

RURAL WELFARE ORGANISATION

AT/P.O.-BAIROI, DIST.-CUTTACK, PIN-754010, ORISSA

BRANCH.....

Ref. No.....

*Tag to the
photo case*

Case No. 51/2025

Date.....

From

Chairman

Rural Welfare Organisation

At/P.O-Bairoi, Dist.-Cuttack-754010

Letter No.RWO/Dev.OS/189/2025

Date: 18.06.2025

To

Mr. P.K. Jena IAS (Retd.)

Chairman

Orissa Electricity Regulatory Commission

Plot No.-4, Bidyut Niyamak Bhawan

Shailashree Vihar, Bhubaneswar-751021

OERC	
Date	15/7
Designation	Initials
Chairman	<i>[Signature]</i>
Member	<i>[Signature]</i>
Member	<i>[Signature]</i>
Secretary	<i>[Signature]</i>
Dir. (Tariff)	
Dir. (Engg.)	
Dir. (RA)	
Dy. Dir. P&A)	
Initial of Central Register I/C	

Sub: Regarding non implementation of the OERC Licensee's standard of performance regulation-2004 during last 20 years, which come into force on 28.05.2004.

Respected Sir,

I would like to bring it to your kind notice that above cited regulation has been enacted with a view to time binding resolution of the consumers complaint and maintained Guaranteed standard of performance of the licensee. Provisions has been enunciated fixing time limit for different service.

*LW
Please
tag to
summary
cash.*

*do
on
19/6/25*

Standards specified in scheduled-1 are the guaranteed standards of performance that licensee most maintained in the discharge of his obligation as a licensee. In failure to maintain the guaranteed standard the licensee shall be liable to pay to the affected consumer, compensation specified in scheduled-III automatically.

The said regulation come into force on 28.05.2004 and it is well established facts that the licensee seriously failed to maintain the guaranteed standard of performance specified in scheduled-I of the regulation, but it is surprised not a single consumer have been paid any compensation during the period of last 20 years, as appears from the informations received under R.T.I. Act, 2005.

It is very relevant to mention that during adjudication of the consumer's complaint by the statutory authorities under electricity Act. 2003 the licensee never disclose regarding application of the regulation-2004 fairly to enlighting the adjudicating authorities to decide the case of the consumer on the basis of the provisions of the said regulation, rather suppressed it for which the statutory authorities could have drawn an adverse inference against the licensee. no such order have ever been passed against the licensee. The statutory authorities under the Act have never taken into consideration to the application of the said regulation during decision of the consumers grievance/complaint. It cannot be said that those authorities are not aware about the said regulation. I am unable to understand, why the regulation is ignored during last 20 years by the statutory authorities including this commission. As a sequel the consumers have been deprived of very illegally


18/6

from their statutory entitlement, perhaps with a planned manner. Thereby the aim object spirit of the Act. 2003 and the regulation-2004 have been frustrated. Not a single exemplary action taken against the licensee by the GRF ombudsman or this commission. During last 20 years under the specific provision of the regulation. Rather the licensee enjoying the resource of the State and able to squash and squeeze the poor consumers.

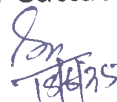
In view of above and for the interest of the consumers of the state I request your good self to take appropriate action for proper implementation of the regulation-2004 and necessary action may be taken for awareness of the consumers about the said regulation. The licensee may be directed to display the gist of the regulation prominently for knowledge of the consumer in every office of the licensee from local office to corporate office and necessary directions also be issued to all authorities dealing the consumers grievance to consider the application of the regulation and pass appropriate orders for compensation in default of the licensee, so that the right of the consumer can be recognised and secured.

With deed regards. ✓

Yours faithfully,


Chairman

Rural Welfare Organisation,
At/P.o-Bairoi,
Dist.-Cuttack-754010.


18/08/2025

Copy submitted to:-

1. Mr. Susanta Kumar Ray Mohapatra, Hon'ble member OERC, Bhubaneswar.
2. Mr. Biswajit Mohanty, Hon'ble member (legal) OERC, Bhubaneswar.
3. Speel Secretary to Govt. department of power Govt. of Odisha, Bhubaneswar.
4. Chief Secretary, Odisha, Bhubaneswar.
5. Secretary forum of Regulators, C/o-Central Electricity Regulatory Commission, 8th Floor, Tower-B, Word Trade Center, Nauroji Nagar, New Delhi-110029 for information and appropriate action please.

Chairman
Rural Welfare Organisation,
At/P.O-Bairoi,
Dist.-Cuttack-754010.