



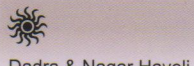
Goa



Andaman & Nicobar



Chandigarh



Dadra & Nagar Haveli



Daman & Diu



Lakshadweep



Puducherry

वार्षिक रिपोर्ट Annual Report 2009 - 10

संयुक्त विद्युत विनियामक आयोग गोवा राज्य और संघ राज्य क्षेत्र
Joint Electricity Regulatory Commission
(for State of Goa & Union Territories)

C O N T E N T S

S. No.	Contents	Page
1	THE COMMISSION IN BRIEF	
	1.1 Introduction	2
	1.2 Profile of the Members of the Commission	3-4
	1.3 Office of Commission	4
	1.4 Organization Structure	4-5
2	THE MANDATE OF THE COMMISSION	6-7
3	MISSION STATEMENT	8
4	THE YEAR IN RETROSPECT	9-12
5	BUDGET- RECEIPTS & EXPENDITURE	13-17
6	OBJECTIVE AND GOALS OF REGULATORY PROCESS IN TERMS OF BENEFITS TO CONSUMERS AND DEVELOPMENT OF SECTOR	17-18
7	WORK PLAN FOR YEAR AHEAD	18-21

1. THE COMMISSION

1.1 Introduction

In exercise of the powers conferred by Section 83 of the Electricity Act 2003, the Central Government constituted a two member (including Chairperson) Joint Electricity Regulatory Commission for all Union Territories except Delhi to be known as “Joint Electricity Regulatory Commission for Union Territories” as notified on 2nd May 2005. Later with the joining of the State of Goa, the Commission came to be known as “Joint Electricity Regulatory Commission for the State of Goa and Union Territories” as notified on 30th May 2008. The Joint Electricity Regulatory Commission for the State of Goa and Union Territories started to function with effect from August 2008. The Head Office of the Commission presently is located in the district town of Gurgaon, Haryana which falls in the National Capital Region (NCR).

During the year, the Commission has endeavored to set up a fair, transparent and objective electricity regulatory process in the State of Goa & Union Territories. The present Annual Report, the second of the Commission, presents the activities of the Commission during the financial year 2009-10.

All proceedings before the Commission are deemed to be judicial proceedings within the meaning of sections 193 and 228 of the Indian Penal Code and the Commission is deemed to be a civil court for the purposes of sections 345 and 346 of the Code of Criminal Procedure, 1973. The Commission has the power to act as arbitrator or nominate arbitrators to adjudicate and settle disputes arising between licensees.

1.2 Profile of Members of the Commission

Dr. V.K. Garg, Chairperson



Dr. V.K. Garg joined the Commission on 21st October 2008.

Dr. V.K. Garg after having served in Indian Economic Service for 17 years shifted to Public Sector to serve for another 17 years before he superannuated as Chairman and Managing Director of Power Finance Corporation Ltd. Dr. Garg a PhD in Business Administration has served Energy Sector, Power and Oil, in various capacities at senior positions. He was Director (finance) of Power Grid Corporation Ltd for 8 years. He is an MBA and has attended Advanced Management Programmes at Texas University USA and Cambridge University UK in addition to attending a course in Development of finance Appraisal at Bradford University UK.

Under his leadership, PFC made successful transition from Mini Ratna to Navratna PSU, the highest recognition for any public sector company from Government of India for its performance. He spearheaded the paradigm shift in the company's business, culture and operations. New business generated during his tenure of 39 months was worth Rs. 1.41 lakh Cr or US\$ 30 billion as against total cumulative business of 1.86 lakh Cr generated in last 22 years since inception. PFC (IPO) under his stewardship was oversubscribed 77 times; Qualified Institutional Investors oversubscribed 136 times, a record for any PSU. Achieved one of the highest per capita productivity in India of post tax net profit of Rs. 4.3 Cr per employee per annum. Awarded three Ultra Mega Power Projects of 4000 MW costing US\$ 4 billion each at Sassan, Mundra & Krishnapattnam in private sector, through international competitive bidding in a record time.

Sh. R.K. Sharma FIE, Member



Sh. R.K. Sharma FIE joined the Commission on afternoon of 21st August 2008.

