

**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 Dutta has been appointed as Electricity Ombudsman and taken the 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 4th floor, Bhagirathi Complex, Karamtoli Road, opposite Adivasi College Hostel, Ranchi.

**Staff**

The following staff has been attached to this office:-

**Name & designation**

1. K.M. Ashraf, Office Superintendent
2. Johnson Dhan, Steno.
3. Saurabh Kumar, Accountant.
4. Rajesh Verma, Bench Clerk
5. Rajesh Ranjan Kishore, Office Clerk
6. Santosh Bariak, Gr. 'D'
7. Santosh Manjhi, Gr. 'D'
8. Bharirath Mahto, Gr. 'D'
9. Md. Iqbal, Safaiwala.
10. Horeel Kumar Saw, Peon-cum-driver

**Activity**

During the preceding financial year 22 representations/appeals have been filed as per the provision 19 of the aforesaid regulation. Out of these 17 cases have already been disposed of by the end of the financial year 2008-09. The number of pending cases is 05. 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. Due to lack of public awareness, less number of representation /appeal 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 where as no appeal against of other CGRF of distribution licensee has been filed 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. As a whole, the condition of the office is satisfactory.

Sd/-  
Electricity Ombudsman