Chhattisgarh State Electricity Regulatory Commission
(Vidyut Niyamak Bhawan)
Irrigation Colony, Shanti Nagar, Raipur - 492 001 (C.G.)
Ph.0771-4048788, Fax: 4073553
www.cserc.gov.in, e-mail: cserc.sec.cg@nic.in

No. 16-Co.Gr./04/2025/1122 **Raipur dated: 04/07/2025**

NOTICE

Application are invited for appointment to the post of Electricity Ombudsman (Vidyut Lokpal)

1. The Chhattisgarh State Electricity Regulatory Commission invites application for suitable candidates for filling of the post of Electricity Ombudsman (Vidyut Lokpal) established under section 42(6) of the Electricity Act 2003 read with Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) Regulations, 2023 and subsequent amendments.

2. The candidate shall be a person of ability, integrity and standing, with minimum qualification of a graduate from a recognized university. He shall also have experience in dealing with problems related to consumers and shall have minimum experience of at least twenty (20) years in the relevant fields. The general conditions regarding eligibility for appointment for the post of Electricity Ombudsman shall be as under: -

(i) **Legal Affairs:** The applicant should have experience at the level of District Judge. "District Judge" includes Additional Judge to the court of District Judge/ Additional District Judge/ Sessions Judge/ Additional Sessions Judge for at least two years;

OR

(ii) **Industry/Engineering/Finance:** The applicant should have experience of working in electricity power utility not below the rank of Chief Engineer, Director in a PSU/Utility/Regulatory Commission for at least two years;

OR

(iii) **Administrative/Management/Defense Services**: The applicant should have experience of working at the level of Secretary to State Government or Joint Secretary to Central Government or Major General or equivalent in an organized security force for at least two years;

OR

(iv) **Consumer Affairs:** The applicant should have experience as a Presiding Officer in the Consumer Forum for at least two years;

3. The office of the Electricity Ombudsman is situated at the Commission's office in Raipur.

4. The main functions of Electricity Ombudsman appointed under section 42(6) shall be to receive and consider all representation filed by the complainant who is aggrieved by non-redressal of his grievances by the Grievances Redressal Forum established by distribution licensee under section 42(5) of the Electricity Act, 2003. The Ombudsman of the Commission shall be appointed on full time basis to discharge exclusively the function of

the Electricity Ombudsman and shall not hold any other post or undertake any other work.

5. The applicant who are still in service and intend to apply for the post shall send his application through proper channel. The candidate will have to furnish the following information through their employer organization which they are serving along with NOC together with the following documents/information.

   a) Up-to-date and complete ACR (atleast for last 10 years)

   b) Vigilance clearance certificates.

   c) (i) Whether any penalty has been imposed on the applicant in the past;

      (ii) If so, give details.

      (iii) Indicate if any penalty is in operation against the applicant as on date.

6. The candidates can apply directly to the undersigned through registered/speed post on or before **05th August, 2025** along with full bio-data and copy of degree on the basis of which he is applying. Candidates has to give undertaking that candidate would resign / opt for voluntary retirement from present post, if selected as Ombudsman.

   Candidates also has to furnish a letter indicating the details of any office, employment or consultancy services/ agreement or arrangement which he /she has in his/her name or in the name of any relative, carrying any of the business, namely:-

   (i) Generation, Transmission, Distribution or supply of electricity.
   (ii) Manufacture, sale or supply of any fuel for generation of electricity.
   (iii) Manufacture, sale, lease, hire or otherwise, supply of or dealing in machinery, plant equipment apparatus or fitting for the generation, transmission, distribution, supply or use of electricity, and
   (iv) Any entity providing professional services to any of the business referred in sub clause (i),(ii) and (iii) above.

7. **Tenure:** The Ombudsman shall hold office for a term of five years from the date he enters upon his office:

   Provided that no Ombudsman shall hold office as such after he has attained the age of (65) sixty-five years.

