

ANNEXURE-I**CONSUMER GRIEVANCES REDRESSAL FORUM
NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED :: WARANGAL.****NUMBER OF COMPLAINTS RECEIVED TO END OF 30.09.2011.**

Period	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12						Total
							Apr. 11	May . 11	Jun . 11	Jul . 11	Aug . 11	Sep . 11	
Circle													
Warangal	31	44	29	17	11	28	1	1	0	0	3	0	5
Karimnagar	7	22	15	4	5	4	1	0	0	1	0	0	2
Khammam	14	10	6	2	5	1	0	0	0	0	1	3	4
Nizamabad	8	7	1	3	0	5	0	0	0	0	0	0	0
Adilabad	10	3	6	6	4	3	0	0	0	0	1	0	1
Total	70	86	57	32	25	41	2	1	0	1	5	3	12

ANNEXURE-II

**CONSUMER GRIEVANCES REDRESSAL FORUM
NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED :: WARANGAL.**

CATEGORY - WISE CLASSIFICATION OF CASES REGISTERED TO END OF 30.09.2011.

Circle	WARANGAL							KARIMNAGAR							KHAMMAM							NIZAMABAD							ADILABAD							TOTAL						
	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
H.T. Category	1	3	2	0	1	0	0	0	0	0	0	0	2	0	1	2	3	0	0	1	1	0	0	0	0	0	0	0	1	0	1	3	3	2	0	3	5	6	3	4	5	1
L.T. Category - I	11	19	14	9	7	7	3	3	2	4	1	0	0	1	2	2	0	0	1	0	1	2	0	0	0	0	1	0	3	2	3	2	0	0	0	21	25	21	12	8	8	5
Category - II	5	7	4	2	1	4	0	1	1	2	0	2	0	0	3	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	10	10	6	2	4	4	1
Category - III	7	1	2	2	0	0	0	3	17	3	1	0	2	0	5	1	0	0	0	0	2	3	3	1	1	0	2	0	3	1	1	0	0	0	0	21	23	7	4	0	4	2
Other L.T. Category	1	3	5	0	0	8	0	0	1	3	0	0	0	0	3	3	2	1	0	0	0	0	2	0	1	0	0	0	1	0	0	0	0	1	0	5	9	10	2	0	9	0
Others	6	11	2	4	2	9	2	0	1	3	2	3	0	1	0	1	1	1	3	0	0	3	1	0	1	0	2	0	1	0	1	1	1	0	0	10	14	7	9	9	11	3
Total	31	44	29	17	11	28	5	7	22	15	4	5	4	2	14	10	6	2	5	1	4	8	7	1	3	0	5	0	10	3	6	6	4	3	1	70	86	57	32	25	41	12

ANNEXURE-III

**CONSUMER GRIEVANCES REDRESSAL FORUM
NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED :: WARANGAL.**

NATURE - WISE CLASSIFICATION OF CASES REGISTERED TO END OF 30.09.2011.

Circle	WARANGAL							KARIMNAGAR							KHAMMAM							NIZAMABAD							ADILABAD							TOTAL							Disposed During																
	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	Within One week	Within 45 Days	Beyond 45 Days														
Meter Complaints	4	0	1	1	0	2	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	4	1	2	2	1	2	1	0	0	1														
Wrong Billing	3	11	9	7	1	3	1	3	7	3	0	0	0	1	2	1	0	0	0	0	0	2	3	0	0	0	1	0	0	2	1	0	0	0	0	10	22	14	8	1	4	2	0	0	1														
Back Billing	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Category Change	1	1	2	0	0	0	0	1	1	0	0	0	0	0	3	2	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	6	4	4	0	0	0	1	6	4	4	0	0	0	1	0	1	0						
Release of New Services	1	0	0	2	0	4	0	1	0	1	1	0	0	0	1	0	1	0	0	0	1	1	0	0	0	2	0	1	0	2	1	0	0	0	5	0	4	4	0	6	1	0	0	0	0	0	0	0	0	0	0								
Title Transfer	0	2	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	2	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	23	30	15	7	10	18	2	2	14	10	2	5	4	1	6	6	2	2	4	1	3	4	4	1	3	0	2	0	8	2	2	3	4	3	0	43	56	30	17	23	28	6	0	3	0														
Total	32	44	29	17	11	28	5	7	22	15	4	5	4	2	14	10	6	2	5	1	4	7	7	1	3	0	5	0	10	3	6	6	4	3	1	70	86	57	32	25	41	12	0	4	3														

