

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 22ND DAY OF DECEMBER 2021

CONSUMER CASE No.98/2021

M. Ranjith,
Representing Nainikattalai Village Panchayat,
No.09, North Street,
Nainikattalai,
Polagam(P)
T.R. Pattinam
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-I,
Electricity Department,
Karaikal.
- 3) The Junior Engineer – T.R. Pattinam,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.98/2021 came up before this Forum for final hearing on 10/12/2021. 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 M. Ranjith, representing Nainikattalai Village Panchayat during the CGRF camp hearing held on 17/11/2021 at Town North (O&M) Karaikal. In the complaint, the Complainant stated that, Nainikattalai village is falling under TR Pattinam in Karaikal District. There is only single phase supply in the village for a long time. Due to this electrical motor in public water tank is affected. Further, domestic appliances are not functioning properly. Presently, there are more number of residential houses in the village. But the existing infrastructure is not adequate. For drinking water, villagers have to go to adjacent village. The Complainant prayed for three phase supply in their village. Hence, the Complaint.
2. The complaint has been registered as C.C. No.98/2021 on 17/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 29.11.2021. Reply from the Respondents was received on 01/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 10/12/2021 at Karaikal.
3. In the Affidavit dated 29/11/2021, the Assistant Engineer, Town-I / Respondent No.2 had stated that, Nainikattalai village is at present fed from Padutharkollai SS.II 200 KVA(which also caters to nearby LT industry and Padutharkollai village by 1 phase LT Lines of about 2.5 kms distance and

conversion of the same into 3 phase 4 wire line will not be adequate to rectify the low voltage problem. Hence, it is proposed to erect one new 200 KVA Distribution Transformer Nainekattalai SS.II at load centre which requires extension of HT lines of about 1.5 kms and LT 3 phase lines for load distribution. The scheme is under preparation and the sanction will be obtained from competent authority and works executed subject to availability of funds in the financial year 2021-2022.

4. In the hearing the Complainant assured that he would extend all assistance in installation of new transformer and also attend to any objections if received from the villagers of Tamil Nadu enroute to the Nainekattalai village. In the hearing, the Respondent is directed to erect the transformer well before 180 days as per the Standards of Performance. Further it is also pointed out that availability of funds shall not be a constraint for erecting the transformer in the village as per Section 5.9 of Supply Code 2018 as reproduced below:

“The Licensee shall, meet the cost for strengthening / upgradation of the distribution system to meet the demand of the existing consumers as well as future growth in demand through its annual revenues or funds arranged by the Licensee and this cost shall be allowed to be recovered from the consumers through tariff by the Commission subject to prudence check”.

ORDER

- i. The Respondent is directed to execute the proposed scheme by March 2022 as committed.
- ii. The Respondent is also directed to send monthly progress to this Forum so as to monitor the progress of work.
- iii. The Complaint is allowed.

iv. 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 22nd day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN