

QUARTERLY REPORT OF CGRF/TSNPDCL  
(APRIL-2016 TO JUNE -2016)

Sl. No.	Particulars	Details
1	Number of Greivances Outstanding at the Closure of Previous Quarter as on 31.03.2016	107 Cases (01 Case Q3/2015 04 Cases Q4/2015 102 Cases Q1/2016)
2	Number of Greivances Received During the Quarter	113 Cases (Current Quarter)
3	Number of Greivances Disposed During the Quarter	93 Cases (01 Case Q3/2015 04 Cases Q4/2015 37 Cases Q1/2016 51 Cases Q2/2016)
4	Number of Greivances Pending at the Closure of the Quarter as on 30.06.2016	127 Cases (64 Cases Q1/2016 63 Cases Q2/2016)
5	Number of Greivances Pending Which are Older than Two Months	89 Cases (64 Cases Q1/2016 25 Cases Q2/2016)
6	Number of Sittings of CGRFs in the Quarter	23 ( 09 Cases Hearings 08 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 2nd Quarter  
for the Calendar Year - 2016

Circle	2015	Period				Period				(2015) + (Q1+Q2) Total
		Q1				Q2				
		Jan-16	Feb-16	Mar-16	Q1 Total	Apr-16	May-16	Jun-16	Q2 Total	
Warangal	82	24	13	12	49	7	13	4	24	155
Karimnagar	77	2	4	6	12	12	10	0	22	111
Khammam	120	5	1	4	10	3	8	1	12	142
Nizamabad	59	7	4	42	53	7	5	3	15	127
Adilabad	191	11	22	16	49	23	17	0	40	280
TOTAL	529	49	44	80	173	52	53	8	113	815

(II) Category - Wise District Wise Cases Registered up to 2nd Quarter  
for the Calendar Year - 2016.

Category	2015	Quarater - I Circle Wise						Quarater - II Circle Wise						(2015) + (Q1+Q2) Total
		WGL	KNR	KHM	NZB	ADB	Q1 Total	WGL	KNR	KHM	NZB	ADB	Q2 Total	
H.T. Cat	13	0	1	0	1	0	2	0	5	0	0	1	6	21
L.T. Cat-I	160	25	1	3	5	19	53	1	2	5	1	7	16	229
Cat - II	61	6	0	2	1	6	15	2	1	1	0	1	5	81
Cat- III	15	6	0	1	0	3	10	2	4	0	0	0	6	31
Other L.T.Cat	53	4	1	2	0	2	9	1	0	1	1	3	6	68
Others	227	8	9	2	46	19	84	18	10	5	13	28	74	385
Total	529	49	12	10	53	49	173	24	22	12	15	40	113	815

(III) Nature Wise, District Wise Cases Registered up to 2nd Quarter  
for the Calendar Year - 2016.

Nature	2015	Quarater - I Circle Wise						Quarater - II Circle Wise						(2015) + (Q1+Q2) Total
		WGL	KNR	KHM	NZB	ADB	Total	WGL	KNR	KHM	NZB	ADB	Total	
Meter Complaints	15	1	0	0	0	1	2	0	1	0	0	1	2	19
Wrong Billing	140	26	1	2	6	15	50	2	4	2	1	5	14	204
Back Billing	12	3	1	0	0	0	4	2	5	1	0	1	9	25
Category Change	18	1	0	2	1	0	4	1	0	0	0	0	1	23
Release of New Services	8	2	0	0	0	1	3	1	0	1	1	5	8	19
Title Transfer	16	2	1	2	0	1	6	0	0	0	0	1	1	23
Low Voltage / Addl.Load	63	1	1	0	4	6	12	1	3	0	0	0	4	79
Others	257	13	8	4	42	25	92	17	9	8	12	28	74	423
Total	529	49	12	10	53	49	173	24	22	12	14	41	113	815

