

**Report under clause 24 of Guidelines for Establishment of Forum  
for Redressal of Grievances of the Consumers and Electricity  
Ombudsman, Regulations, 2005.**

Presiding Officer Shri Arun Kumar Datta is currently the Electricity Ombudsman and has taken charge with effect from 17.02.2009.

**Office**

The office of the Electricity Ombudsman is functioning with effect from 5<sup>th</sup> September, 2006. Office is situated in a rented building at 4<sup>th</sup> floor, Bhagirathi Complex, Karamtoli Road, opposite Adivasi College Hostel, Ranchi.

**Staff**

The following staffs are currently attached to this office:-

**Name & designation**

1. Johnson Dhan, Steno.
2. Rajesh Verma, Bench Clerk
3. Rajesh Ranjan Kishore, Office Clerk
4. Santosh Bariak, Gr. 'D'
5. Santosh Manjhi, Gr. 'D'
6. Bhagirath Mahto, Gr. 'D'
7. Md. Iqbal, Safaiwala.
8. Horeel Kumar Saw, Peon-cum-driver

**Activity**

During the preceding financial year 9 representations/appeals have been filed as per the provision 19 of the aforesaid regulation. There were 13 cases pending in the financial year 2009-10. So total no. of cases is 22 (13+9). Out of these 21 cases have already been disposed of by the end of the financial year 2010-11. The number of pending cases is 1. The status report in Form IV has already been submitted to the JSERC.

All the cases disposed of by this Forum are being updated regularly on our website [www.jharkhandelectricityombudsman.org](http://www.jharkhandelectricityombudsman.org) along with order and cause list of the cases.

**Remarks**

The office is functioning properly. Staffs are punctual. As a whole, the condition of the office is satisfactory.

Electricity Ombudsman