

**ANNEXURE-I****CONSUMER GRIEVANCES REDRESSAL FORUM  
NORTHERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED :: WARANGAL.****NUMBER OF COMPLAINTS RECEIVED TO END OF 31.12.2011.**

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	Oct.11	Nov.11	Dec.11	
Circle																
Warangal	31	44	29	17	11	28	1	1	0	0	3	0	3	1	0	9
Karimnagar	7	22	15	4	5	4	1	0	0	1	0	0	0	0	0	2
Khammam	14	10	6	2	5	1	0	0	0	0	1	3	1	0	0	5
Nizamabad	8	7	1	3	0	5	0	0	0	0	0	0	0	0	0	0
Adilabad	10	3	6	6	4	3	0	0	0	0	1	0	0	0	0	1
<b>Total</b>	<b>70</b>	<b>86</b>	<b>57</b>	<b>32</b>	<b>25</b>	<b>41</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>17</b>

**ANNEXURE-II**

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

**CATEGORY - WISE CLASSIFICATION OF CASES REGISTERED TO END OF 31.12.2011.**

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
<b>H.T. Category</b>	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	1	0	1	3	3	2	0	3	5	6	3	4	5	1	
<b>L.T. Category - I</b>	11	19	14	9	7	7	4	3	2	4	1	0	0	1	2	2	0	0	1	0	1	2	0	0	0	1	0	3	2	3	2	0	0	0	21	25	21	12	8	8	6	
<b>Category - II</b>	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	1	0	0	0	0	0	1	10	10	6	2	4	4	1	
<b>Category - III</b>	7	1	2	2	0	0	1	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	21	23	7	4	0	4	3	
<b>Other L.T. Category</b>	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	1	0	5	9	10	2	0	9	0	
<b>Others</b>	6	11	2	4	2	9	4	0	1	3	2	3	0	1	0	1	1	1	3	0	1	3	1	0	1	0	2	0	1	0	1	1	1	1	0	10	14	7	9	9	11	6
<b>Total</b>	<b>31</b>	<b>44</b>	<b>29</b>	<b>17</b>	<b>11</b>	<b>28</b>	<b>9</b>	<b>7</b>	<b>22</b>	<b>15</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>14</b>	<b>10</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>70</b>	<b>86</b>	<b>57</b>	<b>32</b>	<b>25</b>	<b>41</b>	<b>17</b>

**ANNEXURE-III**

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

**NATURE - WISE CLASSIFICATION OF CASES REGISTERED TO END OF 31.12.2011.**

Circle	WARANGAL							KARIMNAGAR							KHAMMAM							NIZAMABAD							ADILABAD							TOTAL							Disposed During FY (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	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	4	1	2	2	1	2	1	0	0	1							
Wrong Billing	3	11	9	7	1	3	3	3	7	3	0	0	0	1	2	1	0	0	0	0	0	2	3	0	0	0	1	0	0	10	22	14	8	1	4	4	0	2	2						
Back Billing	0	0	1	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	1	1	2	0	0	0	0	0	0	0	0						
Category Change	1	1	2	0	0	0	0	1	1	0	0	0	0	3	2	2	0	0	0	0	0	0	0	0	0	0	0	1	6	4	4	0	0	0	1	0	1	0	1	0					
Release of New Services	1	0	0	2	0	4	1	1	0	1	1	0	0	1	0	1	0	0	0	0	1	1	0	0	0	2	0	1	0	2	1	0	0	0	5	0	4	4	0	6	2	0	0	2	
Title Transfer	0	2	1	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	1	0	1	1	0	0	0	0	0	1				
Others	23	30	15	7	10	18	3	2	14	10	2	5	4	1	6	6	2	2	4	1	4	4	4	1	3	0	2	0	8	2	2	3	4	3	0	43	56	30	17	23	28	8	0	5	3
<b>Total</b>	<b>32</b>	<b>44</b>	<b>29</b>	<b>17</b>	<b>11</b>	<b>28</b>	<b>9</b>	<b>7</b>	<b>22</b>	<b>15</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>14</b>	<b>10</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>70</b>	<b>86</b>	<b>57</b>	<b>32</b>	<b>25</b>	<b>41</b>	<b>17</b>	<b>0</b>	<b>8</b>	<b>9</b>

