Warangal	Reports awaited from the respondents.
117	176	23.01.2015	Warangal	Reports awaited from the respondents.
118	177	23.01.2015	Warangal	File is under circulation
119	178	23.01.2015	Warangal	Reports awaited from the respondents.
120	179	23.01.2015	Warangal	File is under circulation
121	180	23.01.2015	Warangal	Reports awaited from the respondents.
122	181	23.01.2015	Warangal	Reports awaited from the respondents.
123	182	24.01.2015	Nizamabad	Reports awaited from the respondents
124	183	24.01.2015	Nizamabad	Reports awaited from the respondents
125	184	24.01.2015	Nizamabad	Reports awaited from the respondents
126	185	24.01.2015	Nizamabad	Reports awaited from the respondents
127	186	24.01.2015	Nizamabad	Reports awaited from the respondents
128	187	24.01.2015	Nizamabad	Reports awaited from the respondents
129	188	24.01.2015	Nizamabad	Reports awaited from the respondents
130	189	24.01.2015	Nizamabad	Reports awaited from the respondents
131	190	24.01.2015	Nizamabad	Reports awaited from the respondents
132	191	24.01.2015	Nizamabad	File is under circulation
133	192	24.01.2015	Nizamabad	File is under circulation
134	193	27.01.2015	Karimnagar	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
135	194	30.01.2015	Warangal	Reports awaited from the respondents
136	195	30.01.2015	Warangal	Reports awaited from the respondents
137	196	02.02.2015	Warangal	Reports awaited from the respondents
138	197	06.02.2015	Karimnagar	Reports awaited from the respondents
139	198	06.02.2015	Karimnagar	Reports awaited from the respondents
140	199	06.02.2015	Karimnagar	Reports awaited from the respondents
141	200	06.02.2015	Karimnagar	Reports awaited from the respondents
142	201	06.02.2015	Karimnagar	Reports awaited from the respondents
143	202	06.02.2015	Karimnagar	File is under circulation
144	203	06.02.2015	Karimnagar	Reports awaited from the respondents
145	204	06.02.2015	Karimnagar	Reports awaited from the respondents
146	205	06.02.2015	Karimnagar	File is under circulation
147	206	06.02.2015	Karimnagar	File is under circulation
148	207	06.02.2015	Karimnagar	Reports awaited from the respondents
149	208	06.02.2015	Karimnagar	File is under circulation
150	209	06.02.2015	Karimnagar	Reports awaited from the respondents
151	210	06.02.2015	Karimnagar	Reports awaited from the respondents
152	211	07.02.2015	Adilabad	Reports awaited from the respondents
153	212	07.02.2015	Adilabad	File is under circulation
154	213	07.02.2015	Adilabad	File is under circulation
155	214	07.02.2015	Adilabad	File is under circulation
156	215	07.02.2015	Adilabad	File is under circulation
157	216	07.02.2015	Adilabad	File is under circulation
158	217	07.02.2015	Adilabad	File is under circulation
159	218	07.02.2015	Adilabad	File is under circulation
160	219	07.02.2015	Adilabad	File is under circulation
161	220	07.02.2015	Adilabad	File is under circulation

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
162	221	07.02.2015	Adilabad	File is under circulation
163	222	07.02.2015	Adilabad	File is under circulation
164	223	07.02.2015	Adilabad	File is under circulation
165	224	07.02.2015	Adilabad	File is under circulation
166	225	07.02.2015	Adilabad	File is under circulation
167	226	07.02.2015	Adilabad	File is under circulation
168	227	07.02.2015	Adilabad	File is under circulation
169	228	07.02.2015	Adilabad	Reports awaited from the respondents
170	229	07.02.2015	Adilabad	Reports awaited from the respondents
171	230	07.02.2015	Adilabad	File is under circulation
172	231	07.02.2015	Adilabad	File is under circulation
173	232	07.02.2015	Adilabad	File is under circulation
174	233	07.02.2015	Adilabad	File is under circulation
175	234	07.02.2015	Adilabad	File is under circulation
176	235	07.02.2015	Adilabad	File is under circulation
177	236	07.02.2015	Adilabad	File is under circulation
178	237	07.02.2015	Adilabad	File is under circulation
179	238	07.02.2015	Adilabad	File is under circulation
180	239	07.02.2015	Adilabad	File is under circulation
181	240	07.02.2015	Adilabad	File is under circulation
182	241	07.02.2015	Adilabad	File is under circulation
183	242	07.02.2015	Adilabad	Reports awaited from the respondents
184	243	07.02.2015	Adilabad	File is under circulation
185	244	07.02.2015	Adilabad	File is under circulation
186	245	07.02.2015	Adilabad	File is under circulation
187	246	07.02.2015	Adilabad	File is under circulation
188	247	07.02.2015	Adilabad	File is under circulation

