

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

19th Day of August, 2011.

Present : Sri. T. Sadarlal : Chairperson
Sri. G. Raveendranath : Member (Accounts)
Sri. K. Ramesh : Member (Legal)
Sri. A. Sudharshan Reddy : Co - Opted (Member)

C.G. No. 315/2011 of Karimnagar Circle

Between

Sri. M. Sataya Narayana
Loksatta President,(Jagitial-Town)
H. No. 2-2-89,
Angadi Bazar,
Jagitial-Town,
Karimnagar-Dist.
Pin Code No. 505327.

Complainant

AND

1. Assistant Engineer/Operation/Jagitial.
2. Assistant Divisional Engineer/Operation/Jagitial.
3. Divisional Engineer/Operation/Jagitial.

Respondents

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Sri. M. Sataya Narayana, Loksatta President, Jagitial-Town, Karimnagar-Dist., hereinafter called as the complainant in his complaint dated. 13.07.11 received and registered on 23.07.11, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. The complainant has submitted in his complaint lodged at Consumer Greivances Redressal Forum stating that in Jagitial-Town, Karimnagar-Dist., the interruption in power supply is being done with effect from 29.06.11 onwards without intimating officially.

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- ii. The interruption is being occurred up to 30 minutes in one spell and it is frequently occurring six times in a day.
- iii. Due to the severe power supply interruption the people of Jagitial-Town are facing much difficulties for days together without rectifying the same by the departmental officials.
- iv. Hence the complainant has requested to the Forum to lift the un-authorized interruption in power supply to the Jagitial-Town immediately and give the suitable instructions to the concerned departmental officials not to occur and impose un-authorized power supply interruptions to their area.

2. As a sequel to the above complaint, Assistant Engineer/Operation/Jagitial, Assistant Divisional Engineer/Operation/Jagitial and Divisional Engineer/Operation/Jagitial, were directed to file their written submissions vide notice dated. 05.08.2011.

I. The Assistant Divisional Engineer/Operation/Jagitial, in his filings received on 16-08-2011, vide his letter dated. 11.08.11 stating as follows :-

- i. The supply interruptions in Jagitial-Town are due to incoming supply failures from 220 KV SS Ramagundem.
- ii. The 132/33 KV Jagitial feeder hand tripped from 220/132 KV Ramagundem Sub-Station for the period 29.06.2011 to 12.07.2011 enclosing the statement of 33 KV interruptions (Incoming supply failure).
- iii. Further it is to submit that regarding E/L trippings on 11 KV feeder of Jagitial-Town, tree cutting is arranged and now there are no frequent E/L trippings. (Enclosing the statement indicating the 11 KV interruptions Jagitial-Town).
- iv. The detailed information as per the statements enclosed by the Assistant Divisional Engineer/Operation/Jagitial is furnished as below :-

33 KV INTERRUPTIONS (INCOMING SUPPLY FAILURE)

Sl. No.	Date	From	To	Total Period
1.	29.06.11	17:20	17:30	0:10
2.	30.06.11	06:48	6:55	0:07

3.	30.06.11	14:35	14:39	0:04
4.	01.07.11	05:28	05:52	0:24
5.	01.07.11	09:13	09:23	0:10
6.	01.07.11	10:10	10:20	0:10
7.	01.07.11	14:10	14:14	0:04
8.	01.07.11	17:15	17:25	0:10
9.	01.07.11	21:09	21:19	0:10
10.	03.07.11	10:52	10:57	0:05
11.	04.07.11	10:10	10:18	0:08
12.	04.07.11	14:10	14:15	0:05
13.	08.07.11	06:51	06:56	0:05
14.	08.07.11	20:25	20:30	0:05
15.	09.07.11	04:20	04:25	0:05
16.	09.7.11	06:05	06:20	0:15
17.	09.07.11	20:10	20:50	0:40
18.	10.07.11	00:10	00:20	00:10
19.	10.07.11	13:10	13:50	00:40
20.	10.07.11	18:50	19:00	00:10
21.	10.07.11	22:00	22:30	00:30
22.	11.07.11	07:50	08:00	00:10
23.	11.07.11	21:10	21:15	00:05
24.	12.07.11	00:40	00:50	00:10
25.	12.07.11	09:00	10:00	01:00
26.	12.07.11	14:00	15:00	01:00
TOTAL				6:52

11 KV INTERRUPTIONS JAGITIAL TOWN

Sl. No.	Date	Feeder Name	From	To	Total Period	Remarks
1.	02.07.11	Town-IV	03:05	03:10	00:05	EL
2.	02.07.11	Town-IV	19:50	19:55	00:05	EL
3.	03.07.11	Town-IV	01:20	01:25	00:05	EL
4.	03.07.11	Town-IV	11:10	11:15	00:05	EL
5.	12.07.11	Town-IV	03:10	03:15	00:05	EL
6.	12.07.11	Town-IV	17:20	17:25	00:05	EL
7.	02.07.11	Town-III	17:00	17:30	00:30	EL
8.	04.07.11	Town -III	14:30	15:00	00:30	11 KV Jumper Cut
9.	06.07.11	Town-III	21:55	22:00	00:05	EL
10.	07.07.11	Town-III	12:55	13:00	00:05	EL
11.	08.07.11	Town-III	20:10	20:15	00:05	EL
12.	06.07.11	Town-II	11:00	11:05	00:05	EL
13.	06.07.11	Godavarivally	07:10	07:15	00:05	EL

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14.	11.07.11	Godavarivally	09:40	09:45	00:05	EL
15.	30.06.11	Thahsil	03:10	03:15	00:05	EL
16.	30.06.11	Thahsil	03:40	03:45	00:05	EL
17.	10.07.11	Thahsil	23:15	23:20	00:05	EL
18.	29.06.11	Tower	05:05	05:10	00:05	EL
19.	30.06.11	Tower	12:20	12:25	00:05	EL
20.	30.06.11	Tower	03:30	03:35	00:05	EL

3. Analysis of the Case :-

The contention of the complainant is that the interruption in power supply at Jagitial-Town is occurring frequently with a duration of up to Maximum 30 Minutes and 6 Times in a day unauthorizedly due to which the people of Jagitial-Town are facing much difficulties.

As per the reports obtained from the respondents it is observed that due to technical problems the 132/33 KV, Jagitial feeder had tripped from 220/132 KV Ramagundem Sub-Station for the period 29.06.11 to 12.07.11, the problem of interruption in power supply is occurred. The interruption is for up to Maximum 60 Minutes for Maximum 2 days as per the statement furnished by the respondents and rest of the days almost it is within 15 Minutes only. At present the interruptions on 11 KV feeder of Jagitial-Town, for E/L tripping and at 132/33 KV tripping also rectified.

The respondents should have been rectified the technical problem as arised at the premises and they could have been restored the supply without causing any inconvenience to the effected consumers at that premises. The respondents responsibility to see that frequently occurring of interruption in power supply is to be avoided by solving the technical defects arised at the feeders and they have to be avoided the similar problem for the future period without causing any inconvenience to the consumers.

4. ORDER :-

The respondents are directed to see that no power supply interruption is to be done to the consumers frequently by rectifying the technical defects whatever

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may be arises comes under their jurisdiction without deviating the norms as framed in different aspects in Citizen Charter for providing better services to the consumers atleast in future.

Further the respondents are directed to submit the compliance report on implementation of these orders within 15 days from the date of receipt of this order to the Forum.

6. If the complainant is aggrieved by the order of the forum he may represent to Vidyut Ombudsman, APERC, Singareni Bhavan, IVth Floor, Red Hills, Hyderabad-500 004, within (30) days of receipt of this order as specified in clause (9) of Regulation 1 of 2004 of A.P. Electricity Regulatory Commission of A.P.

Signed on 19th day of August, 2011.

Sd/-	Sd/-	Sd/-	Sd/-
K. RAMESH	G. RAVEENDRANATH	A. SUDHARSHAN REDDY	T. SADARLAL
MEMBER (LEGAL)	MEMBER (ACCOUNTS)	CO – OPTED (MEMBER)	CHAIRPERSON

Endt. No./C.P./C.G.R.F/NPDCL/WGL/C.G. No. 315/2011-1 Dt. 19.08.2011.

Copy to :-

The Superintending Engineer/Operation/NPDCL/Karimnagar.
The General Manager (IT)/Corporate Office/NPDCL/Warangal.

(He is requested to place the order in the Company's Website).

Sri. Dr. A. Sudharshan Reddy, President, Centre for Environmental Studies,
H. No. 2-2-421, Kishanpura, Hanamkonda, Warangal-Dist.

//FORWARDED BY ORDER //

Member (Legal)
Consumer Grievances Redressal Forum.