Sh. R.K. Sharma, a graduate Electrical Engineer from University of Allahabad, has more than 40 years of experience of Power Utility in Public and Private sectors. He superannuated as Chairman and Managing Director of Tehri Hydro Development Corporation Ltd. (THDC). During his tenure as CMD THDC Ltd.,

1000 MW Tehri HPP Stage-1, a languishing Project, was commissioned successfully. The Organization grew from a single project to a multi project Company and became revenue earning. Earlier he was Director Technical on board of National Hydroelectric Power Corporation Ltd (NHPC) for 4 years.

He is well conversant with Indian Power Sector in all fields including generation (hydro), transmission and distribution in all their aspects. He has been closely associated with Hydro Tariff formulation and Power Sector Reforms. He closely interacted with Central Electricity Regulatory Commission during formulation of their regulations on hydro tariff. He has been a member of Advisory Board of Punjab Electricity Regulatory Commission. He has been member of many technical committees formed by Government from time to time.

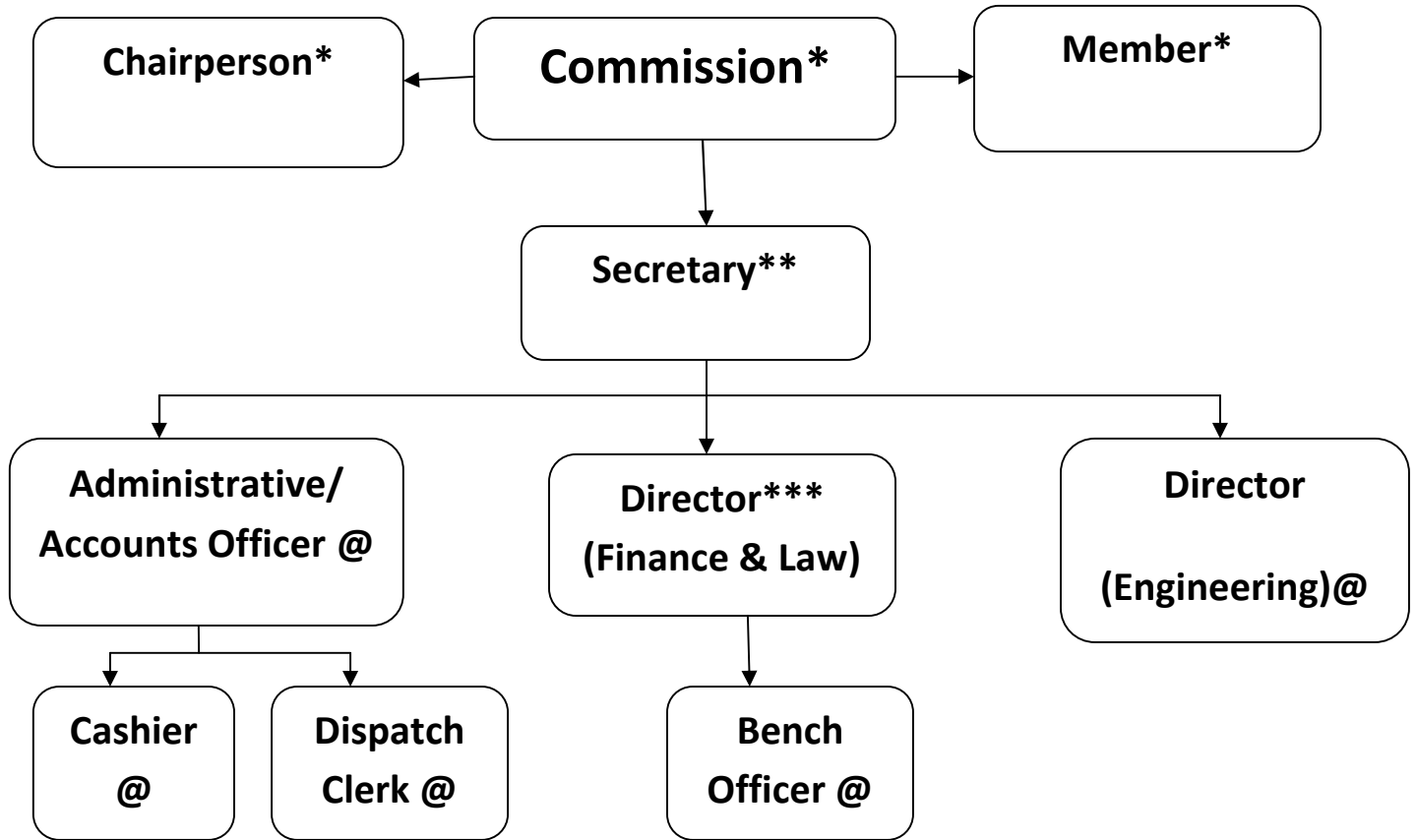
He is a Chartered Engineer and Fellow of Institution of Engineers, India and recipient of "Eminent Engineer Award" conferred by Institution of Engineers (India) New Delhi in 2005. He has authored a number of Technical Papers presented in India and abroad.

1.3 Office of the Commission

Shri. J. S. Sehrawat, Deputy Secretary from Ministry of Power assumed charge as Secretary of the Commission in addition to his existing responsibilities in the Ministry. Shri H. K. Ahuja, a DANICS Officer joined as Director (Finance & Law) w.e.f. 15.04.2009 on deputation basis. The office is located at, 2nd Floor, HSIIDC Office Complex, Vanjiya Nikunj, Udyog Vihar, Phase – V, Gurgaon, Haryana-122016.

1.4 Organization structure

In terms of Section 91 of Electricity Act, Ministry of Power sanctioned the staff strength and accordingly recruitment process started. The Organisational Structure is as below (excluding Secretarial support).



* In Position

** Additional Charge

*** On deputation

@ Vacant

2. THE MANDATE OF THE COMMISSION

The Electricity Act, 2003 aims at consolidating the laws relating to generation, transmission, distribution, trading and use of electricity and generally taking measures conducive to development of electricity industry, promoting competition therein, protecting interest of consumers and supply of electricity to all areas, rationalization of electricity tariff; ensuring transparent policies.

- 1) The Commission is vested with the responsibility of discharging the following functions:
 - a) determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be;
 - b) regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;
 - c) facilitate intra-state transmission and wheeling of electricity;
 - d) issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;
 - e) promote cogeneration and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licence;
 - f) adjudicate upon the disputes between the licensees, and generating companies and to refer any dispute for arbitration;
 - g) levy fee for the purposes specified under this Act;
 - h) specify State Grid Code consistent with the Indian Electricity Grid Code (IEGC) specified by Central Electricity regulatory Commission;
 - i) specify or enforce standards with respect to quality, continuity and reliability of service by licensees;
 - j) fix the trading margin in the intra-State trading of electricity, if considered, necessary;
 - k) approval of Power Purchase Agreements, and
 - l) discharge such other functions as may be assigned to it under the Act.

- 2) The Commission shall advise the State Government on all or any of the following matters, namely:-
 - a) promotion of competition, efficiency and economy in activities of the electricity industry;
 - b) promotion of investment in electricity industry;
 - c) reorganization and restructuring of electricity industry in the State;
 - d) matters concerning generation, transmission , distribution and trading of electricity or any other matter referred to the State Commission by that Government.
- 3) The Commission shall ensure transparency while exercising its powers and discharging its functions.
- 4) In discharge of its functions ,the State Commission shall be guided by the Electricity Act, 2003, the National Electricity Policy, National Electricity Plan and Tariff Policy.

3. MISSION STATEMENT

The Joint Electricity Regulatory Commission is committed to fulfill its mandate for creating an efficient and economically viable electricity system in the State of Goa & Union Territories, balance the interests of all stakeholders while fulfilling its primary responsibility to ensure reliable supply of power at affordable rates and shall be guided by the principles of transparency, accountability, equitability and participation in discharge of its functions, to safeguard the interests of the licensees and generating companies in the State of Goa & Union Territories and to give a fair deal to consumers at the same time.

To achieve above , the Commission aims to:

- a) Promote competition, efficiency and economy in the activities of the Electricity Industry within the State of Goa & Union Territories.
- b) Regulate effectively the power purchase and procurement process of the distribution licensees for sale, distribution and supply of electricity within the State of Goa & Union Territories.
- c) Encourage generation and use of energy generated from Renewable Sources.
- d) Consumer Satisfaction with Mechanism to redress its complaint urgently.
- e) Introduce open-access & reduce the cross-subsidy.
- f) Improve access to information for all Stakeholders.

