



NPDC  
200

Sl. No.	Service Area	Complaints for the year 2009-10										Total 2009-10	
		Warangal		Karimnagar		Khammam		Nizamabad		Adilabad			
		Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended	Received	Attended
	a) Cities and Towns	6874	6874	5252	5252	7841	7841	4516	4516	3589	3589	28072	28072
	b) Rural Area	5673	5673	1751	1751	367	367	3194	3194	766	766	11751	11751
9	<b>Network expansion/enhancement required to release supply</b>												
	Release of supply - Low Tension(with Agl.)	0	0	0	0	0	0	0	0	0	0	0	0
	Release of supply - Low Tension(without Agl)	0	0	0	0	0	0	0	0	0	0	0	0
	Release of supply High Tension 11KV	0	0	0	0	0	0	0	0	0	0	0	0
	Release of supply High Tension 33KV	0	0	0	0	0	0	0	0	0	0	0	0
	Release of supply Extra High Tension 132KV	0	0	0	0	0	0	0	0	0	0	0	0
	Erection of Sub-Station required for release of supply	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Transfer of ownership and conversion of services</b>												
	Title transfer of ownership	823	823	355	355	152	152	158	158	198	198	1686	1686
	Change of Category	349	349	333	333	104	104	136	136	100	100	1022	1022
	Conversion from LT 1-ph to LT 3-ph and vice-versa	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT to HT and vice-versa	0	0	0	0	0	0	0	0	0	0	0	0
11	<b>Resolution of Complaints on consumer's bill</b>	0	0	0	0	0	0	0	0	0	0	0	0
	If additional information is required	5	5	13	13	139	139	557	557	49	49	763	763
	If no additional information is required	3	3	38	38	176	176	133	133	83	83	433	433
12	<b>Reconnection of supply following disconnection due to non-payment of bills</b>												
	a) Cities and Towns	12600	12600	1706	1706	4358	4358	12443	12443	9260	9260	40367	40367
	b) Rural Area	232	232	6445	6445	143	143	4442	4442	72	72	11334	11334

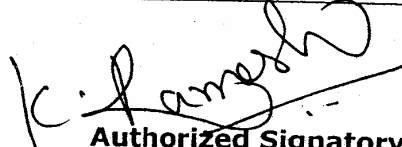
NPDCCL  
2009-10



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

**COMPENSATION AWARDED FOR THE YEAR (2009 - 2010)**

Sl. No.	APERC Letter Instructions	Remarks
1	The number of cases in which compensation was paid under Caluse-4 above, and the aggregate amount of the compensation payable and paid by the Licensee.	An amount of Rs. 3,800/- was ordered for payment of compensation to the consumers for the delay in change of category and name change as per the Citizen Charter to the Field Officers of Operation, Circle/Warangal for the Year 2009-2010, Vide T.O.O. 1. Lr. No. CM/CGRF/NPDCL/D. No. 778/09/Dt. 31.07.09. 2. Lr. No. CM/CGRF/NPDCL/D. No. 808/09/Dt. 22.09.09. 3. Lr. No. CM/CGRF/NPDCL/D. No. 811/09/Dt. 23.09.09.

  
**Authorized Signatory**  
**Consumer Grievances Redressal Forum**  
**APNPDCLtd., Warangal.**