

**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 June 2014**

**In C.G.No: 245/ 2013-14/Vijayawada Circle**

***Present***

***Sri K. Paul***  
***Sri A. Venugopal***  
***Sri T. Rajeswara Rao***  
***Sri A. Satish Kumar***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***  
***Member (Consumer Affairs)***

***Between***

***Sri S.N.D.Prasad***  
C/o VJA Industrial Estate  
Manufacturers association  
Industrial Estate  
Autonagar Post,  
Vijayawada  
Krishna-Dist-520007

Complainant

***And***

1. Assistant Engineer/Operation/Autonagar  
2. Assistant Divisional Engineer/Operation/Patamata  
3. Divisional Engineer/Operation/Gunadala  
4. Superintending Engineer/Operation/Vijayawada

Respondents

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***Sri S.N.D.Prasad***, C/o VJA Industrial Estate, Manufacturers association, Industrial Estate, Autonagar Post, Vijayawada, Krishna-Dist-520007 herein called the complainant, in **his** complaint dt:24-03-2014 filed in the Forum on dt:24-03-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 ( 5 ) of I.E. Act 2003 has stated that

1. He is representing the industrial estate manufactures association, Vijayawada in the capacity of its secretary and putforth certain problems, out of which the first one is about low lying of lines at some

places even at the height of 10 feet causing problems for movement of goods vehicles and accidents also are occurring because of low height of wires ought to have maintain atleast 20 feet along the road and 22 feet across the road.

2. The matter was taken to the notice of local authorities, but no action has been taken and requested to instruct.
3. Many transformers on road side are not having fencing for protection resulting in casualties, requested to provide proper protection.
4. For erection of new transformer plinths are being constructed by the consumer and other materials are also met from the consumer side and requested for certain information regarding release of new services to exhibit on the web site of the department.

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

**The respondent- 1 i.e. the Additional Assistant Engineer/Operation/Autonagar in his written submission dt: 02-04-2014, received in the Forum on dt: 09-04-2014 stated that:**

The power lines were laid for electrification of industrial estate during 1980, due to raising of roads decrease the ground clearance between line & ground clearance to road was reduced to 6mts and the APIIC – IALA is responsible for this and they have to pay the estimate charges.

1. The height of the lines in industrial area in Jawahar Autonagar is more than 10ft not below 10ft and not obstructing the passage of vehicles. The APIIC\_IALA authorities has raise and construct the CC roads long back, then the height of the LT lines along road decreased. The association authorities has represented the height of lines and damaged poles in

December 2013. Joint inspection was carried out and prepared an estimate for rectification of defects identified during inspection on 11KV industrial estate area on 07-01-2014 and submitted to higher authorities i.e. corporate office vide Lr.No.CE/Zone/VJA/ADE/AE-Tech/F.D.NO.3076/13 DT:23-01-2014, a copy of the estimate is herewith enclosed for reference.

2. The transformer plinth of the LT service was constructed beside the drain canal not on road . Fencing is provided to low height DTR plinths.
3. The cost of construction of plot form (DTR plinth) will be as per the estimate. The service wire or cable was procure by the applicant only.
4. The fuse units in LT distribution boxes were replaced by the department.
5. A copy of the citizen charter is herewith enclosed. The details such as date of receipt of application payment, date of connection etc. for any new connection as per the citizen charter.

**Findings of the Forum:**

1. The grievance of the complainant consists of multiple items and out of them the first one is about low lying lines in industrial area causing inconvenience and accidents.
2. The respondent-1 i.e. the AE/Opn/Autonagar for the above replied that the reason for reduction in height of the lines is due to raising of CC. Roads by the APIIC authorities. He prepared an estimate after due joint inspection with the authorities and the defects noticed on 07-01-2014 and the same was submitted to the higher authorities for sanction. The action of the respondents is not complete and hence they shall take speedy action in maintaining the minimum clearances of the lines as per the standards to avoid possible accidents.

3. The second item of the grievance is that the transformers are lying without protection guards resulting in casualties. For this the respondent replied that the plinths are constructed besides the drain canals, but not on the roads. Fencing is provided to the plinths at low level and hence this grievance is resolved.
4. For the item construction of plinth for DTR and procurement of service wire, the respondent replied that the plinth will be constructed as per the estimate and service wire or cable wire is to be procured by the applicant only. The contention of the respondent is quite acceptable.
5. The fuse units of DTRs are to be replaced by the department only as stated by the respondent and is acceptable.
6. And finally regarding Citizen Charter a copy had been sent to the complainant by the respondent and hence is resolved.
7. As such all the grievances putforth by the complainant excepting the raising of lines are attended to by the respondents and regarding the increasing the height of the lines the respondents shall take suitable speedy actions and complete the work within 60 days to avoid any possible accident on account of such low lying lines.

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

**ORDER**

The respondents are directed that they shall take steps suitably to maintain the clearances of the lines both vertical and horizontal as per the standards to avoid possible accidents within 60 days from the date of this order.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25<sup>th</sup> day of June 2014.

Sd/-  
**Member (Legal)**

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

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

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