

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 23rd DAY OF FEBRUARY 2022

CONSUMER CASE No.122/2021

Neeraj Puthalath,
(DYFI Mahe Village Committee)
Puthalath House,
Puthalath,
Mahe-673310

....

Complainant

Vs.

- 1) The Executive Engineer, SPM & Buildings,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Mahe.
- 3) The Junior Engineer,
Electricity Department,
Mahe.

....

Respondents

This case in C.C. No.122/2021 came up before this Forum for final hearing on 08/02/2022. After 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 has been received from Neeraj Puthalath, during the public interaction programme of this Forum held at Mahe on 15/12/2021. In the complaint, the Complainant had stated that, the cable trench in roads of Mahe area are cut open for laying underground cable work. Even after completion of laying cable, the trench for the purpose is still not restored to its original state. When contacted with the Public Works Department, Mahe, they informed that the funds appropriated for the purpose were not transferred to them. The Complainant requested to solve the pitiable condition of the roads in Mahe and also requested to cut the tree branches lying either sides of the roads. Hence, the Complaint.

2. The complaint was registered as C.C. No.122/2021 on 15/12/2021 and copy of the complaint was handed over the Respondents for giving reply by 26/12/2021. The reply of the Respondent No.2 was received on 13/01/2022 and the case was posted for hearing on 21/01/2022 through video conference.

3. The Assistant Engineer, Mahe / Respondent No.2 in his reply stated that the Puthalam road actually belongs to Mahe Municipality. The road was cut to lay 11 KV underground cables under IPDS scheme. The restoration charges estimate received from Mahe Municipality has already been communicated to the cable division for making payment. It is learnt that the payment is pending due to paucity of funds. Tree clearance is carrying out regularly twice year pre-monsoon and post monsoon. Since the rainy season has been prolonged for this year, post monsoon tree clearance work has been delayed. It will be completed within a month in Mahe area.

4. In the additional Affidavit dated 20/01/2022 the Assistant Engineer, Mahe / Respondent No.2 has stated that post monsoon tree clearance work has been completed in Puthalam and surrounding areas in Mahe region. Energy meter reading

taken regularly every month. The delay was due to implementation of new billing software in September 2021. Now the system has been normalised.

4. The hearing was postponed to 01/02/2022 due to COVID-19 and again postponed to 08/02/2022 on the request of the Respondent. The hearing was held on 08/02/2022 through video conferencing. The Complainant was absent.

5. During the hearing, the Respondent stated that tree clearance work are completed and Meter reading work commenced. With reference to the restoration of trench, the matter was taken up to the Commissioner, Mahe Municipality, who has assured to complete the work before 31/03/2022.

Observation: Road restoration should be completed within one month from the date of laying underground cable. Delay in restoring narrow roads leads to traffic congestion. The Respondents should ensure bills are settled in time and pursue the matter with the Mahe municipality for earlier restoration as assured.

ORDER

- i. The Assistant Engineer, Mahe / Respondent No.2 should pursue the matter with Mahe Municipality for early restoration of road side trench to the satisfaction of the Complainant and a compliance report shall be furnished to this Forum by 31/03/2022.
- ii. Since the Complaint is attended, 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 23rd day of February 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN