

QUARTERLY REPORT OF CGRF/TSNPDCL  
(JANUARY-2016 TO MARCH -2016)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 31.12.2015	53 Cases (03 Cases Q1/2015 09 Cases Q2/2015 03 Cases Q3/2015 38 Cases Q4/2015)
2	Number of Greivances Received During the Quarter	173 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	119 Cases (03 Cases Q1/2015 09 Cases Q2/2015 02 Cases Q3/2015 34 Cases Q4/2015 71 Cases Q1/2016)
4	Number of Greivances Pending at the Closure of the Quarter as on 31.03.2016	107 Cases (01 Case Q3/2015 04 Cases Q4/2015 102 Cases Q1/2016)
5	Number of Greivances Pending Which are Older than Two Months	16 Cases (01 Case Q3/2015 04 Cases Q4/2015 11 Cases Q1/2016)
6	Number of Sittings of CGRFs in the Quarter	23 ( 09 Cases Hearings 14 sittings Local Courts)
7	Number of Cases in Which Compensation was Awarded in the Quarter	01 Case
8	Total Amount of Compensation Awarded in the Quarter	Rs.1,000.00

(I) Number of Complaints Received Month Wise, District Wise up to 1st Quarter  
for the Calendar Year - 2016

Circle	2015	Period				(2015) + (Q1) Total
		Q1				
		Jan-16	Feb-16	Mar-16	Q1 Total	
Warangal	82	24	13	12	49	131*
Karimnagar	77	2	4	6	12	89
Khammam	120	5	1	4	10	130
Nizamabad	59	7	4	42	53	112
Adilabad	191	11	22	16	49	240
TOTAL	529	49	44	80	173	702

(II) Category - Wise District Wise Cases Registered up to 1st Quarter  
for the Calendar Year - 2016.

Category	2015	Quarater - I Circle Wise						(2015) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	
H.T. Category	13	0	1	0	1	0	2	15
L.T. Category - I	160	25	1	3	5	19	53	213
Category - II	61	6	0	2	1	6	15	76
Category - III	15	6	0	1	0	3	10	25
Other L.T. Category	53	4	1	2	0	2	9	62
Others	227	8	9	2	46	19	84	311
Total	529	49	12	10	53	49	173	702

(III) Nature Wise, District Wise Cases Registered up to 1st Quarter  
for the Calendar Year - 2016.

Nature	2015	Quarater - I Circle Wise						(2015) + (Q1) Total
		WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	15	1	0	0	0	1	2	17
Wrong Billing	140	26	1	2	6	15	50	190
Back Billing	12	3	1	0	0	0	4	16
Category Change	18	1	0	2	1	0	4	22
Release of New Services	8	2	0	0	0	1	3	11
Title Transfer	16	2	1	2	0	1	6	22
Low Voltage / Addl.Load	63	1	1	0	4	6	12	75
Others	257	13	8	4	42	25	92	349
Total	529	49	12	10	53	49	173	702

(IV) Cases Disposed in Favour of Consumer/Organisation up to 1st Quarter  
for the Calendar Year - 2016

Circle	2015			Quarater - I													(2015) + (Q1) Total
	In Favour of Consumer	In Favour of Organization	Total	Q1 (2015)	Q2 (2015)	In Favour of Consumer						In Favour of Organization				(A+B) Total	
						Q3 (2015)	Q4 (2015)	Q1 (2016)	A - Total (Q1+Q2+Q3 +Q4+Q1)	Q1 (2015)	Q2 (2015)	Q3 (2015)	Q4 (2015)	Q1 (2016)	B - Total (Q1+Q2+Q3 +Q4+Q1)		
Warangal	93	10	103	0	4	1	6	18	25	1	0	0	0	8	9	34	137
Karimangar	72	8	80	0	1	0	1	2	3	0	0	0	0	1	1	4	84
Khammam	91	28	119	0	1	0	1	5	6	0	0	0	0	0	0	6	125
Nizamabad	38	3	41	3	0	0	17	5	22	0	0	0	0	2	2	24	65
Adilabac	154	31	185	0	3	1	8	28	37	0	0	0	1	1	2	39	224
Total	448	80	528	3	9	2	33	58	105	1	0	0	1	12	14	119	647

(V) Status of Pending Cases to the End of First Quarter for the Calendar Year - 2016 as on 31.03.2016.

Sf. No.	C.C. No.	Date of Registration	Circle	Remarks
1	474/2015	31.08.2015	Warangal	Reports awaited from the respondents
2	494/2015	04.12.2015	Nizamabad	Reports awaited from the respondents
3	505/2015	04.12.2015	Nizamabad	Reports awaited from the respondents
4	521/2015	16.12.2015	Warangal	Reports awaited from the respondents
5	525/2015	22.12.2015	Warangal	Reports awaited from the respondents
6	1	02.01.2016	Warangal	Reports awaited from the respondents
7	15	08.01.2016	Adilabad	Reports awaited from the respondents
8	17	08.01.2016	Adilabad	Reports awaited from the respondents
9	27	13.01.2016	Warangal	Reports awaited from the respondents
10	37	13.01.2016	Warangal	Reports awaited from the respondents
11	38	13.01.2016	Warangal	Reports awaited from the respondents
12	40	13.01.2016	Warangal	Reports awaited from the respondents
13	42	13.01.2016	Warangal	Reports awaited from the respondents
14	45	13.01.2016	Warangal	Reports awaited from the respondents
15	46	13.01.2016	Warangal	Reports awaited from the respondents
16	40	28.01.2016	Warangal	Reports awaited from the respondents
17	52	04.02.2016	Warangal	Reports awaited from the respondents
18	54	04.02.2016	Warangal	Reports awaited from the respondents
19	58	05.02.2016	Karimnagar	Reports awaited from the respondents
20	60	05.02.2016	Karimnagar	Reports awaited from the respondents
21	61	05.02.2016	Karimnagar	Reports awaited from the respondents
22	76	10.02.2016	Adilabad	Reports awaited from the respondents
23	83	10.02.2016	Adilabad	Reports awaited from the respondents
24	88	22.02.2016	Karimnagar	Reports awaited from the respondents
25	89	22.02.2016	Khammam	Reports awaited from the respondents
26	90	23.02.2016	Nizamabad	Reports awaited from the respondents
27	91	23.02.2016	Nizamabad	Reports awaited from the respondents
28	92	23.02.2016	Nizamabad	Reports awaited from the respondents
29	93	23.02.2016	Nizamabad	Reports awaited from the respondents
30	95	03.03.2016	Warangal	Reports awaited from the respondents
31	96	03.03.2016	Warangal	Reports awaited from the respondents
32	98	08.03.2016	Adilabad	Reports awaited from the respondents
33	99	09.03.2016	Nizamabad	Reports awaited from the respondents
34	100	09.03.2016	Nizamabad	Reports awaited from the respondents
35	101	09.03.2016	Nizamabad	Reports awaited from the respondents
36	102	09.03.2016	Nizamabad	Reports awaited from the respondents
37	103	09.03.2016	Nizamabad	Reports awaited from the respondents
38	104	09.03.2016	Nizamabad	Reports awaited from the respondents
39	105	09.03.2016	Nizamabad	Reports awaited from the respondents
40	106	09.03.2016	Nizamabad	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
41	107	09.03.2016	Nizamabad	Reports awaited from the respondents
42	108	09.03.2016	Nizamabad	Reports awaited from the respondents
43	109	09.03.2016	Nizamabad	Reports awaited from the respondents
44	110	09.03.2016	Nizamabad	Reports awaited from the respondents
45	111	09.03.2016	Nizamabad	Reports awaited from the respondents
46	112	09.03.2016	Nizamabad	Reports awaited from the respondents
47	113	09.03.2016	Nizamabad	Reports awaited from the respondents
48	114	09.03.2016	Nizamabad	Reports awaited from the respondents
49	115	09.03.2016	Nizamabad	Reports awaited from the respondents
50	116	09.03.2016	Nizamabad	Reports awaited from the respondents
51	117	09.03.2016	Nizamabad	Reports awaited from the respondents
52	118	09.03.2016	Nizamabad	Reports awaited from the respondents
53	119	09.03.2016	Nizamabad	Reports awaited from the respondents
54	120	09.03.2016	Nizamabad	Reports awaited from the respondents
55	121	09.03.2016	Nizamabad	Reports awaited from the respondents
56	122	09.03.2016	Nizamabad	Reports awaited from the respondents
57	123	09.03.2016	Nizamabad	Reports awaited from the respondents
58	124	09.03.2016	Nizamabad	Reports awaited from the respondents
59	125	09.03.2016	Nizamabad	Reports awaited from the respondents
60	126	09.03.2016	Nizamabad	Reports awaited from the respondents
61	127	09.03.2016	Nizamabad	Reports awaited from the respondents
62	128	09.03.2016	Nizamabad	Reports awaited from the respondents
63	129	09.03.2016	Nizamabad	Reports awaited from the respondents
64	130	09.03.2016	Nizamabad	Reports awaited from the respondents
65	131	09.03.2016	Nizamabad	Reports awaited from the respondents
66	132	09.03.2016	Nizamabad	Reports awaited from the respondents
67	133	09.03.2016	Nizamabad	Reports awaited from the respondents
68	134	09.03.2016	Nizamabad	Reports awaited from the respondents
69	135	09.03.2016	Nizamabad	Reports awaited from the respondents
70	136	09.03.2016	Nizamabad	Reports awaited from the respondents
71	137	09.03.2016	Nizamabad	Reports awaited from the respondents
72	138	09.03.2016	Nizamabad	Reports awaited from the respondents
73	139	09.03.2016	Nizamabad	Reports awaited from the respondents
74	140	09.03.2016	Nizamabad	Reports awaited from the respondents
75	141	16.03.2016	Warangal	Reports awaited from the respondents
76	142	16.03.2016	Warangal	Reports awaited from the respondents
77	143	16.03.2016	Warangal	Reports awaited from the respondents
78	144	16.03.2016	Warangal	Reports awaited from the respondents
79	145	16.03.2016	Warangal	Reports awaited from the respondents
80	146	16.03.2016	Warangal	Reports awaited from the respondents
81	147	16.03.2016	Warangal	Reports awaited from the respondents
82	148	16.03.2016	Warangal	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
83	149	16.03.2016	Warangal	Reports awaited from the respondents
84	150	16.03.2016	Karimnagar	Reports awaited from the respondents
85	151	17.03.2016	Khammam	Reports awaited from the respondents
86	152	17.03.2016	Khammam	Reports awaited from the respondents
87	153	17.03.2016	Khammam	Reports awaited from the respondents
88	154	17.03.2016	Khammam	Reports awaited from the respondents
89	155	18.03.2016	Karimnagar	Reports awaited from the respondents
90	156	18.03.2016	Karimnagar	Reports awaited from the respondents
91	157	18.03.2016	Karimnagar	Reports awaited from the respondents
92	158	24.03.2016	Karimnagar	Reports awaited from the respondents
93	159	24.03.2016	Acilabad	Reports awaited from the respondents
94	160	24.03.2016	Acilabad	Reports awaited from the respondents
95	161	24.03.2016	Acilabad	Reports awaited from the respondents
96	162	24.03.2016	Acilabad	Reports awaited from the respondents
97	163	24.03.2016	Acilabad	Reports awaited from the respondents
98	164	24.03.2016	Acilabad	Reports awaited from the respondents
99	165	24.03.2016	Acilabad	Reports awaited from the respondents
100	166	24.03.2016	Acilabad	Reports awaited from the respondents
101	167	24.03.2016	Acilabad	Reports awaited from the respondents
102	168	24.03.2016	Acilabad	Reports awaited from the respondents
103	169	24.03.2016	Acilabad	Reports awaited from the respondents
104	170	24.03.2016	Acilabad	Reports awaited from the respondents
105	171	24.03.2016	Acilabad	Reports awaited from the respondents
106	172	24.03.2016	Acilabad	Reports awaited from the respondents
107	173	24.03.2016	Acilabad	Reports awaited from the respondents