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
189	248	07.02.2015	Adilabad	File is under circulation
190	249	07.02.2015	Adilabad	File is under circulation
191	250	07.02.2015	Adilabad	File is under circulation
192	251	09.02.2015	Warangal	Reports awaited from the respondents
193	252	09.02.2015	Warangal	Reports awaited from the respondents
194	253	09.02.2015	Warangal	File is under circulation
195	254	09.02.2015	Warangal	File is under circulation
196	255	09.02.2015	Warangal	Reports awaited from the respondents
197	256	09.02.2015	Warangal	File is under circulation
198	257	09.02.2015	Warangal	Reports awaited from the respondents
199	258	09.02.2015	Warangal	Reports awaited from the respondents
200	259	09.02.2015	Warangal	Reports awaited from the respondents
201	260	09.02.2015	Warangal	File is under circulation
202	261	09.02.2015	Adilabad	Reports awaited from the respondents
203	262	09.02.2015	Warangal	Reports awaited from the respondents
204	263	09.02.2015	Warangal	Reports awaited from the respondents
205	264	09.02.2015	Warangal	Reports awaited from the respondents
206	265	10.02.2015	Karimnagar	File is under circulation
207	266	10.02.2015	Karimnagar	File is under circulation
208	267	10.02.2015	Karimnagar	File is under circulation
209	268	10.02.2015	Karimnagar	Reports awaited from the respondents
210	269	10.02.2015	Karimnagar	Reports awaited from the respondents
211	270	11.02.2015	Khammam	Reports awaited from the respondents
212	271	11.02.2015	Khammam	Reports awaited from the respondents
213	272	11.02.2015	Khammam	Reports awaited from the respondents
214	273	11.02.2015	Khammam	Reports awaited from the respondents
215	274	11.02.2015	Khammam	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
216	275	11.02.2015	Khammam	Reports awaited from the respondents
217	276	11.02.2015	Khammam	Reports awaited from the respondents
218	277	11.02.2015	Khammam	Reports awaited from the respondents
219	278	11.02.2015	Khammam	Reports awaited from the respondents
220	279	11.02.2015	Khammam	Reports awaited from the respondents
221	280	11.02.2015	Khammam	Reports awaited from the respondents
222	281	11.02.2015	Khammam	Reports awaited from the respondents
223	282	11.02.2015	Khammam	Reports awaited from the respondents
224	283	11.02.2015	Khammam	Reports awaited from the respondents
225	284	11.02.2015	Khammam	Reports awaited from the respondents
226	285	11.02.2015	Khammam	Reports awaited from the respondents
227	286	11.02.2015	Khammam	Reports awaited from the respondents
228	287	11.02.2015	Khammam	Reports awaited from the respondents
229	288	11.02.2015	Khammam	Reports awaited from the respondents
230	289	11.02.2015	Khammam	Reports awaited from the respondents
231	290	11.02.2015	Khammam	Reports awaited from the respondents
232	291	11.02.2015	Khammam	Reports awaited from the respondents
233	292	11.02.2015	Khammam	Reports awaited from the respondents
234	293	11.02.2015	Khammam	Reports awaited from the respondents
235	294	11.02.2015	Khammam	Reports awaited from the respondents
236	295	11.02.2015	Khammam	Reports awaited from the respondents
237	296	11.02.2015	Khammam	Reports awaited from the respondents
238	297	11.02.2015	Khammam	Reports awaited from the respondents
239	298	12.02.2015	Warangal	File is under circulation
240	299	12.02.2015	Warangal	File is under circulation
241	300	12.02.2015	Warangal	File is under circulation
242	301	12.02.2015	Warangal	File is under circulation

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
243	302	12.02.2015	Warangal	File is under circulation
244	303	13.02.2015	Nizamabad	Reports awaited from the respondents
245	304	13.02.2015	Nizamabad	File is under circulation
246	305	13.02.2015	Nizamabad	File is under circulation
247	306	13.02.2015	Nizamabad	File is under circulation
248	307	13.02.2015	Nizamabad	File is under circulation
249	308	13.02.2015	Nizamabad	File is under circulation
250	309	13.02.2015	Nizamabad	File is under circulation
251	310	13.02.2015	Nizamabad	File is under circulation
252	311	13.02.2015	Nizamabad	File is under circulation
253	312	13.02.2015	Nizamabad	File is under circulation
254	313	25.02.2015	Warangal	Reports awaited from the respondents
255	314	25.02.2015	Warangal	Reports awaited from the respondents
256	315	02.03.2015	Warangal	Reports awaited from the respondents
257	316	03.03.2015	Karimnagar	Reports awaited from the respondents
258	317	04.03.2015	Warangal	Reports awaited from the respondents
259	319	06.03.2015	Warangal	Reports awaited from the respondents
260	320	11.03.2015	Karimnagar	Reports awaited from the respondents
261	321	20.03.2015	Warangal	Reports awaited from the respondents
262	322	23.03.2015	Nizamabad	File is under circulation
263	323	23.03.2015	Warangal	Reports awaited from the respondents
264	324	24.03.2015	Warangal	Reports awaited from the respondents

Compensation Awarded to the End of 1st Quarter for the Year 2015.  
(From 01.01.2015 to 31.03.2015)

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Brief Cause	Status of Implementation Report
1	34/2014	10.03.14	Warangal	14.05.14	41600	Non Providing of agricultural DTR	Implementation report Dt.23.03.2015 work completed on 06.02.2015 penalty levied as per SOP vide Proc.No.CP/M(A)/M(L)/ADE/CGRF / NPDCL/CG.No.34/14-1, Dt.30.03.2015
2	384/2014	04.09.14	Nizamabad	17.03.15	9200	Provide agricultural service connection	Implemetation report is yet to be received from the respondents.
3	69/2015	07.01.15	Adilabad	20.03.15	4700	Provide material and DTR	Implemetation report is yet to be received from the respondents.
4	70/2015	07.01.15	Adilabad	20.03.15	4700	Provide material and DTR	Implemetation report is yet to be received from the respondents.
5	73/2015	07.01.15	Adilabad	20.03.15	4700	Provide material and DTR	Implemetation report is yet to be received from the respondents.
Total					64,900.00		



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
TOTAL				294