

QUATERLY REPORT OF CGRF's IN AP
APNPDCL FOR APRIL-2012 TO JUNE-2012

Sl. No.	Disposal of Greivances by CGRFs	TOTAL
1	Name of the CGRF	APNPDCL/Warangal
2	Number of Greivances Outstanding at the Close of Previous Quarter	6 Nos.
3	Number of Greivances Received During the Quarter	11 Cases
4	Number of Greivances Disposed During the Quarter	12 Cases (6 Cases 03/12 & 6 Cases 06/12)
5	Number of Greivances Pending at the Close of the Quarter	5 Cases (Current Quarater)
6	Number of Greivances Pending Which are Older than Two Months	1 Case (Current Quarter)
7	Number of Sittings of CGRFs in the Quarter	5 Cases
8	Number of Cases in Which Compensations are Awarded in the Quarter	3 Cases
9	Total Amount of Compensation Awarded (Rs.) in the Quarter	9000-00

(I) Number of Complaints Received Month Wise, District Wise During the First Quarter
for the Year 2012-2013.
(From 01.04.2012 to 30.06.2012)

Circle	2011-2012 (April-2012 - March-2012)	Period				(2011-12) + (Q1) Total
		Q1				
		Apr . 12	May . 12	Jun . 12	Q1 Total	
Warangal	15	2	2	2	6	21
Karimnagar	2	0	0	1	1	3
Khammam	5	0	0	0	0	5
Nizamabad	0	1	0	1	2	2
Adilabad	3	2	0	0	2	5
TOTAL	25	5	2	4	11	36

(II) Category - Wise District Wise of Cases Registered During the First Quarater
for the Year 2012-2013.
(From 01.04.2012 to 30.06.2012)

Category	2011-2012 (April-2012 - March-2012)	Quarater - I Circle Wise						(2011-12 + Q1) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	
H.T. Category	0	1	0	0	0	0	1	1
L.T. Category - I	8	2	0	0	0	0	2	10
Category - II	2	0	0	0	1	2	3	5
Category - III	6	0	1	0	0	0	1	7
Other L.T. Category	2	2	0	0	1	0	3	5
Others	7	1	0	0	0	0	1	8
Total	25	6	1	0	2	2	11	36

(III) Nature Wise, District Wise Cases Registered During the First Quarater
for the Year 2012-2013.
(Form 01.04.2012 to 30.06.2012)

Nature	2011-2012 (April-2012 - March-2012)	Quarater - I Circle Wise						(2011-12 + Q1) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	
Meter Complaints	2	0	0	0	0	0	0	2
Wrong Billing	9	2	0	0	0	1	3	12
Back Billing	1	0	0	0	0	0	0	1
Category Change	1	0	0	0	0	1	1	2
Release of New Services	2	0	0	0	0	0	0	2
Title Transfer	1	0	0	0	0	0	0	1
Others	9	4	1	0	2	0	7	16
Total	25	6	1	0	2	2	11	36

(IV) Cases Decided in Favour or Against the Consumers During the First Quarater
for the Year 2012-2013.
(From 01.04.2012 to 30.06.2012)

Circle	2011-2012 (April-2012 - March-2012)			Quarater - I							(2011-12 + Q1) Total
	In Favour of Consumer	In Favour of Organizatio n	Total	In Favour of Consumer			In Favour of Organization			(A+B) Total	
				Q4 (2011- 12)	Q1 (2012- 13)	A - Total (Q4+Q1)	Q4 (2011- 12)	Q1 (2012- 13)	B - Total (Q4+Q1)		
Warangal	12	2	14	5	4	9	0	0	0	9	23
Karimangar	2	0	2	0	0	0	0	0	0	0	2
Khammam	5	1	6	0	0	0	0	0	0	0	6
Nizamabad	1	0	1	0	1	1	0	0	0	1	2
Adilabad	1	1	2	1	0	1	0	1	1	2	4
Total	21	4	25	6	5	11	0	1	1	12	37

(Note : Out of 37 Cases - 6 Nos. cases received in Financial Year 2010-2011 and orders issued in 1st Quarater of 2011-2012, 25 Cases received in Financial Year 2011-2012 in that 19 Nos. cases decided in that Financial Year 2011-2012, and 12 Nos. Cases 6 Nos. cases received in 2011-2012 and order issued in 1st Quarater of 2012-2013, and remaining 6 Nos. Cases received in 2012-13 and orders issued in 2012-13).

(V) Status of Pending Cases to the End of First Quarter for the Year 2012-2013.
(01-04-2012 to 30.06.2012)

Sl. No.	C.G. No.	Date of Registration	Circle	Reasons for Pendency
1	1	03.04.12	Adilabad	Under process
2	8	19.06.12	Warangal	Reply Awaited
3	9	19.06.12	Karimnagar	Reply Awaited
4	10	19.06.12	Nizamabad	Reply Awaited
5	11	27.06.12	Warangal	Reply Awaited

Compensation Awarded to the End of First Quarter for the Year 2012-2013.
(From 01.04.2012 to 30.06.2012)

C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Breif Cause
335/2012-13	16.03.12	Adilabad	18.05.12	2000-00	Disturbancy in C.C. bill
336/2012-13	28.04.12	Warangal	28.04.12	5000-00	Back billing problem
04/2012-13	04.04.12	Nizamabad	28.04.12	2000-00	Levy of A.G. Audit short fall amount of Rs. 7,843/-.