

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

WEDNESDAY, THE 31ST DAY OF MAY 2023

CONSUMER CASE No. 80/2023

R. Vaitheeswaran,
Manager –Administration,
Karaikal Chlorates,
No.222, Melakasakudy Village,
Nedungadu,
Karaikal.

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Complainant

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.80/2023 came up before this Forum for final hearing on 23/05/2023. 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 R. Vaitheeswaran, Manager, Karaikal Chlorates on 08.05.2023. In the complaint, the Complainant had stated that HT service connection application for enhancement of load of 700KVA was given to the Department on 12/05/2022. The same was registered on 29/07/2022 vide HTSC No.HK24320707. The Department called for some clarifications on 17/05/2022, 2/9/2022, 26/10/2022, 10/11/2022, 24/01/2023 and on 31/03/2023 on different matters in respect of enhancement of load application. The Complainant also furnished reply on 27/05/2022, 08/09/2022, 10/11/2022 23/02/2023 and 10/04/2023. Since the application was pending for more than 11 months, the consumer had approached this Forum to issue necessary directions to the Respondents for release of additional load as per the Electricity Supply Code Regulations. Hence the complaint.

2. The complaint has been registered as C.C. No.80/2023 on 09/05/2023 and copy of the complaint was forwarded to the Executive Engineer – Karaikal for giving reply by 22.05.2023. Since the matter was pending more than 11 months this Forum decided to have a preliminary hearing during the camp sitting at Karaikal on 16/05/2023. During the preliminary hearing held on 16/05/2023, both the Complainant and the Respondents were present. The Complainant presented the case. The Respondents have been directed to file Affidavit before the next hearing on 23/05/2023 at Puducherry. Reply received from the Respondent No.2 on 22/05/2023 and a copy of the same was communicated to the Complainant.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that necessary estimate for enhancement of CMD from the existing Chlorates feeder off the 110/11KV Surakudy SS was evolved but the voltage Regulation was higher than the permissible limits, which called for

rerouting of the feeder to road side reducing the total distance. The existing metering point of the industry also required to be shifted to roadside for easy access as per the HT metering report dated 24/12/2018 which is a long pending issue and not undertaken by the industry till date. Joint inspection of the industry was conducted with the Sub-Divisional officers and industry officials and it was decided to extend HT line from 110/11KV PT Vasal sub-station and to provide additional Bay Breaker and also to shift the Metering point. Letter dated 26/10/2022 sent to the industry seeking consent and reply received vide letter dated 10/11/2022. HT extension from existing link breaker at PT Vasal SS was evolved and received on 20/01/2023. The HT estimate tentative costs about 35,17,013/- and separate metering estimates evolved under Department Head of Account for the enhancement of CMD. The proposed HT metering yard and the linking of same to the existing power Transformer is also to be executed by the industry at their site. Consent to bear the cost was called vide letter dated 24/01/2023. The industry has sought the tentative estimate cost and the supervision charges vide letter dated 31/01/2023. The details were furnished vide letter dated 20/02/2023. Consent to bear the same was furnished by the industry vide letter dated 23/02/2023. The estimate file was submitted to the Superintending Engineer / MP & OS on 06/03/2023. The same was returned on 21/03/2023 calling for the following papers.

- i. Approval / NOC from Pondicherry Pollution Control Committee.
- ii. Valid running license from Nedungadu Commune Panchayat for existing 4250KVA
- iii. No dues from the Senior Accounts Officer/HT
- iv. Legible copy of sale deed
- v. Renewed license copy of electrical contractor and electrical supervisor.
- vi. Item-wise connected load details
- vii. Letter for authorised signatory.
- viii. Also the possibility of erecting an independent 11KV feeder with bay arrangement required to be examined by the industry.

The HT industry has replied to the above on 10/04/2023 wherein also certain papers are yet to be furnished. However, the proposal has been resubmitted to the Superintending Engineer MP&OS on 08/05/2023. It has been discussed with the circle head to issue the Technical approval subject to receipt of all clearances/ approval before actual enhancement / energization of the additional CMD. The expenditure sanction will be obtained from the District Collector, Karaikal and the work execution approval will be issued to the Industry within a month. Necessary approval of the Circle head will also be obtained for the Industry to intimate the work in anticipation of the above to expedite the works in the summer itself. Shifting of HT metering yard is yet to be undertaken by the industry and the duration taken was towards the proposed transfer of the HT load from Surakudy SS to PT Vasal SS and evolving suitable estimate and obtaining requisite documents and papers as mandate. However, the HT application was processed and there was no intentional delay.

4. In response, the Complainant stated that they are having valid N.O.C and clearance from Pondicherry Pollution Control Committee valid upto 2026. They have also assured to produce a copy of the same to the Respondents. The Respondents committed to effect additional demand from the existing infrastructure within 20 days. The Complainant also committed to carry out the metering point as requested by the Respondents in front of the main gate within two months. The other improvement work was contemplated by the Respondents to which the Complainant also furnished concurrence to carry out in due course.

Observation: i. The Complainant had furnished a copy of the correspondences with the Department and on perusal of the same it is seen that the power Transformer at Surakudy is not in service for more than 6 months due to which load management to the existing consumers was asked to reduce load. Further due to rapid rise of cost of gas, the Complainant having captive power generation

could not meet the demand as the gas is fall-on back basis. Due to shortage of gas the Complainant is forced to avail power supply from the grid without any additional load. Hence the requirement is raised from 4250 to 4950KVA. The Respondents had not followed the time frame as stipulated for release of additional demand as per Regulations 5.52 from the Supply Code 2018.

ORDER

- i. As committed by the Respondents, additional load should be released within 20 days and related improvement should be carried out by the Complainant as committed in the hearing.
- ii. A compliance report should be submitted on release of additional load by the Respondent to this Forum within 7 days afterwards.
- iii. Thus, the complaint is allowed.
- iv. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email cgrfpon@gmail.com within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- v. 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 31st day of May, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN