

**GOVERNMENT OF INDIA
POWER
LOK SABHA**

UNSTARRED QUESTION NO:2139
ANSWERED ON:24.07.2014
OMBUDSMAN LOKPAL UNDER ELECTRICITY ACT
Singh Shri Pashupati Nath

Will the Minister of POWER be pleased to state:

- (a) the functions of Ombudsman/Lokpal under Electricity Act, 2003;
- (b) the number of decisions taken by the said Ombudsman/Lokpal during the last three years and the current year; and
- (c) the number out of the said decisions which were given in favour of electricity consumers of States including Jharkhand, State/UT-wise?

Answer

THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR POWER, COAL AND NEW & RENEWABLE ENERGY (SHRI PIYUSH GOYAL)

(a) : Section 42(6) of the Electricity Act, 2003 stipulates that any consumer, who is aggrieved by non-redressal of his grievances under Section 42(5) of the Act (which provides for establishing a forum for redressal of grievances of the consumers), 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. Section 42(7) of the Act further provides that Ombudsman shall settle the grievances of the consumers within such time and in such manner as may be specified by the State Commission. The relevant provisions of the Electricity Act, 2003 on appointment and duties of the Ombudsman are at Annex-I.

(b) & (c) : As per the information made available by Central Electricity Authority, a statement showing the number of decisions taken by Ombudsman during last three years is at Annex-II.