(IV) Cases Disposed in Favour of Consumer/Organisation up to 2nd Quarter  
for the Calendar Year - 2016

	2015			Quarater - I											Quarater - II								(2015) + (Q1+Q2) Total					
	Circle	In Favour of Consumer	In Favour of Organization	Total	Q1 (2015)	Q2 (2015)	In Favour of Consumer				In Favour of Organization				Q3 (2015)	Q4 (2015)	In Favour of Consumer				In Favour of Organization							
							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)	(A+B) Total	Q3 (2015)	Q4 (2015)	Q1 (2016)		Q2 (2016)	A - Total (Q3+Q4+Q1+Q2)	Q3 (2015)	Q4 (2015)	Q1 (2016)
WGL	93	10	103	0	4	1	6	18	25	1	0	0	0	8	9	34	1	2	6	3	12	0	0	3	1	4	16	153
KNR	72	8	80	0	1	0	1	2	3	0	0	0	0	1	1	4	0	0	8	12	20	0	0	0	3	3	23	107
KMM	91	28	119	0	1	0	1	5	6	0	0	0	0	0	0	6	0	0	2	11	13	0	0	3	0	3	16	141
NZB	38	3	41	3	0	0	17	5	22	0	0	0	0	2	2	24	0	2	2	8	12	0	0	1	0	1	13	78
ADB	154	31	185	0	3	1	8	28	37	0	0	0	1	1	2	39	0	0	12	10	22	0	0	0	3	3	25	249
Total	448	80	528	3	9	2	33	58	105	1	0	0	1	12	14	119	1	4	30	44	79	0	0	7	7	14	93	740

(V) Status of Pending Cases to the End of First Quarter for the  
Calendar Year - 2016 as on 30.06.2016.

