

Activity Report- 2014-15

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 Ramesh Chandra Prasad has been appointed as Electricity Ombudsman and is functioning as such with effect from 5th June, 2014.

Office

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

Staff

The following staffs are currently 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

In financial year 2014-15, 8 representations/appeals have been filed as per provision 20 of the aforesaid regulation with a back-log of 4 cases of the year 2013-14, totaling 12 cases for disposal. Out of these, 10 cases have been disposed of by the end of the financial year 2014-15. Now, the number

of pending cases are only two. The Quarterly Status Report in Form IV is also being sent regularly to the JSERC 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 cause list of the cases.

Remarks

The office is functioning properly. Staffs are punctual.

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

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, periodical inspection of CGRF of all distribution licensees is required in order to ascertain whether the CGRF of the distribution licensee is functional or not.

Periodical publication of details regarding Electricity Ombudsman, its functioning / role in respect of redressal of electricity related grievances of consumer in reputed newspapers which has got wide circulation in the State along with periodical flashing of the same on television is necessary.

CGRF may be established in every district in order to facilitate airing of consumers' grievances.

On the whole general condition of the office is satisfactory.

Sd/-
Electricity Ombudsman