

Activity Report- 2017-18

Report under clause 25(1) of (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers and Electricity Ombudsman), Regulations, 2011.

Presiding Officer Shri Prem Prakash Pandey has been appointed as Electricity Ombudsman and he is functioning as such with effect from 17th March, 2017.

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 staff has been attached to this office:-

Name & designation

1. Rajesh Verma - Bench Clerk
2. Rajesh Ranjan Kishore - D.E.O.
3. Bharirath Mahto - Gr. 'D'
4. Horeel Kumar Saw - Gr. 'D'-cum-driver
5. Md. Iqbal - Safaiwala.

Activity

Nine (9) representations/appeals have been filed during financial year 2017-18 with a backlog of 8 cases of the previous financial year 2016-

17, totaling 17 cases for disposal. By the end of FY 2017-18, sixteen (16) cases have been disposed of. Number of pending cases is only one (1) at the beginning of current fiscal.

The Quarterly Status Report in Form IV is also being sent regularly to the Commission well within time.

All the cases disposed of by this Forum are being updated regularly on our website www.jharkhandelectricityombudsman.org along with order and causelist.

Remarks

The office is functioning properly. Staffs are punctual. There is urgent need of one steno-cum-P.A. in the office.

Total 9 (4 CGRFs+ 5 VUSNFs) electricity complaint forums are working in the state but out of these, Bokaro, DVC, JUSCO and Tata Steel have no cases due to lack of awareness in public and mass, which require immediate awareness programme. Letters in this regard have been sent to the Chairperson of Ranchi, Dumka, Chaibasa, Medininagar and Hazaribag as well as GMs with a copy to CMD, JUVNL & MD, in the month of Jan. 9 for the arrangement of the same but no reply from their ends. Again reminders were sent to them on 22-03-18, but it is very unfortunate that no reply as yet to this office.

It appears that due to lack of general awareness, less number of representations/appeals has been filed. However, in order to make the public aware, the public awareness programme is essential and required to be

conducted with the help of distribution licensee/CGRF under guidelines of JSERC.

It has been observed that appeals against order of V.U.S.N.F. of JUVNL are only filed, whereas no appeal has been filed against the CGRF of other distribution licensee. Therefore, periodic inspection of CGRF is required to ascertain its functioning.

The general condition of the office is satisfactory.

Electricity Ombudsman