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
1	17	08.01.2016	Adilabad	Reports awaited from the respondents
2	38	13.01.2016	Warangal	Reports awaited from the respondents
3	40	13.01.2016	Warangal	Reports awaited from the respondents
4	45	13.01.2016	Warangal	Reports awaited from the respondents
5	48	28.01.2016	Warangal	Reports awaited from the respondents
6	52	04.02.2016	Warangal	Reports awaited from the respondents
7	54	04.02.2016	Warangal	Reports awaited from the respondents
8	88	22.02.2016	Karimnagar	Reports awaited from the respondents
9	93	23.02.2016	Nizamabad	Reports awaited from the respondents
10	99	09.03.2016	Nizamabad	Reports awaited from the respondents
11	100	09.03.2016	Nizamabad	Reports awaited from the respondents
12	101	09.03.2016	Nizamabad	Reports awaited from the respondents
13	102	09.03.2016	Nizamabad	Reports awaited from the respondents
14	103	09.03.2016	Nizamabad	Reports awaited from the respondents
15	104	09.03.2016	Nizamabad	Reports awaited from the respondents
16	105	09.03.2016	Nizamabad	Reports awaited from the respondents
17	106	09.03.2016	Nizamabad	Reports awaited from the respondents
18	107	09.03.2016	Nizamabad	Reports awaited from the respondents
19	108	09.03.2016	Nizamabad	Reports awaited from the respondents
20	109	09.03.2016	Nizamabad	Reports awaited from the respondents
21	110	09.03.2016	Nizamabad	Reports awaited from the respondents
22	111	09.03.2016	Nizamabad	Reports awaited from the respondents
23	112	09.03.2016	Nizamabad	Reports awaited from the respondents
24	113	09.03.2016	Nizamabad	Reports awaited from the respondents
25	114	09.03.2016	Nizamabad	Reports awaited from the respondents
26	115	09.03.2016	Nizamabad	Reports awaited from the respondents
27	116	09.03.2016	Nizamabad	Reports awaited from the respondents
28	117	09.03.2016	Nizamabad	Reports awaited from the respondents
29	118	09.03.2016	Nizamabad	Reports awaited from the respondents
30	119	09.03.2016	Nizamabad	Reports awaited from the respondents
31	120	09.03.2016	Nizamabad	Reports awaited from the respondents
32	121	09.03.2016	Nizamabad	Reports awaited from the respondents
33	122	09.03.2016	Nizamabad	Reports awaited from the respondents
34	123	09.03.2016	Nizamabad	Reports awaited from the respondents
35	124	09.03.2016	Nizamabad	Reports awaited from the respondents
36	125	09.03.2016	Nizamabad	Reports awaited from the respondents
37	126	09.03.2016	Nizamabad	Reports awaited from the respondents
38	127	09.03.2016	Nizamabad	Reports awaited from the respondents
39	128	09.03.2016	Nizamabad	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
41	130	09.03.2016	Nizamabad	Reports awaited from the respondents
42	131	09.03.2016	Nizamabad	Reports awaited from the respondents
43	132	09.03.2016	Nizamabad	Reports awaited from the respondents
44	133	09.03.2016	Nizamabad	Reports awaited from the respondents
45	134	09.03.2016	Nizamabad	Reports awaited from the respondents
46	135	09.03.2016	Nizamabad	Reports awaited from the respondents
47	136	09.03.2016	Nizamabad	Reports awaited from the respondents
48	137	09.03.2016	Nizamabad	Reports awaited from the respondents
49	138	09.03.2016	Nizamabad	Reports awaited from the respondents
50	139	09.03.2016	Nizamabad	Reports awaited from the respondents
51	140	09.03.2016	Nizamabad	Reports awaited from the respondents
52	142	16.03.2016	Warangal	Reports awaited from the respondents
53	143	16.03.2016	Warangal	Reports awaited from the respondents
54	144	16.03.2016	Warangal	Reports awaited from the respondents
55	145	16.03.2016	Warangal	Reports awaited from the respondents
56	146	16.03.2016	Warangal	Reports awaited from the respondents
57	147	16.03.2016	Warangal	Reports awaited from the respondents
58	149	16.03.2016	Warangal	Reports awaited from the respondents
59	164	24.03.2016	Adilabad	Reports awaited from the respondents
60	167	24.03.2016	Adilabad	Reports awaited from the respondents
61	169	24.03.2016	Adilabad	Reports awaited from the respondents
62	170	24.03.2016	Adilabad	Reports awaited from the respondents
63	171	24.03.2016	Adilabad	Reports awaited from the respondents
64	173	24.03.2016	Adilabad	Reports awaited from the respondents
65	176	06.04.2016	Karimnagar	Reports awaited from the respondents
66	181	18.04.2016	Adilabad	Reports awaited from the respondents
67	182	18.04.2016	Adilabad	Reports awaited from the respondents
68	183	18.04.2016	Adilabad	Reports awaited from the respondents
69	187	18.04.2016	Adilabad	Reports awaited from the respondents
70	189	18.04.2016	Adilabad	Reports awaited from the respondents
71	190	18.04.2016	Adilabad	Reports awaited from the respondents
72	191	18.04.2016	Adilabad	Reports awaited from the respondents
73	192	18.04.2016	Adilabad	Reports awaited from the respondents
74	193	18.04.2016	Adilabad	Reports awaited from the respondents
75	195	18.04.2016	Adilabad	Reports awaited from the respondents
76	197	18.04.2016	Adilabad	Reports awaited from the respondents
77	200	18.04.2016	Adilabad	Reports awaited from the respondents
78	201	18.04.2016	Adilabad	Reports awaited from the respondents
79	202	18.04.2016	Adilabad	Reports awaited from the respondents
80	206	19.04.2016	Nizamabad	Reports awaited from the respondents
81	213	20.04.2016	Karimnagar	Reports awaited from the respondents
82	214	20.04.2016	Karimnagar	Reports awaited from the respondents

