

Activity Report- 2023-24

Report under clause 25(1) of (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers, Electricity Ombudsman and Consumer Advocacy), Regulations, 2020.

Presiding Officer Shri Gopal Kumar Roy has been appointed as Electricity Ombudsman and he is functioning as such with effect from 22nd February, 2023.

Office

The office of the Electricity Ombudsman is functioning with effect from 5th September, 2006. Office is currently situated in a rented building at 2nd floor, Rajendra Jawan Bhawan- cum- Sainik Market, Main Road, Ranchi - 834001.

Staff

The following staff is presently working to this office:-

Name & designation

1. Shri Rajesh Verma - Bench Clerk
2. Shri Rajesh Ranjan Kishore - Data Entry Operator
3. Shri Horeel Kumar Saw - Gr. `D`-cum-Driver
4. Shri Sona Kumar Singh - Gr. `D`
5. Md. Iqbal - Safaiwala

Activity

Seven (7) representations/appeals have been filed during financial year 2023-24 with a backlog of 9 cases of the previous financial year 2022-23, totaling 16 cases for disposal. By the end of FY 2023-24, seven (7) cases have been disposed of. Number of pending cases is only Eight (9) 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 – ombudsman.jserc.org](http://ombudsman.jserc.org) along with order and causelist.

The office is functioning properly. Staffs are punctual. There is urgent need of one Group D staff, one steno-cum-P.A. and a Secretary in the office.

Total 9 (4 CGRFs+ 5 VUSNFs) Electricity Complaint Forums are working in the state but out of these, CGRF-SAIL-Bokaro and CGRF-TSUISL have no cases, which may be due to lack of awareness in public and mass, which require awareness programs.

The general condition of the office is satisfactory.

Sd/-
Electricity Ombudsman