

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

FRIDAY, THE 6th DAY OF MAY 2022

CONSUMER CASE No.29/2022

P. Munussamy,
& Main Road Residents,
Opposite to EB Department
Surakudy,
Karaikal.

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Complainants

Vs.

- 1.The Executive Engineer,
Electricity Department,
Karaikal.
- 2.The Assistant Engineer-Rural,
Electricity Department,
Karaikal.
3. The Junior Engineer - Nedungadu,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.29/2022 came up before this Forum for final hearing on 20/04/2022. After hearing both sides and having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. A Complaint was received from P. Munussamy and Residents residing opposite to Surakudy Sub-Station during the camp sitting of this forum for public interaction in Ambagarathur Section on 15/03/2022. In the complaint, the Complainant stated that suddenly they were experiencing high voltage resulting in blasting of Electrical equipment including meters. This is happening for the last several years and inspite of the complaints made to the Department, no action has been taken so far. The Complainants requested for directions to the Department for rectification of the problem. Hence the complaint.
2. The Complaint was registered as consumer case No.29/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 25/03/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainants and hearing was posted on 20/04/2022.
3. In the Affidavit dated 24/02/2022, Respondent No.2 on behalf of the Respondents No.1 and 3, stated that the site was inspected and observed that in the above area the LT power supply is fed from Serumavilangai SS-III distribution transformer of Nedungadu feeder emanating from 110/11KV surakudy substation. Over the above LT line, there exists an HT line of Melakasakudy feeder, over voltage occurs in the LT line of Serumavilangai SS=III of Nedungadu feeder in which Complainant house is connected. In order to segregate the above problem, it is proposed to reroute the Melakasakudy feeder through Andoor feeder which has already completed except one portion near Sub-station end. After rerouting the Melakasakudy feeder the 11 KV Supply will be disconnected and only the LT line will be existing in the Complainant area thereby the voltage fluctuation will be rectified. The above bifurcation HT/LT line will be completed within one month.
4. The case has been posted for hearing on 20/04/2022 in the Office of the Executive Engineer, Karaikal. The hearing was attended by both Complainant and

Respondents. During the camp hearing at Karaikal, the Assistant Engineer, Rural informed that the opening of new feeder has been completed and the present HT line existing over LT line has been made dummy without power. When enquired, whether the Complainant is satisfied, he expressed doubt whether the Department would utilise dummy line again for transmitting the power and in that case they will suffer the same problem again. They want that the line removed permanently. The Assistant Engineer, Rural informed that this scheme contemplates dismantling of HT line also. The Forum directed the Assistant Engineer, Rural to remove the line as per the approved scheme by 30/04/2022 and furnish a compliance report.

ORDER

- i. As directed during the hearing, the HT lines existing over the LT line in the disputed area shall be removed and a compliance report to be filed within one week from the date of this Order. The Assistant Engineer, Rural is also directed to obtain a letter of satisfactory completion from the Complainant and file before this Forum along with the Compliance report.
- ii. Thus the complaint is allowed.
- iii. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 6th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN