

Activity Report- 2016-17

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

Twelve (12) representations/appeals have been filed during financial year 2016-17 with a backlog of 2 cases of the previous financial year 2015-16, totaling 14 cases for disposal. By the end of FY 2016-17, six (6) cases have been disposed of. Number of pending cases is only eight (8) 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 need of one steno-cum-P.A. in the office. There are two Desktops but both are badly affected with virus, which require immediate repairing.

Total 9 VUSNFs is 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.

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.

Office vehicle is an old more than 14 years car which require replacement.

The general condition of the office is satisfactory.

Electricity Ombudsman