

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED**  
**TIRUPATI**

**On this the 25<sup>th</sup> day of April 2013**

**C.G.No:186/2012-13/Ongole Circle**

*Present*

*Sri K. Paul*

*Sri A.Venugopal*

*Sri T.Rajeswara Rao*

*Sri A. Sateesh Kumar*

*Chairperson*

*Member (Accounts)*

*Member (Legal)*

*Member (Consumer Affairs)*

*Between*

Sri.Annapureddy Venkateswara Reddy,  
S/o Kona Reddy and Others,  
Venkatareddipalli Village & Post  
Pullalachervu Mandal,  
Prakasam-Dist.

Complainant

*and*

1. Assistant Engineer/Operation/Pullalacheruvu/Prakasam
2. Assistant Divisional Engineer/Operation/ Y.Palem/ Prakasam
3. Divisional Engineer/Operation/Markapuram/Prakasam
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri.Annapureddy Venkateswara Reddy, S/o Kona Reddy and Others,  
Venkatareddipalli Village & Post, Pullalachervu Mandal, Prakasam-Dist. herein called  
the complainants, in their complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012  
under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003  
have stated that

1. They are residents of Venkatareddipalli village in Pullalacheruvu mandal of  
Prakasam District and cultivation is their lively hood.

2. Their village above along with two others was tagged on to Rachakonda and Suddakura Tanda feeder and is suffering interruptions for any fault in other villages on the feeder.
3. The R.Ummadivaram Substation is about 2Km from their village and hence it will be better for them to avail interruption free supply if their village is connected to the near by substation by providing suitable line in order to avoid their crop loss.
4. Requested for providing supply from the newly constructed R.Ummadivaram SS as it is very near to them.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Y.Palem in his written submission dt:02-04-2013 received in this office on dt:08-04-2013 stated that:**

1. The villagers of Venkatareddy palli in Pullalacheruvu mandal was represented to the honourable consumer grievances redressal forum against the frequent supply interruptions and also they are requested to provide supply feeding from 33/11KV Sub-station, R.Ummadivaram.
2. The Venkatareddypalli village is connected to Rachakonda feeder which is emanating from 33/11KV substation, R.Ummadivaram, more over Venkatareddypalli is first village to the Rachakonda feeder it is 2.0Km away from sub-station.
3. The PMI was conducted and rectified the identified defects in the 11KV Rachakonda feeder on dt:21-09-2012 to avoid frequent interruptions.
4. It is too late submission of detailed report by the under signed due to false statement given by Sri.M.Sivakumar, I/c AAE/Opn/Pullalacheruvu. In addition to that the undersigned only the person to look over the Pullacheruvu section along with the daily subdivision duties.

5. Hence it is requesting that the please drop the case.

**Findings of the Forum:**

1. The grievance of the complainants is that they are suffering crop loss due to frequent interruptions of supply to their village though close to the 33/11KV substation, on account of number of villages and Tandas tagged on to the 11KV feeder feeding their village and requested to provide a separate feeder to their village as it is about 2KM from the substation.
2. The respondent-2 i.e. the ADE/Opn/Y.Palem reported that the said village of Venkatareddypalli of the complainants is connected to Rachakonda Feeder emanating from 33/11KV R. Ummadivaram SS and moreover the village is first on the feeder at about 2KM away from the SS. The PMI was conducted on the said feeder and rectified certain defects identified on 21-09-2012 to avoid frequent interruptions.
3. The reason explained by the respondent for delay in reporting the matter to the Forum though the said rectification was completed long back in the month of complaint itself and within 10 days of the complaint is that he is over burden by the works due to shortage of section officers and receipt of false information from his subordinates.
4. From the statements of the complainants as well as the respondent it is understood that the said 11KV feeder is a lengthy one covering number of villages and Tandas naturally the feeder should pass through Jungles which requires frequent clearing by cutting off the tree branches and bushes to avoid interruptions on the feeder.
5. Though the respondent mentioned that he conducted PMI and rectified the defects noticed, it shall be noted that the feeder is much prone to interruptions on account of tree growth and hence it is felt that it will be better to provide a

mechanism of such which can isolate the balance feeder from the village and supply is maintained to the said village.

6. The respondents shall take care of the feeder and maintained interruption free supply in order to avoid such grievances in future.

In view of the above, the Forum passed the following order.

### **ORDER**

The respondents are directed that

1. They shall adopt a suitable method or such mechanism like AB switch to avoid interruption to the said village in the events of faults on the lengthy Rachakonda feeder within 90 days from the date of this order.
2. Report compliance on the item-1 above in further 15 days upon complaint with the item-1 above.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 25<sup>th</sup> day of April 2013

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

The Complainant  
The Respondents

Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.