4. THE YEAR IN RETROSPECT

Issuance of Regulations:-

The following Regulations have been issued during the year 2009-10:

1. JERC (Conduct of Business) Regulations, 2009
2. JERC (Recruitment, Control and Service Conditions of Officers and Staff) Regulations, 2009
3. JERC (Appointment and Functioning of Ombudsman) Regulations, 2009
4. JERC (Establishment of Forum for Redressal of Grievances of Consumers) Regulations, 2009
5. JERC (Treatment of Other Businesses of Transmission Licensees and Distribution Licensees) Regulations, 2009
6. JERC (Standards of Performance) Regulations, 2009
7. JERC (State Advisory Committee) Regulations, 2009
8. JERC (Appointment of Consultants) Regulations, 2009
9. JERC (Open Access in Transmission and distribution) Regulations, 2009
10. JERC (Terms and Conditions for Determination of Tariff) Regulations, 2009

Launch of JERC Web Site:-

JERC website was launched (with the help of NIC). All Petitions, Regulations and other relevant informations are put on the website, to ensure transparency & involve stakeholder's participation and involvement.

Appointment and Functioning of Ombudsman:-

As per the provision under sub – sections (6) of Section 42 read with Section 181 of the Electricity Act, 2003 (36 of 2003), Sh. V K Khanna was appointed as an Ombudsman for JERC w.e.f. 15.01.2010 (forenoon).

Setting up of CGRF:-

As per the provision under sub – sections (5) of Section 42 read with Section 181 of the Electricity Act, 2003 (36 of 2003), it is mandatory to constitute the Consumer Grievance Redressal Forum each for the State of Goa and in each of the Union Territories under the jurisdiction of JERC and appoint an independent member as Commission’s nominee in each of Consumer Grievance Redressal Forum (CGRF).

Tariff Petition:-

ARR and Tariff Petition was received from Electricity Department, Puducherry, for fixation of Tariff for the year 2009-10 in the UT. Tariff orders were issued by the Commission on 05.02.2010 which became effective from 21.02.2010.

Meetings Held By The Commission:-

Fourteen meetings of the Commission were held during 2009-10.

Petitions Received By The Commission

Sl. No	In the Matter of	Status
1.	Petition under Section 86 (1)(f) of the Electricity Act, 2003 for direction to the respondents to pay the long standing dues/for settlement of long pending issues/payments And Suryachakra Power Corporation Ltd., Hyderabad V/S 1. Chief Secretary, Andaman & Nicobar Administration, Port Blair. 2. Superintending Engineer, Electricity Department, Andaman & Nicobar Administration, Port Blair.	Under process
2.	Issuing No Objection Certificate (NOC)/permission for use of short term open access for wheeling/purchase of power And Sterlite Industries (I) Ltd., Tuticorin V/S	Order issued

	<p>1. Electricity Department of Dadar & Nagar Haveli 2. Executive Engineer, Electricity Department of Dadar & Nagar Haveli</p>	
3.	<p>Open Access of power for consumers in Union Territory of Dadra and Nagar Haveli.</p> <p>And</p> <p>Electricity Department, Administration of Dadra and Nagar Haveli</p>	Order issued
4.	<p>Request for determination/Revision of tariff for furnace based and rolling mill based consumers of the UT Dadra and Nagar Haveli.</p> <p>And</p> <p>Steel Industries Association Dadra and Nagar Haveli, UT V/S Administration of UT of Dadra & Nagar Haveli & Others</p>	Petition Not admitted
5.	<p>Wheeling or Purchase of power from other sources including Captive Power Plants of sister concern situated outside Union territories</p> <p>And</p> <p>Sterlite Industries Ltd, Silvassa, Dadra and Nagar Haveli</p>	Order issued
6.	<p>Approval of filing of Annual Revenue Requirement (ARR) for the financial year 2009-10 for determination of tariff (for distribution and retail sale of electricity) of Electricity Department , Puducherry</p> <p>And</p> <p>Electricity Department Puducherry</p>	Order issued
7.	<p>Approval of Annual Revenue Requirement (ARR) and Tariff for FY-2009-10 for UT of DNH u/s 61, 62 & 64 of Electricity Act, 2003</p> <p>And</p>	Petition Not Admitted

