

**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 Datta is currently the Electricity Ombudsman and has taken charge with effect from 17.02.2009.

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 staffs are currently attached to this office:-

Name & designation

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

Activity

During the preceding financial year 17 representations/appeals have been filed as per the provision 19 of the aforesaid regulation. There were 05 cases pending in the financial year 2008-09. So total no. of cases is 22 (17+5). Out of these 09 cases have already been disposed of by the end of the financial year 2009-10. The number of pending cases is 13. 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 along with order and cause list of the cases.

Remarks

The office is functioning properly. Staffs are punctual. As a whole, the condition of the office is satisfactory.

Alk Datta
06.04.10

Electricity Ombudsman