Compensation Awarded by the Forum for the Calendar Year 2016

Sl.No	C.G. No.	Date of Registration	Circle	Date of Order	Compensation Awarded in Rs.	Brief Cause	Status of Implementation Report
1	31/2015	13.01.16	Warangal	22.03.16	1000	Waive the capacitor surcharge	Implementation report is yet to be received from the respondents.
<b>Total</b>					<b>1,000.00</b>		

Details of Local Courts conducted during the C.Y - 2016 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	05.01.2016	Khammam	Kusumanchi	5
2	06.01.2016	Karimnagar	Jagitial	2
3	07.01.2016	Nizamabad	Armoor	6
4	08.01.2016	Adilabad	Luxettipet	11
5	13.01.2016	Warangal	Parkal	20
6	04.02.2016	Warangal	Mahabubabad	9
7	05.02.2016	Karimnagar	Peddapally	3
8	10.02.2016	Adilabad	Bellampally	22
9	11.02.2016	Nizamabad	Nandipet	0
10	09.03.2016	Nizamabad	Banswada	42
11	16.03.2016	Warangal	Cherial (ERO)	10
12	17.03.2016	Khammam	Kothalingala	4
13	18.03.2016	Karimnagar	Gangadhara	4
14	21.03.2016	Adilabad	Adilabad (Rural)	15
TOTAL				153