

**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 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 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 have been attached to this office:-

Name & designation

01. Chiranjeev Ranjan Kishor, Steno.
02. Rajesh Verma, Bench Clerk
03. Rajesh Ranjan Kishore, Office Clerk
04. Mahesh Mahto, Driver
05. Santosh Baraik, Gr. 'D'
06. Bhagirath Mahto, Gr. 'D'
07. Horeel Kumar Saw, Peon-cum-driver
08. Md. Iqbal, Safaiwala.

Activity

In the financial year 2012-13, 8 representations/appeals have been filed as per the provision 19 of the aforesaid regulation. Out of these 7 cases have been disposed of by the end of the financial year 2012-13. The number of pending cases is 1. The status report in Form IV has 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/Judgement 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.

A.K. Datta
05.04.2013

(A.K.Datta)
Electricity Ombudsman