

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

29th Day of June, 2010.

Present : Sri. D. Narsinga Rao : Chairman
Sri. K. Ramesh : Member (Legal)
Sri. A. Sudharshan Reddy : Co – Opted (Member)

C.G. No. 277/2010 of Warangal Circle

Between

Sri. Christopher J.S.
S/o. Joseph
S.C. No. A – 2409
H. No. 1 – 1 – 1078
Siddartha Nagar, Kazipet,
Hanamkonda,
Warangal – Dist.

Complainant

AND

1. Assistant Accounts Officer/Distribution/NPDCL/Kazipet. **Respondents**
2. Assistant Divisional Engineer/Distribution/NPDCL/Hanamkonda.
3. Divisional Engineer/Operation/NPDCL/Warangal.

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Sri. Christopher J.S., S/o. Joseph, R/o. Siddarthanagar, Kazipet, Hanamkonda, Warangal-Dist., hereinafter called as the complainant, in his complaint dated. 02.06.2010, received and registered on 04.06.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated as follows :-

- i. he has submitted that, he is utilizing the supply from the transformer located near the newly constructed water overhead tank in Siddarthanagar.

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- ii. past 1 ½ month i.e., middle of April 2010 to date everyday atleast minimum three times a day there is a fuse cut off on their phase, which is restored only after half-an-hour to 1 ½ hour time.
- iii. repeatedly he has complained to the Assistant Engineer/ Distribution/Kazipet, but no action, they said some up gradation is sanctioned in the month of February, 2010, but could not get a Contractor. He promised thrice that within a week the problem will be rectified but in vain. Then he asked me to call Divisional Engineer/Operation/Warangal giving his mobile number. After upterm attempts he got him on his mobile in the presence of Assistant Engineer/ Distribution /Kazipet. The Divisional Engineer has stated that it is the responsibility of the Assistant Engineer.
- iv. what so ever they are the sufferer for everyday. Through it is one hour power cut for others, it is nearly three to five hours power cut for him.
- v. every neighboring house have power and only their house in that street is in darkness.
- vi. once a Lineman took Rs. 50/- and changed the phase on his request, but surprisingly he didn't change it. On another occasion another Lineman also said he changed the phase but the same night when there was failure in supply he found that he also deceived him.

2. As a sequel to the above complaint, Assistant Engineer/ Distribution / Kazipet, Assistant Divisional Engineer/Distribution/ Hanamkonda and Divisional Engineer/Operation/Warangal, were directed to file their written submissions vide notice dated. 04.06.2010.

The respondents have not filed their written submissions in support of the defence on the contents of the complaint even after giving stipulated time as mentioned in the notice served to the respondents by this Forum.

3. The hearing was conducted on 22.06.2010, in the Chamber of Chairman/Consumer Grievances Redressal Forum/Warangal/NPDCL/ Warangal at 4.00 P.M.

The hearing was attended by the respondents on the above said date i.e., the Assistant Engineer/Distribution/Kazipet and Assistant Divisional Engineer/Distribution/Hanamkonda. The complainant has also attended the hearing.

During the hearing conducted, the respondents and complainant have submitted their written statement stating as follows :-

The statement submitted by the complainant :-

The complainant has submitted that he has expressed the problem of regular power failure of his phase at Siddarthanagar, at New Construction Overhead Water Tank transformer. The Honorable Chairman assured action solved in 15 days after consulting the concerned authorities.

The statement submitted by the respondents :-

The improvement DTR on existing park DTR will be erected within 15 days to avoid interruption to the above consumer, and other Colony Member at present load balancing of the DTR will be done, and the above consumer phase will be changed. This action will help us to avoid the further interruptions to the consumer.

4. Analysis of the Case :-

As per the contents of the complaint received from the complainant, it can be observed that the interruption in power supply is occurred minimum three times a day since 1 ½ month i.e., middle of April, 2010 to date, everyday. Though the consumer has reported the matter to the Assistant Engineer/Distribution/Kazipet for rectification of the problem, but it has not

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been done so far. During the hearing conducted on 22.06.2010 the respondents have submitted their statement stating that ***“the improvement DTR on existing park DTR will be erected within 15 days to avoid interruption to the above consumer and other Colony members, at present load balancing of the DTR will be done and the above consumer phase will be changed. This action will help us to avoid the further interruption to the consumer”.***

5. **ORDER :-**

The respondents are directed to solve the problem of the complainant without getting any interruption in power supply duly erecting the improvement DTR on existing park within 15 days and submit a compliance report to this Forum within 20 days from the date of receipt of this order. Further the respondents are directed to attend the Grievances/Complaints received from the consumers within the prescribed norms as mentioned in the Citizen Charter. Otherwise the compensation to be paid to the consumers may be recovered from the concerned staff who will be the responsible for the delay took place like in this case.

Signed on 29th day of June, 2010.

Sd/-
K. RAMESH
MEMBER (LEGAL)

Sd/-
A. SUDARSHAN REDDY
CO – OPTED (MEMBER)

Sd/-
D. NARSINGA RAO
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 277/2010-1 Dt. 29.06.2010.

Copy to :

The Superintending Engineer/Operation/NPDCL/Warangal.

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.

The Stock file.

//FORWARDED BY ORDER //

**Member (Legal)
Consumer Grievances Redressal Forum.**

