

About Us

Preface

Enactment of Electricity Act, 2003 provided clear impetus to the issues of consumer welfare. The preamble of the Electricity Act, 2003 makes a specific mention of protecting interest of consumers. In fulfillment of this objective, the Act, provided under subsection (5) of section (42) for establishment of Forum for Redressal of Grievance of the Consumers in accordance with the guidelines as may be specified by the State Commission. Further, sub-section (6) of section 42 of the Electricity Act, 2003 provided for establishment of an authority to be known as Ombudsman. Any consumer who is aggrieved by non-redressal of his grievance under sub-section (5) can make representation to the Ombudsman, for redressal of his grievance.

The Maharashtra Electricity Regulatory Commission notified the Regulations known as the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2003, 2006 to provide the procedure to be followed in redressal of consumers grievances. The Commission evaluated effectiveness of the earlier Regulations based on experience so far and thereafter the Commission made the new Regulations in the year 2020 superseding the earlier Regulations of 2006.

Grievance

The Grievance of the consumer is defined in the Regulations as any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a Distribution Licensee in pursuance of a license, contract, agreement or under the Electricity Supply Code or in relation to standard of performance of Distribution Licensees as specified by the Commission and include *inter alia* grievances in respect of non compliance of any order of the Commission or any action to be taken in pursuance thereof which are within the

jurisdiction of the Forum or Ombudsman, as the case may be. Regulations also provide framework for regulating the procedure to be adopted for redressal of the grievance by Internal Grievance Redressal Cell, the Consumer Grievance Redressal Forum, and the Electricity Ombudsman.

Appointment of Electricity Ombudsman

The Maharashtra Electricity Regulatory Commission in exercise of the powers conferred by subsection (6) of the section 42 of the Electricity Act, 2003 (36 of 2003) and chapter III of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation, 2006, the Maharashtra Electricity Regulatory Commission appointed Shri K. J. Rohee former High Court Judge as Electricity Ombudsman for the Nagpur. Shri K. J. Rohee assumed the charge of this office on 1st July, 2011. Tenure of Shri K. J. Rohee ended on 5th January 2017.

Smt. Chitkala Zutshi, Retired IAS officer appointed as the Electricity Ombudsman, Nagpur w.e.f 17th February, 2017. Tenure of Smt. Zutshi ended on 24th March, 2019.

Former member of the Maharashtra Electricity Regulatory Commission Shri Deepak Lad appointed as Electricity Ombudsman, Nagpur on 24th March 2019 and taken over the additional charge of the post of Electricity Ombudsman (Mumbai) from 5th April 2019. Tenure of Shri Deepak Lad ended on 15th March, 2022.

Smt. Vandana Krishna, Retired IAS officer appointed as the Electricity Ombudsman, Mumbai. and assumed the charge of Mumbai office on 14th March 2022. Smt. Vandana Krishna taken over the additional charge of the post of Electricity Ombudsman Nagpur from 16th March 2022.

Address of the Office of Electricity Ombudsman (Nagpur)

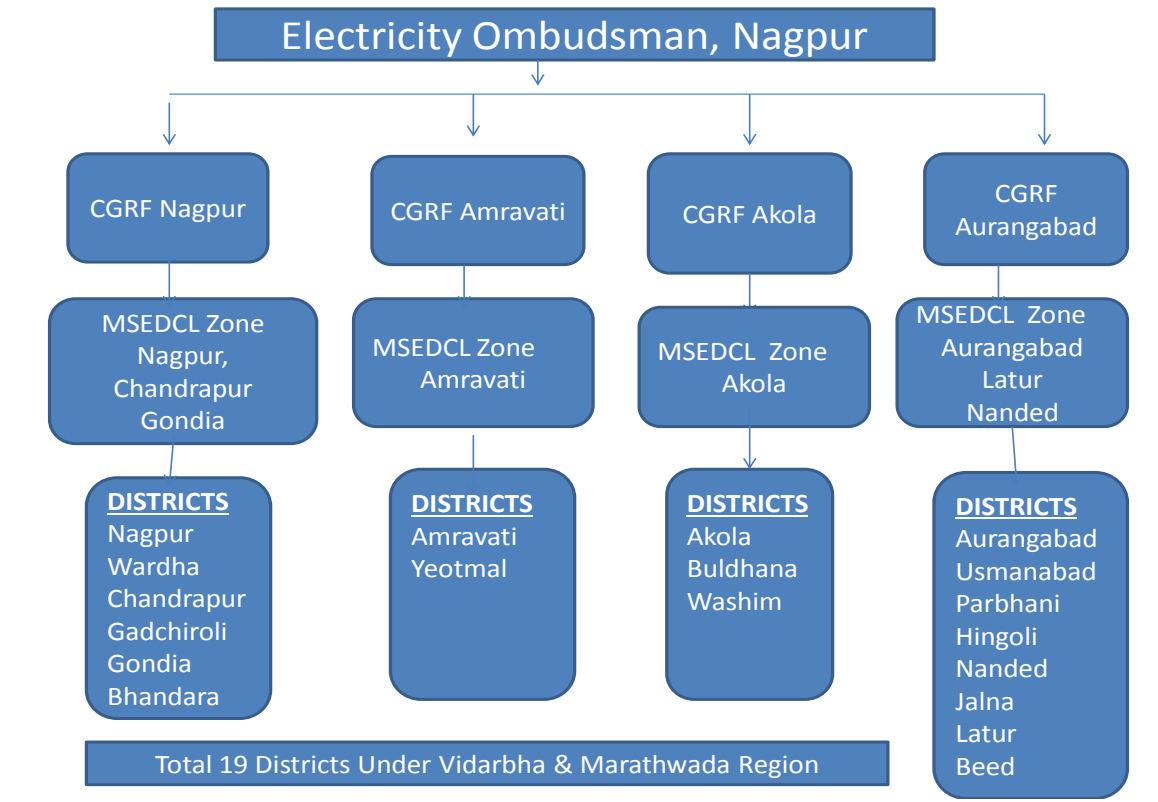
The Electricity Ombudsman,
Pl. No. 27 to 30, R002,
Universal Meadows,
New Sneh Nagar, Wardha Road,
Nagpur - 440 015 (MH)

Tel. : 0712-3576106 (O)

E-mail Id : ombudsmanngp@gmail.com

Web Site : www.electricityombudsmannagpur.org.in

Jurisdiction of the Electricity Ombudsman



Powers & Duties of the Electricity Ombudsman

To receive Representations from consumers against the order of the Forum and to consider such Representations and facilitate their satisfaction or settlement by agreement, through conciliation and mediation between the Distribution Licensee and Consumer or by passing an order in accordance with the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2020.