

## **Activity Report- 2018-19**

### **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 17<sup>th</sup> March, 2017.

#### **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 staff has been attached to this office:-

##### **Name & designation**

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

#### **Activity**

Four (4) representations/appeals have been filed during financial year 2018-19 with a backlog of 1 case of the previous financial year 2017-

18, totaling 5 cases for disposal. By the end of FY 2018-19, two (2) cases have been disposed of. Number of pending cases is only three (3) 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](http://www.jharkhandelectricityombudsman.org) along with order and causelist.

The office is functioning properly. Staffs are punctual. There is urgent need of one steno-cum-P.A. and a secretary 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. For this purpose, a meeting was held at hotel Maple Wood on 27-02-2019, where Chairpersons and Members (Technical) of VUSNFs and CGRFs were invited to suggest ways and manner to raise awareness so that more cases could be registered and disposed of and no consumer grievances remain unredressed and unattended.

During course of hearing cases, total revenue collected through affidavits is Rs. 190/-.

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