

**GOVERNMENT OF INDIA
POWER
LOK SABHA**

UNSTARRED QUESTION NO:3653
ANSWERED ON:13.02.2014
OMBUDSMAN UNDER ELECTRICITY ACT
Pandey Shri Ravindra Kumar

Will the Minister of POWER be pleased to state:

- (a) the duties of the Ombudsman as provided under the Electricity Act, 2003;
- (b) the number of cases settled by the Ombudsman during each of the last three years; and
- (c) the number of cases out of the said cases settled in favour of the consumers?

Answer

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

a) : Sub-section (6) of Section 42 of the Electricity Act, 2003 provides for Ombudsman to be appointed or designated by the State Commissions. As per sub-section (7) of the said Section 42 of the Act, the Ombudsman shall settle the grievance of the consumer within such time and in such manner as may be specified by the appropriate State Commission.

(b) & (c) : Based on the information available with the Central Electricity Authority, number of cases settled by the Ombudsman in various States/Union Territories in 2010, 2011 and 2012, with break-up of cases decided in favour of consumers, is given below:

	2010	2011	2012	Total
No. of cases decided by Ombudsman	8	1206	100	1314
No. of cases decided in favour of consumers	2	583	54	639