**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 31.12.2011.**

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
<b>Warangal</b>	27	36	24	13	9	25	9	4	8	5	4	2	3	0
<b>Karimangar</b>	6	16	13	4	4	0	2	1	6	2	0	1	4	0
<b>Khammam</b>	12	6	5	0	3	1	3	2	4	1	2	2	0	1
<b>Nizamabad</b>	7	5	0	0	0	4	0	1	2	1	3	0	1	0
<b>Adilabad</b>	9	1	3	4	1	1	0	1	2	3	2	3	2	1
<b>Total</b>	<b>61</b>	<b>64</b>	<b>45</b>	<b>21</b>	<b>17</b>	<b>31</b>	<b>14</b>	<b>9</b>	<b>22</b>	<b>12</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>2</b>

**ANNEXURE-V**

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

**STATUS OF PENDING COMPLAINANTS TO END OF 31.12.2011.**

<b>Sl. No.</b>	<b>C.G. No.</b>	<b>Date of Registration</b>	<b>Circle</b>	<b>Brief Description of Case</b>	<b>Remarks</b>
1	322	17.09.11	Khammam	Regularization of additional load shortfall. (Conversion of H.T. Category from III (B) to HT)	Under process



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

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

Sl. No.	CGRF Order No & Date	Name & Address of the Complainant	Issue	Verdict of CGRF	Complaiance State	Reasons of delay in complaiance if any.
1	318/ 19.11.11	Smt. T. Agamma W/o. T. Ramaiah (Late) Manchukonda-Village, Khammam-Mandal & Dist. S.C. No. 349, Cat-I	Sanction of new service connection.	Orders were issued stating that to withdraw the abnormal bill with suppressed consumption served to the complainant and issue revised C.C. bill. The service connection shall be restored immediately. The suppressed consumption units as per the AAO/ERO/Town/Khammam report an amount of Rs. 6133/- should be recovered from the spot billing agency. The balance amount of Rs. 6331/- shall be recovered from the complainant by three equal instalments. Soon after payment of first instalment by the complainant the service connection shall be restored.	Favour of the Consumer	Within the time prescribed the cases was decided.
2	320/ 09.11.11	Sri. T. Santhosh H. No. 24-3-82, F.C.I. Colony, Subedari, Hanamkonda, Warangal-Dist. S.C. No. 2221-43488, 2221-39619, Cat-I	Rectification of bill.	The respondents have redressed the greivance of complainant amicably duly adjusting the excess amount calimed by them for an amount of Rs. 246/- in connection with issuing wrong bills to the complainant by the Spot Billing Agency. The complainant is also requested to pay the balance amount of Rs. 1774/- at an early date as informed by the AAO/ERO/Town/Hanamkonda, towards the pending C.C. charges against S.C. No. 2221-39619.	Favour of the Consumer	Within the time prescribed the cases was decided.
3	327/ 16.11.11	Sri. R. Sudhakar Peddapahad-Post & Village, Jangoan-Mandal, Warangal-Dist. S.C. No. 3702-0215, Cat-III	Rectification of bill and meter changed service	The respondents are directed to award an amount of Rs. 800/- as compensation to the complainant for the delay took place in replacing the stuck up meter. The compensation awarded amount shall be adjsuted to the future consumed units by the complainant agaisnt S.C. No. 3702-021. The compensation amount awarded shall be recovered as per the Memo. No. CMD/NPDCL/ WGL/CGM/P&RAC/F.SOP/D. No. 126/05/Dt. 07.03.06 from the staff who have held responsible for the took place in this regard. The complainant is also requested to pay the balance amount withdrawal of the amount for the disciprancy occured vide J.E. No. 12 of 2011 by the respondents.	Favour of the Consumer	Within the time prescribed the cases was decided.