ANNEXURE-IV**CONSUMER GRIEVANCES REDRESSAL FORUM
NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED :: WARANGAL.****CASES DECIDED IN FAVOUR OR AGAINST THE CONSUMER TO END OF 30.09.2011.**

Circle	Infavour of Consumer							Infavour of Organization						
	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2005-06	2006-07	2007-08	2008-09	2009-10	2010 -11	2011-12
Warangal	27	36	24	13	9	25	4	4	8	5	4	2	3	0
Karimangar	6	16	13	4	4	0	2	1	6	2	0	1	4	0
Khammam	12	6	5	0	3	1	0	2	4	1	2	2	0	0
Nizamabad	7	5	0	0	0	4	0	1	2	1	3	0	1	0
Adilabad	9	1	3	4	1	1	0	1	2	3	2	3	2	1
Total	61	64	45	21	17	31	6	9	22	12	11	8	10	1

ANNEXURE-V

**CONSUMER GRIEVANCES REDRESSAL FORUM
NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED :: WARANGAL.**

STATUS OF PENDING COMPLAINANTS TO END OF 30.09.2011.

Sl. No.	C.G. No.	Date of Registration	Circle	Brief Description of Case	Remarks
1	318	16.08.11	Khammam	Sanction of new meter Service Connection	Reports are awaited from respondents.
2	320	30.08.11	Warangal	Rectification of bill	Reports are awaited from respondents.
3	321	12.09.11	Khammam	Clubbing of two industrial services	Reports are awaited from respondents.
4	322	17.09.11	Khammam	Regularization of additional load shortfall	Reports are awaited from respondents.
5	323	21.09.11	Khammam	Regularization of additional load shortfall	Reports are awaited from respondents.

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

**Details of the Complaine with the Orders Issued by the CGRF In Favour of the Consumers For the Quarter Ending
September - 2011.**

Sl. No.	CGRF Order No & Date	Name & Address of the Complainant	Issue	Verdict of CGRF	Complaiance State	Reasons of delay in complaine if any.
1	315/ 19.08.11	Sri. M. Satya Narayana Loksatha President, H. No. 2-2-89, Angadi Bazar, Jagitial-Village & Mandal, Karimnagar-Dist. Pin Code No. 505327. General.	Interruption of power supply.	The respondents are directed to see that no power supply interruption is to be done to the consumers frequently by rectfying the technical whatever may be arises comes under their jusridiction without deviating the norms as framed in different aspects in Citizen Charter for providing better services to the consumers atleast in future.	Favour of the Consumer	Within the time prescribed the cases was decided.
2	316/ 12.09.11	Sri. Mula Yella Swamy H. No. 4-2-305, Kothur, Hanamkonda, Warangal-Dist. S.C. No. 36913, Cat-I.	Disconnection of service connection	The respondents are directed to maintain the status-quo as at present exisitng in connection with providing the power supply against the S.C. No. 36913 until the land dispute is cleared among the brothers and complainant legally.	Favour of the Consumer	Within the time prescribed the cases was decided.
3	319/ 19.08.11	Sri. Pastam Venkataiah S/o. P. Chinna Lalu, Ammauram-Village, Thorrur-Mandal, Chintalapally-GramPanchyat, Warangal-Dist. S.C. No. 202, Cat-V.	Agricultural service connection from non free to free service connection.	The respondents are therefore directed to obtain copies of pass books issued by the competent authority, indicating the quantum of land owned by the complainant and Form-16 of the latest year if the complainant has retired from any Government Services and drawing pension if any, issued by the concerned authority and if his annual income is below Rs. 50,000/-, his agricultural service shall be changed to free category.	Favour of the Consumer	Within the time prescribed the cases was decided.