	Electricity Department Dadra and Nagar Haveli	
8.	Procurement of 100 MW Power round the clock on short term basis And Electricity Department, Administration of Dadra & Nagar Haveli	Petition not admitted
9.	Request for expediting the fixing up of Tariff of a proposed 2X10 MW biomass power project proposed to be developed by the petitioner and signing of Power Purchase agreement, in Andaman and Nicobar Islands. And M/S Suryachakra Power Corporation Limited Plot No. 1115, Road No.54, Jubilee Hills, Hyderabad-500033	Petition Not admitted
10.	Settlement of long pending issues/payments with Electricity Department Andaman & Nicobar Administration. Between M/S Suryachakra Power Corporation Limited, Plot No. 1115, Road No.54, Jubilee Hills, Hyderabad-500033 And The Superintendant Engineer, Electricity Department, Andaman & Nicobar Administration, Port Blair	Under process

5. BUDGET- RECEIPTS & EXPENDITURE

The Commission was allocated a budget of Rs. 300 lakh in BE for the year 2009-10 as grant-in-aid, which was received to 350 Lakh in RE 2009-10. This was reduced to Rs. 300 lakh. Expenditure during the year 2009-10 was also Rs. 300 lakh.

Statement of Income and Expenditure during the Year 2009-10 is furnished below:-

Sl.No	Particulars	Receipts Lakh (Rs.)	Expenditure Lakh (Rs.)
A	Receipts		
	By grants/Loans/Subsidies		
	1. From Govt. of India (Grant-in-aid)		
	(i) Grant-in-aid received on 26.05.2009	75	
	(ii) Grant-in-aid received on 18.09.2009	150	
	(iii) Grant-in-aid received on 08.03.2010	125	
	(iv) Amount returned to the Ministry on 26.03.2010	(-) 50	
	Total	300	
	2. By Royalty, Publications, etc	-	
	3. Annual Licence Fee	193	
	4. Fee an account of petition	35	
B	Expenditure:		
1.	Salaries(Chairman & Member of the Commission)	—	29.85
2.	Salaries (Officers and Establishments)	—	6.91

	Payments for Professionals and Others Services.	—	
	(a) Professional	—	18.54
3.	(b) Other Services		20.03
	(i) Outsourcing of personnels 15.97		
	(ii) Outsourcing for Housekeeping job 1.50		
	(iii) Outsourcing for security personnels 2.56		
4.	Domestic Travel		9.41
5.	Foreign Travel		-
6.	• CPF		3.37
7.	Electricity & Power		4.88
8.	Rent Rate & Taxes		83.09
9.	Vehicles (Hiring of Vehicles)		14.45
10.	Postage, Telephones& Communication Charges.		3.78
11.	Printing and stationery		2.32
12.	Subscription to FOR/FOIR etc.		4.00
13.	Seminar and Conferences		--
14.	Legal Fee		13.70
15.	Adv. & Publication		29.00
	Others (to be specified)		2.76
	a) Office Expenses --		
	b) Hiring of Computers 0.88		
	c) Auditing of website 0.39		
	d) Bank Charges 0.10		
	e) Miscellaneous 1.39		
17.	Security Deposit (Telephone)		0.10
18.	Furniture & Fixture		33.78
19.	Machinery, Equipment & Other Assets		15.41
20.	Books		3.88

21.	Expenditure on Ombudsman		0.65
	Total		299.91
	Grant –in-aid		300
	Balance in Hand as on 31.3.2010		0.09
	TOTAL	528	300

Note: The above unaudited figures are based on internal records of the Commission.

- **Total Grant-in-aid received from Ministry of Power** = **Rs. 350 Lakh**
- **Amount refunded to Ministry of Power** = **Rs. 50 Lakh**
- **Net Amount Received** = **Rs. 300 Lakh**
- ✓ **Licence Fee/Other fee placed in FDR with OBC pending allotment of relevant head of account** = **Rs. 228Lakh**
- **Placed in FDR / CPF A/c with Oriental Bank of Commerce**

LICENCE FEE

(A) The amount received from Goa & UTs on account of Licence Fee for the year 2009-2010.