8. **Fixed Fees or Honorarium** – A fees or honorarium shall be payable as given below;

   (a). If appointee is a retired Judicial officer or officer of Central Govt. /State Govt. or PSU of State Govt./Central Govt. or Other Electricity Regulatory Commission, the fixed pay or honorarium shall be the amount equivalent to difference between last pay drawn and the pension before commutation. Amount so fixed shall remain unchanged during the entire tenure of the appointee. Applicable allowances shall be payable as per order of Central Govt from time to time.

   (b). For appointees not included in (a) above, the fixed pay or honorarium for the entire tenure shall fixed at pay Matrix Level-17 as per Chhattisgarh Revision of Pay Rule, 2017, which shall be ₹ 1,41,800/- + applicable allowances shall be payable as per order of Central Govt. from time to time.

9. **Travelling Allowance** - The travelling allowance payable to Ombudsman will be at par with the Secretary of the Commission. The travelling allowance/Daily allowance while on tour shall be applicable as per Finance order no. 02/2024 dated 13.05.2024 and its amendment from time to time.

10. **Eligibility for leave** – Ombudsman shall be entitled for leave as per CG Govt. Contract Rule-2012 and subsequent amendments and in the case of appointment in the middle of the year, or on termination of his service, calculation of eligibility for leave shall be made on proportional basis for full completed months.

11. **Eligibility for medical reimbursement** – Reimbursement of medical facilities for the post of Ombudsman will be as per ***"The Chhattisgarh Civil Services (Medical Attendance) Rules, 1958."***

12. The Commission shall be the competent authority to interpret or amend these terms & conditions and its decision shall be final.

13. The Commission also reserves the right not to fill as above post without assigning any reason thereof in the case of such eventuality, the notice of such vacancy shall be treated as cancelled.

14. The other terms and conditions of appointment shall be as per the **CSERC (Redressal of grievances of consumers) Regulations, 2023 and sub-sequent amendments, enactments.**

Application for the post of Ombudsman may please be forwarded with full bio-data in the prescribed format (Annxure-1) and true copies of all relevant documents regarding the qualifications & experience, etc. along with recent passport size photograph to the **Secretary, Chhattisgarh State Electricity Regulatory Commission, Irrigation Colony, Shanti Nagar Raipur-492 001 (C.G.).**

Sd-
(Surya Prakash Shukla)
Secretary

Annexure: 1

Application Format

Self attested recent Photograph

Applied for the post of- **Electricity Ombudsman**

1. Name of the applicant: .....
2. Father's Name: .....
3. Address (in full)
   For correspondence: .....

   .....

   Permanent address: .....
   .....
4. Telephone/Mobile No.: .....
5. E-mail ID: .....
6. Date of Birth (DD-MM-YYYY): .....
7. Whether presently serving or retired: .....
8. Date of joining service: .....
9. Date of retirement (if retired): .....
10. Last post held (if retired): .....
11. Length of service: .....
12. Last institution/organization where worked: .....
13. Present designation (if serving): .....
14. Present office address, if any: .....
15. Scale of Pay & Basic pay/last pay scale, if retired: .....
16. Educational and professional qualification: .....

a) Academic Qualification (in ascending order, starting from High School onward)

Sl. No.	Examination passed	Board/University	Year of passing	Percentage of marks
1.	2.	3.	4.	5.

b) Professional qualification, if any:

Sl. No.	Examination passed	Board/University	Year of passing	Percentage of marks
1.	2.	3.	4.	5.

17. Details of employment, in chronological order. Enclose a separate sheet, duly authenticated by your signature, if the space below is insufficient.

Office/ Institute/ Organization	Post Held	Nature of appointment whether regular/adhoc, temporary, deputation, contract ect.	Period of service ..... form To	Scale of pay, basic pay and total monthly emoluments	Nature of duty

18. Professional training, if any: .....

19. Any other experience (including CGRF): .....

DECLARATION

I ..... Son/Daughter/Wife of .....

Solemnly declare that the particulars furnished above are correct to the best of my knowledge and belief. I understand that in the event of any of the particulars of information give herein being found false or incorrect, my candidature for the selection is liable to be rejected or cancelled and in the event of any wrong statement/discrepancy in the particulars being detected at any stage even after appointment my services are liable to be terminated without any notice.

Signature of the applicant

Place: .....

Date: .....

List of Enclosures: