

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

**1<sup>st</sup> Day of April, 2010.**

**Present :** Sri. D. Narsinga Rao : Chairman  
Sri. K. Ramesh : Member (Legal)

**C.G. No. 266/2010 of Khammam Circle**

**Between**

Sri. K. Surayanarayana Raju & Others  
S.C. No. Agl. 24  
Atchutapuram – Gram Panchayat  
Aswaraopeta – Mandal  
Khammam-Dist.

**Complainant**

**AND**

1. Divisional Engineer/Operation/NPDCL/Khammam.  
2. Superintending Engineer/Operation/NPDCL/Khammam.

**Respondents**

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Sri. K. Suryanarayana Raju & Others, R/o. Atchutapuram – Gram Panchayat, Aswaraopeta –Mandal, Khammam-Dist., hereinafter called as the complainant, in their complaint Dt. 06.02.10 received and registered on 19.02.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated the following :-

- i. the Atchuthapuram Village Farmers have submitted that they are having a Vidyut-Sub-station in Dammmapeta – Mandal, Malkaram-Village by which the electricity supply is provided for their agriculture.
- ii. due to low voltage and non proper supply of electricity as announced by the Government i.e., Seven Hours Supply, but they are getting supply for four to five hours since one month due to which they are unable to do their agriculture in a proper way.

**Contd.2**

- iii. when the Assistant Divisional Engineer/Operation/Sathupally has come to the Malkaram-Sub-station nearly 20 days back he has assured them the supply will be provided to them for seven hours within four or five days.
- iv. due to non resolved of this problem their crops are becoming dry.
- v. further they have requested to solve the problem of supply the power for seven hours for cultivating their agricultural lands.

2. As a sequel to the above complaint, the Divisional Engineer/Operation/Khammam and Superintending Engineer/Operation/Khammam were directed to file their written submissions vide notice dated. 20-02-10.

The Divisional Engineer/Operation/Sathupally and Assistant Divisional Engineer/Operation/Sathupally have submitted a detailed report to this Forum as this case comes under their jurisdiction vide their letters. Dated. 06.03.10 & 20.02.10, the contents of the both the reports are same as furnished here under.

The report of the Assistant Divisional Engineer/Operation/Sathupally was forwarded to the complainant vide T.O. Letter dated. 23.03.10 to raise any objections on the contents of the report is solving the grievances of the complainant as per the complaint submitted to this Forum within seven days.

No reply/any objections were submitted by the complainant in this regard till-to-date.

- i. during the inspection of 33/11 KV SS Malkaram on 08.01.10, the farmers of Acthutapuram-Village represented that they are not getting Seven Hours supply to agricultural motors and low voltage problem.

- ii. due to carrying of 250A load on 11 KV Guthavarigudem feeder with 34 Sq.mm conductor the conductor is frequently snapping and low voltage problem persisting to Acthutapuram-Village consumers.
- iii. to solve the problem some extent, 600 KVAR capacitor banks erected on 12.01.10 in the line at 1/3<sup>rd</sup> of the total line. Due to this load reduced to 200A and in turn the snapping of conductor arrested and voltage improved some extent.
- iv. but the permanent solution is transferring the part of the load to newly constructed 33/11 KV SS Naravarigudem which has to be charged. With the regular pursuance of construction work the 33/11 KV Naramvarigudem SS was charged on 17.02.10 and 100A load on Guthavarigudem feeder transferred to new Sub-station and the present load on the Guthavarigudem feeder from Malkaram SS is 70A.
- v. due to this work, now the consumers of Atchutapuram-Village are getting continuous seven hours quality power supply, and their problem solved.

### 3. **Analysis of the Case :-**

The 100A load was transferred from the Guthavarigudem feeder to newly constructed 33/11 KVSS Naramvarigudem SS which was charged on 17.02.10. The present load on the Guthavarigudem feeder from Malkaram SS is 70A due to this work the consumers of Atchutapuram-Village are getting continuous ***seven hours quality power supply***, and thus their problems are being redressed.

The complainant has also not raised any objections to this Forum based on the report of the Assistant Divisional Engineer/Operation/Sathupally forwarded to the complainant.

4. **ORDER :-**

In view of the above, the respondents have solved the grievance of the consumers for getting ***seven hours quality power supply***. Accordingly the complaint is dismissed.

Signed on 1<sup>st</sup> day of April, 2010.

Sd/-  
K. RAMESH  
MEMBER (LEGAL)

Sd/-  
D. NARSINGA RAO  
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 266/2010-1 Dt. 01.04.2010.

Copy to :

The Assistant Divisional Engineer/Operation/NPDCL/Sathupally.

The Divisional Engineer/Operation/NPDCL/Sathupally.

The Chief General Manager/Operation, IPC & Comml./Warangal.

The General Manager (IT)/Corporate Office/NPDCL/Warangal.

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

The Stock file.

**//FORWARDED BY ORDER //**

Member (Legal)  
Consumer Grievances Redressal Forum.