Sl. No.	State/UT/Other	Amount (in rupees)
1.	Electricity Department, Dadra and Nagar Haveli	7260000
2.	Electricity Department, Andaman and Nicobar Islands	415000
3.	Electricity Department, Puducherry	3297340
4.	Electricity Department, Goa	3697500
5.	Electricity Department, Lakshadweep	2600000
6.	Electricity Department, Chandigarh	2000000
7.	Electricity Department, D&D	30000
TOTAL		1,92,99,840

(B) The Fee received on account of petitions submitted during 2009-2010

Sl. No.	State/UT/Other	Amount (in rupees)
1.	Department of Electricity, Puducherry	713755
2.	M/s Suryachakra Power Corp. Ltd.	500000
3.	Consumer Complaint	1000
4.	M/s Hindalco	25000
5.	M/s Sterlite Industries	25000
6.	ARR and Tariff Petition, Dadra & Nagar Haveli	750000
7.	M/s Suryachakra Power Corp. Ltd.	1000
8.	M/s Suryachakra Power Corp. Ltd.	2000
9.	ARR and Tariff Petition, Daman & Diu	620000

10.	Electricity Department, Dadra & Nagar Haveli, Silvassa	800000
TOTAL		34,37,755

6. OBJECTIVE AND GOALS OF REGULATORY PROCESS IN TERMS OF BENEFITS TO CONSUMERS AND DEVELOPMENT OF SECTOR

Regulation is the basic tool to implement policy. As national policies change and evolve in response to the new realities of a fast changing and increasingly interdependent world, similarly regulations too need to change in order to serve their original purpose.

Regulatory regime in power sector aims at rationalization of electricity tariff, transparent policies regarding subsidies, promotion of efficient and environmentally benign policies. This is to be accomplished by balancing the interest of licensees and that of consumers, thereby achieving the twin objective of ensuring reasonable returns to investors and at the same time protecting the interest of consumers.

Regulators are given multiple explicit or implicit goals which must be achieved despite number of constraints. These goals include:

- Charging consumers “reasonable” prices overall for services provided by the regulated monopoly (the rent extraction goal).
- Inducing the monopoly supplier to perform its services efficiently (the supply-side efficiency goal).
- Providing consumers with incentives through the level and structure of prices to make;
- Efficient utilization (consumption) decisions regarding their use of the services offered by the regulated monopoly (the demand-side efficiency goal).
- Providing adequate incentives for the economic environment to attract additional capital to the regulated monopoly sector (and to invest in maintaining the existing capital stock) to balance supply and demand over time. This requires regulatory rules and procedures that allow the regulated firm to anticipate revenues that will at least cover the (efficient) costs of

supplying services, including a return on investment at least equal to the firm's cost of capital (the capital attraction goal or firm viability constraint).

The accountability of regulatory institutions flow out of above defined goals. There is a need to adapt our regulatory frameworks continuously to help create the environment where such an industry can grow and develop the way it was intended.

The standard prescription for restructuring and regulatory reform is to set up rules and procedure that reduce regulatory uncertainty and provide reasonable tariff to enable recovery of fixed & variable cost and incentivize return on equity to facilitate efficiency and competition.

7. WORK PLAN YEAR AHEAD

Regulations:-

11. JERC (Supply Code) Regulations, 2010.
12. JERC (Grid Code) Regulations, 2010.
13. JERC (Electricity Trading) Regulation, 2010
14. JERC (Procurement of Renewal Energy) Regulations, 2010.
15. JERC (Distribution Code) Regulations, 2010.

These Regulations are in process and likely to be finalized during 2010-11

Tariff Orders:-

1. Dadra and Nagar Haveli & Daman and Diu - Tariff Order for the ARR FY 2010-11 likely be issued during 2010-11, as both the Petition were received in March, 2010.
2. Chandigarh, Goa, Andaman and Nicobar Island, Lakshadweep & Puducherry: - As per the JERC Terms and Conditions for Determination of Tariff Regulations 2009, the Regulation 12 (Filing) States that each generating company and the licensee shall file Tariff Application on or before 30th November each year with the Commission. Accordingly the Constituents had to file the Petition latest by 30th November, for the ensuing financial year ,which had not been received.

Commission under section 62 and section 64(3) of Electricity Act, 2003 is bound to issue Tariff Order on ARR and Tariff Petition of Departments within 120 days from the date of receipt on all petitions submitted as per regulations.