Sl. No.	C.G. No.	Date of Registration	Circle	Remarks
83	216	20.04.2016	Karimnagar	Reports awaited from the respondents
84	217	20.04.2016	Karimnagar	Reports awaited from the respondents
85	218	25.04.2016	Warangal	Reports awaited from the respondents
86	219	25.04.2016	Warangal	Reports awaited from the respondents
87	220	25.04.2016	Warangal	Reports awaited from the respondents
88	221	25.04.2016	Warangal	Reports awaited from the respondents
89	222	25.04.2016	Warangal	Reports awaited from the respondents
90	226	03.05.2016	Warangal	File under circulation
91	227	06.05.2016	Warangal	Reports awaited from the respondents
92	245	12.05.2016	Warangal	Reports awaited from the respondents
93	246	12.05.2016	Warangal	Reports awaited from the respondents
94	247	12.05.2016	Warangal	Reports awaited from the respondents
95	248	12.05.2016	Warangal	Reports awaited from the respondents
96	249	12.05.2016	Warangal	Reports awaited from the respondents
97	250	12.05.2016	Warangal	Reports awaited from the respondents
98	251	12.05.2016	Warangal	Reports awaited from the respondents
99	252	12.05.2016	Warangal	Reports awaited from the respondents
100	253	16.05.2016	Nizamabad	Reports awaited from the respondents
101	254	16.05.2016	Nizamabad	Reports awaited from the respondents
102	255	16.05.2016	Nizamabad	Reports awaited from the respondents
103	256	17.05.2016	Adilabad	Reports awaited from the respondents
104	257	17.05.2016	Adilabad	Reports awaited from the respondents
105	258	17.05.2016	Adilabad	Reports awaited from the respondents
106	259	17.05.2016	Adilabad	Reports awaited from the respondents
107	260	17.05.2016	Adilabad	Reports awaited from the respondents
108	261	17.05.2016	Adilabad	Reports awaited from the respondents
109	262	17.05.2016	Adilabad	Reports awaited from the respondents
110	263	17.05.2016	Adilabad	Reports awaited from the respondents
111	264	17.05.2016	Adilabad	Reports awaited from the respondents
112	266	17.05.2016	Adilabad	Reports awaited from the respondents
113	267	17.05.2016	Adilabad	Reports awaited from the respondents
114	268	17.05.2016	Adilabad	Reports awaited from the respondents
115	270	17.05.2016	Adilabad	Reports awaited from the respondents
116	271	17.05.2016	Adilabad	Reports awaited from the respondents
117	272	21.05.2016	Warangal	File under circulation
118	274	21.05.2016	Warangal	Reports awaited from the respondents
119	275	24.05.2016	Karimnagar	Reports awaited from the respondents
120	276	24.05.2016	Karimnagar	Reports awaited from the respondents
121	280	07.06.2016	Warangal	Reports awaited from the respondents
122	281	07.06.2016	Warangal	Reports awaited from the respondents
123	282	17.06.2016	Nizamabad	Reports awaited from the respondents
124	283	17.06.2016	Warangal	Reports awaited from the respondents
125	284	22.06.2016	Khammam	Reports awaited from the respondents
126	285	27.06.2016	Nizamabad	Reports awaited from the respondents
127	286	27.06.2016	Nizamabad	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	31/2016	13.01.16	Warangal	22.03.16	1000	Waive the capacitor surcharge	Implementation report is yet to be received from the respondents.
Total					1,000.00		

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
15	18.04.2016	Adilabad	Khanapur	24
16	19.04.2016	Nizamabad	Yellareddy	6
17	20.04.2016	Karimnagar	Jammikunta	9
18	10.05.2016	Khammam	Kothagudem	8
19	11.05.2016	Karimnagar	Husnabad	7
20	12.05.2016	Warangal	Bhoopalpally	8
21	16.05.2016	Nizamabad	Morthad	3
22	17.05.2016	Adilabad	Chennur	16
TOTAL				234