

**GOVERNMENT OF INDIA
POWER
LOK SABHA**

STARRED QUESTION NO:356
ANSWERED ON:21.03.2013
OMBUDSMAN IN POWER SECTOR
Alagiri Shri S.

Will the Minister of POWER be pleased to state:

- (a) the aims and objectives of setting up of the Consumer Grievance Redressal Forum (CGRF) and Ombudsman appointed by the State Electricity Regulatory Commissions of States along with their jurisdiction;
- (b) the number of cases investigated and judgements delivered by CGRF and the Ombudsman during each of the last three years;
- (c) the number of judgements out of the above which have been delivered in favour of the power consumers; and
- (d) the existing monitoring system/mechanism to check the working of CGRF and Ombudsman in the power sector and the details of monitoring done by them and the results achieved so far?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF POWER (SHRI JYOTIRADITYA M. SCINDIA)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 356 TO BE ANSWERED IN THE LOK SABHA ON 21.03.2013 REGARDING OMBUDSMAN IN POWER SECTOR.

(a) (i) The aims and objectives of setting up of the Consumer Grievance Redressal Forum (CGRF) and Ombudsman under the Section 42 of Electricity Act 2003 are reproduced as under:

“(5) Every distribution licensee shall, within six months from the appointed date or date of grant of licence, whichever is earlier, establish a forum for redressal of grievances of the consumers in accordance with the guidelines as may be specified by the State Commission.

(6) Any consumer, who is aggrieved by non-redressal of his grievance under sub-section (5), may make a representation for the redressal of his grievance to an authority to be known as Ombudsman to be appointed or designated by the State Commission.

(7) The Ombudsman shall settle the grievance of the consumer within such time and in such manner as may be specified by the State Commission.

(8) The provisions of sub-section (5), (6) and (7) shall be without prejudice to right which the consumer may have apart from the rights conferred upon him by those sub-sections`.

(ii) As per Clause 7(3) of Electricity Rules of 2005, framed under Section 176 of Electricity Act, 2003 by Central Government, the Ombudsman shall consider the representations of the consumers consistent with the provisions of the Act, the Rules and Regulations made hereunder or general orders or directions given by the Appropriate Government or the Appropriate Commission in this regard before settling their grievances.

As per information available till date, distribution licensees of all the States except Arunachal Pradesh, Goa, Nagaland, Sikkim, Manipur, Mizoram & Tripura have set up consumer grievance redressal forum (CGRF) and appointed ombudsman.

(b) & (c) The available information, relating to number of cases investigated and judgments delivered in favour of power consumers in CGRF and Ombudsman during the year 2011-12 and 2012-13 is attached as in Annex.

(d) As per the Clause 7(4) of Electricity Rules, 2005, the Ombudsman shall prepare a report on a six monthly basis giving details of the nature of the grievances of the consumer dealt by the ombudsman, the response of the licensees in the redressal of the grievances and the opinion of the ombudsman on the Licensee's compliance of the standards of performance as specified by the Commission under section 57 of the Act during the preceding six months.

The report shall be forwarded to the State Commission and the State Government, which is the appropriate government in this regard, within 45 days after the end of the relevant period of six months.