Redressal of Consumer Grievances:-

The focus of reforms in the electricity sector in India remains the consumer. The Electricity Act, 2003, makes elaborate provision which seeks to protect the interest of consumers and provides impetus to the issues concerning consumers' welfare. The National Electricity Policy (February 2005) and the Tariff Policy (January, 2006) framed under this Act, reinforces its provisions. They stipulate a road map and action plan for implementation by various stakeholders in ensuring protection of consumers' interests.

The Electricity Act, 2003, under sub-section (5) of Section 42 provides for establishment of Forum for Redressal of Grievances of Consumers in accordance with the regulation as may be specified on regulations by the concerned Electricity Regulatory Commission. Further, sub-section (6) of Section 42 of the Act, provides 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 Joint Electricity Regulatory Commission for the State of Goa and UTs notified the regulations called as the JERC (Establishment of Forum for Redressal of Grievances of Consumers) Regulations, 2009 and JERC (Appointment and Functioning of Ombudsman) Regulations, 2009.

The "**Grievance**" of the consumers as defined in the Regulations means a cause of 'complaint' which means an application made by the consumer before the Forum seeking redressal with regard to supply of electricity by the licensee. Any grievance arising out of application of Sections 126,127,135 to 139, 142,143,149,152 and 161 of the Act; any matter pending before, or decided by, any court of law, or authority (except an authority under the control of the licensee) or the Forum; and any complaint in regard to recovery of arrears where the billed amount is not disputed, are, however, not considered as the complaint. The

Complainants, as per the Regulations, includes a consumer; a registered consumer society; and any unregistered association of consumers having similar interest.

Establishment of CGRF:-

Joint Electricity Regulatory Commission initiated the process of establishment of CGRFs in the state of Goa and UTs. The Commission has nominated Member CGRF for State of Goa and all the UTs under its jurisdiction. The status of the CGRF within the State and UTs is given as under :-

CGRF- State/UT wise Status

Sl. No.	State/UT	CGRF-Chairperson/Member
1.	Goa	1. Lt. Col. P K Kamalan, JERC nominated Member
2.	Lakshadweep	1. Sh. B Amanulla, Chairperson 2. Sh. Misbah, JERC nominated Member
3.	Chandigarh	1. Sh. R L Kalsia, Chairperson 2. Sh. Inder Pal Gupta, JERC nominated Member
4.	Dadra and Nagar Haveli	1. Sh. M C Gandhi, JERC nominated Member
5.	Daman & Diu	1. Sh. J T. Bhanvadia
6.	Puducherry	1. Sh. O M Chandrashekhar, Chairperson 2. Sh. G Krishnamurthy, JERC nominated Member
7.	Andaman & Nicobar Islands	1. Sh. Manohar Singh, Chairperson 2. Sh. Sujit Thankachen, JERC nominated Member

Setting up of Ombudsman Office:-

In exercise of the powers conferred by sub-section (6) of the Section 42 of the Electricity Act, 2003 (36 of 2003) and Regulations thereon, the Joint Electricity Regulatory Commission for the State of Goa and UTs has appointed Shri V. K. Khanna, the former Member of Uttarakhand

Electricity Regulatory Commission, as Ombudsman for the State of Goa and UTs with headquarters at Gurgaon.

The Ombudsman assumed the charge of this office on 15th January, 2010 and started functioning from this day, at the following address, for the present:

Office of the Electricity Ombudsman,
Joint Electricity Regulatory Commission
for the State of Goa and UTs
2nd Floor, HSIIDC Office Complex,
Vanijya Nikunj, Udyog Vihar, Phase V
Gurgaon-122016
Tele: 0124-2875304, Fax: 0124-2342853, Mobile: 09811163943
E-mail: vkkhanna2002@gmail.com

Power and Duties of the Electricity Ombudsman

To receive and consider all representations filed by the complainants for alleged non-redressal of any grievance by the Forum (except on matters which are subject matter of existing or disposed off proceedings before any Court, the Commission or any other authority other than the Forum) including under Parts X, XI, XII, XIV and XV of the Act and facilitate their settlement through conciliation and mediation between the distribution licensee and the consumer or by passing an order in accordance with the relevant Regulation of JERC.

Jurisdiction of the Electricity Ombudsman

The territorial jurisdiction of the Electricity Ombudsman extends to the whole State of Goa and UTs of Andaman and Nicobar Islands, Chandigarh, Dadra and Nagar Haveli, Daman & Diu, Lakshadweep and Puducherry.