

## **Activity Report- 2025-26**

### **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.**

After completion of tenure of Shri Gopal Kumar Roy I joined as Electricity Ombudsman on 31.12.2025.

The office of the Electricity Ombudsman is functioning with effect from 5<sup>th</sup> 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 staffs are presently working to this office:-

#### **Name & designation**

1. Shri Rajesh Verma - Bench Clerk
2. Shri Angad Mahto - Gr. `D' (On daily wages since 11.3.2026)
3. Md. Iqbal - Safaiwala

#### **Activity**

Thirteen (13) representations/appeals have been filed during financial year 2025-26 with a backlog of Four (4) cases of the previous financial year 2024-25, totaling Seventeen (17) cases for disposal. By the end of FY 2025-26, Seven (7) cases have been disposed of. Number of pending cases is only Ten (10) 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** 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 in general and consumers in particular, which requires to be upgraded through continuing and extensive awareness programmes, if possible, with the help of concerned District legal services authorities as well.

The general condition of the office is satisfactory.

Submitted

Electricity Ombudsman