

**ORISSA ELECTRICITY REGULATORY COMMISSION
BIDYUT NIYAMAK BHAWAN
UNIT-VIII, BHUBANESWAR - 751 012

Present : Shri K.C. Badu, Member
 Shri B. K. Mishra, Member

Case No. 07 /2010

Shri Sarangadhar Ojha	Petitioner
Vrs.		
CEO, CESU & others	Respondents

In the matter of: **Application under S.142 of the Electricity Act, 2003**

For Petitioner: Sri Sarangadhar Ojha

Respondent : Sri Dhaneswar Mohanty, Advocate for SDO(Elect), CESU.

Date of Hearing: 11.05.2010

Date of Order : 20.05.2010

ORDER

The case is taken up for on question of admission and hearing. The counter filed by the respondent and Vakalatnama filed by Advocate for CESU are taken into record.

2. The brief fact of the case is that the petitioner is a bonafide consumer of electricity under the SDO (Elect), Temple Electrical Sub-Division, DED, Bhubaneswar. He is regularly paying his electric bills. Due to low voltage problem he is suffering a lot as his children are not able to read and write during evening hours. As the annual examination is knocking at the door and for also the ensuing summer season the family members of the petitioner would face many troubles due to low voltage problem. The low voltage problem persists all the times of the day for which electrical appliances are not functioning properly, for the above reasons the petition had approached the CESU authorities several times but they did not take any step to solve the above problems of the petitioner.

visited the spot at the evening peak hours and found that the voltage is less than 180 volts at the petitioner's premises. In order to overcome the low voltage problem, an estimate for installation of additional 63KVA S/s was forwarded which was sanctioned by the E.E.(Elect), BED, Bhubaneswar vide sanctioned estimate No.81 dtd. 2009-10 amounting to Rs.3,82,406/-. The same was communicated to the S.E, (Elect). EC-No-I, Bhubaneswar for recommendation & onward submission to CESU, Head Quarters for release of materials. After the materials were released they have taken immediate steps and installed the 63KVA S/s, completed other related work. After installation of the new 63KVA S/s at Pradhan Sahi Road side near the house of petitioner, the low voltage problem has been solved by now.

5. After hearing both the parties, perusal of the case records and submission made, we find that the order of the GRF, Bhubaneswar has been complied by the CESU authorities after the petitioner approached the Commission. It is a fact that the process for compliance has been expedited only after case was filed seeking action under S.142 of the Electricity Act, 2003. The Licensee is showing callous attitude to redress the grievances of the consumers on their own, even after order is issued by its own Grievances Redress Forums. This is uncalled for and highly undesirable. We hereby warn the licensee to avoid such attitude, and to take expeditious action for redressal of grievances of the bonafide consumers in future, otherwise the Commission would be constrained to impose penalty on CEO and other official for violations of Rules, Regulations and Orders.
6. With the above observations, the case is disposed of.

Sd/-
(B. K. Misra)
Member

Sd/-
(K. C. Badu)
Member