

**GOVERNMENT OF INDIA
POWER
LOK SABHA**

UNSTARRED QUESTION NO:2925

ANSWERED ON:30.03.2012

OMBUDSMAN IN POWER SECTOR

Adhalrao Patil Shri Shivaji;Adsul Shri Anandrao Vithoba;Dharmshi Shri Babar Gajanan

Will the Minister of POWER be pleased to state:

- (a) whether the Appellate Tribunal and Electricity has directed all State Power Regulatory Commission to appoint an independent person as ombudsman to deal with consumer interests;
- (b) if so, the details thereof;
- (c) whether all State Governments have appointed ombudsman to deal with the consumer interests;
- (d) if so, the details thereof ; and
- (e) if not, the steps taken by the Union Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI K.C. VENUGOPAL)

(a): Yes, Madam.

(b): In the suo-moto proceedings in Appeal No. 181 of 2008 vide order dated 27.1.2012, Appellate Tribunal for Electricity (APTEL), has directed all the State Electricity Regulatory Commissions (SERCs) to appoint an independent person as Ombudsman to deal with consumer interests. The relevant extract of the order is enclosed as Annex.

(c) to (e): As per section 42(6) of the Electricity Act, 2003, Ombudsman is appointed or designated by the State Electricity Regulatory Commission (SERC). The Central Government vide letter dated 3.3.2009 and 8.4.2009 has also taken up the matter with State Electricity Regulatory Commissions (SERCs) for setting up of the Ombudsman in the respective States.

Based on information made available by the Forum of Regulators (FOR) Secretariat, Ombudsmen have been appointed in all the States except for the States of Nagaland and Arunachal Pradesh.