

o/c
/

Activity Report 2013-14

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 was the Electricity Ombudsman from 17.02.2009 to 11.01.2014 and now the post of Ombudsman is vacant since 11.01.2014.

Office

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

Staff

The following staffs are attached to this office:-

Name & designation

01. Chiranjeev Ranjan Kishor, Steno. (Now transferred to JSERC)
02. Rajesh Verma, Bench Clerk
03. Rajesh Ranjan Kishore, Office Clerk
04. Mahesh Mahto, Driver (Now transferred to JSERC)
05. Santosh Baraik, Gr. 'D' (Now transferred to JSERC)
06. Bhagirath Mahto, Gr. 'D'
07. Horeel Kumar Saw, Peon-cum-driver
08. Md. Iqbal, Safaiwala.

Activity

In the financial year 2013-14, 6 cases have been filed as per the provision 19 of the aforesaid regulation with 1 case pending in financial year 2012-13 totaling 7 cases for disposal. Out of these 3 cases have been disposed of by the end of the financial year 2013-14. The number of pending cases is 4. The status report in Form IV has been

submitted to the JSERC. All the cases disposed of by this Forum are being updated regularly on our website www.jharkhandelectricityombudsman.org along with order/Judgement and cause list of the cases.

Remarks

The office is functioning properly. Staffs are punctual. Due to lack of public awareness, less number of representations/appeals has been filed. However, in order to make the public aware, the public awareness programme appears to be essential with the help of distribution licensee/CGRF and Ombudsman from time to time. The appeals against the order of V.U.S.N.F of J. S.E.B are only filed whereas no appeal has been filed against the CGRF of other distribution licensee in this forum. Therefore, the periodical inspection of CGRF of distribution licensee is most essential in order to ascertain whether the CGRF of the distribution licensee is functional or not. Periodical publication of details about Ombudsman, its functioning and its role in the redressal of electricity related grievances of consumers in reputed newspapers and periodical flashing of the same on television is a must. CGRF should be opened in every district for widespread awareness. As a whole, the condition of the office is satisfactory.