

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 he 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 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

Twelve (12) representations/appeals have been filed during financial year 2015-16 with a back-log of 2 cases of the previous financial year 2014-15, totaling 14 cases for disposal. By the end of FY 2015-16, twelve (12) cases have been disposed of. Number of pending cases is only two (2) 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 cause list.

Remarks

The office is functioning properly. Staffs are punctual.

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, 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 is required to ascertain its functioning

The general condition of the office is satisfactory.

Sd/-
Electricity Ombudsman