4	324/ 02.12.11	Smt. P. Sruthi Keerthi D/o. M. Raghu, Brahmanwada, Hanamkonda, Warangal-Dist. S.C. No. 12280-33104, Cat-I	Wrong billing	The respondents have redressed the grievance of the complainant amicably duly seving revised bill for the month of 09/11 for an amount of Rs. 2,717/- . Accordingly the complainat has also cleared this amount in two spells paid an amount of Rs. 2300/- vide P.R. No. 660836/10.11.11 and for an amount of Rs. 420/- vide PR No. 909092/30.11.11. In view of the redressal of the grievance of the complainant without going in detailed this case is closed.	Favour of the Consumer	Within the time prescribed the cases was decided.
5	326/ 02.12.11	Sri.V. Asif Hussain Senior Deputy General Manager, M/s. For Coastal Patel Jyothi & CBE Consortium, Bandarupally Road, Opp: Sri Vinayaka Rice Mill, Near Madarsa, Mulugu-Mandal, Warangal-Dist., Pin Code No. 506343 (A.P.) General	Request for shifting of pole line works.	The respondents have finally completed the works of complainant with an abnormal delay which cannot be excusable. The respondents are directed to take much keen interest in redressal of the grievances like in this case with out causing much delay and facing difficulties by the consumers whenever they approach to them atleast in future cases following the departmental procedures involved in it and fulfilling the same by the consumers like paying of necessary required charges to redress their grievances. In view of the detailed position and redressal of the grievance of the complainant without going in detailed this case is closed.	Favour of the Consumer	Within the time prescribed the cases was decided.
6	328/ 02.11.11	M.s, Varshini Water Plant Pegaddapally-Village, Hasanparthy-Mandal, Hanamkonda, Warangal-Dist. Survey No. 109, General	Release of new services on existing transformer	The respondents have redressed the grievance of the complainant amicably. Accordingly the complainant has also satisfied on his redressal of grievance by the respondents as per the telephonic information as ascertained by the Forum for confirmation according the reports submitted by the respondents in this aspect based on the complainant lodged. In view of the redressal of the grievance of the complainant as above, without going in detailed this case is closed.	Favour of the Consumer	Within the time prescribed the cases was decided.
7	323/ 31.12.11	Sri. V. Naveen Kumar M/s. Venkata Subbaiah Rice Mill, Kotha Kothuru-Village, Nekkondapally-Mandal, Khammam-Dist. S.C. No. 221300021, Cat-III	Regularization of additional load shortfall	Further, they are directed to issue the bills to the complainant under H.T. Category from the month of second inspection made by the DPE Wing duly converting this service connection into HT Category from LT III (A) following the departmental procedures and General Terms and Conditions of Supply Clauses involved in it, until and unless he removes the additional machinery available at his premises. The complainant is also requested to pay the short billing amount for the period from 01/2009 to 08/2009 as per the inspections made by the concerned authority and found additional load against S.C. No. 221300021. From the date of second time inspection made by the DPE Wing, the complainant is requested to pay the bills under H.T. Category tariff applicable. Due to non following the General Terms and Conditions of Supply/Clauses as said above this problem has arisen for which the departmental staff should be liable for initiating necessary departmental action according to the departmental procedures.	Favour of the Consumer	Within the time prescribed the cases was decided.

8	325/ 31.12.11	Sri. P. Sataya Narayana S/o. P. Venkateshwara Rao, Before Huchth Tower, Dhammapet-Village & Mandal, Khammam-Dist. General	Service connection to agricultural pumpsets and sanction of new transformer	The respondents have redressed the grievance of the complainant amicably. Accordingly the complainant has also satisfied on his redressal of grievances by the respondents as per the telephonic information as ascertained by the Forum for confirmation according to the reports submitted by the respondents in this aspect based on the complaint lodged. In view of the redressal of the grievance of the complainant as above, without going in detailed this case is closed.	Favour of the Consumer	Within the time prescribed the cases was decided.
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