

Organisation Chart

The members of the Commission, known as Commissioners, are appointed from among persons of ability, having adequate knowledge or experience in dealing with the problems relating to engineering, economics, commerce, accountancy, law or administration.

The Commission is organised to work through divisions namely Secretariat, Law, Engineering, Tariff and Administration. The Engineering Division deals with issue of licenses and all engineering matters excluding those related to tariff. The Tariff division handles all matters relating to tariff and economic and financial analysis. The Secretary to the Commission along with the Law Division handle the legal and quasi-judicial activities of the Commission. Administration Division is responsible for housekeeping activities of the Commission under the control of the Secretary.

It has been the endeavour of the Commission to function in a modern office environment with emphasis on officer-oriented work and computerised work procedure. An efficient Local Area Network with state of the art P-IV computers and structured cabling reaches every officer.

ACTIVITIES

ACTIVITIES OF THE LAW DIVISION

The Law Division deals with all legal matters pertaining to the functions of the Commission. Scrutinization of applications/replies/objections filed before the Commission, rendering necessary legal advice on various matters, representing the Commission in various Courts, Forums and Tribunals, liaisoning with legal counsel, drafting and vetting of regulations, practice directions, notifications; maintaining relevant legal information, participating in Commission's proceedings, monitoring the activities of GRF & Ombudsman are the prime functions of this Division.

As per the provisions of OERC (GRF & Ombudsman) Regulations, 2004, the Distribution Licensees have established Grievance Redressal Forums at their area of supply, as mentioned below:

<u>Licensee</u>	<u>Location</u>	<u>Jurisdiction</u>	<u>Telephone (O)</u>
WESCO:	GRF, Rourkela	- Rourkela Ele. Circle.	0661-2400963
	GRF, Sambalpur	- Burla Elec. Circle.	0663-2432839
	GRF, Bolangir	- Bolangir Elec. Circle.	06652-235741
NESCO:	GRF, Jajpur Road	- Jajpur Elec. Circle	06726-224668
	GRF, Balasore	- Balasore. Elec. Circles Baripada Elec.Circles, Bhadrak Elec. Circles	06782-325890
CESU:	GRF, Bhubaneswar	- Bhubaneswar Circle – I & PED, Puri	0674-2545686
	GRF, Khurda	Bhubaneswar Circle- II except PED, Puri	06755-221529
	GRF, Cuttack	Electrical Circle, Cuttack	0671-2322685
	GRF, Paradeep	Electrical Circle, Paradeep	06722-2377071
	GRF, Dhenkanal	Electrical Circle,Dhenkanal	06762-227527

SOUTHCO: GRF, Berhampur - Berhampur 0680-3201619
 Electricity Cirty Circle,
 Berhampur Elec. Circle
 Bhanjanagar Elec. Circle

GRF, Jeypore - Jeypore Elect. Circle. 06854-250610
 Rayagada Elect. Circle,

- (i) The Commission has also established the offices of the Ombudsmen as per the provisions of the Electricity Act, 2003 in the different parts of the State as mentioned below:

<u>Location</u>	-	<u>Jurisdiction</u>
Ombudsman –I, Bhubaneswar	-	For CESU's area of supply (Tel: 0674-2543825)
Ombudsman-II, Bhubaneswar	-	For NESCO, WESCO & SOUTHCOs area of supply (Tel: 0674-2543825)

ACTIVITIES OF SECRETARIAT DIVISION

The Secretariat is the pivot of the Commission's activities and the post of Secretary is statutory. Under the provisions of section 91(1), the Secretary is required to assist the Commission to carry out its functions. The OERC (Conduct of Business) Regulations, 2004 also defines the role of Secretary as the spokesman & representative of the Commission in all matters pertaining to its proceedings/hearings. The Secretary is the repository of the Commission's orders and records and carries out all correspondences of the Commission. He issues true copies/certified copies of orders, documents, notification for and on behalf of the Commission. He prepares the briefs and summaries of all cases presented before the Commission. He is the custodian of the seal of the Commission. The Secretary also conducts important meetings of the Commission, such as, the State Advisory Committee meeting, other internal meetings. The Secretary acts as the ex-officio Secretary of the State Advisory Committee. Secretary is the 1st Appellate Authority under the RTI Act, 2005.

Consumer Complaints

The Information Officer who reports to the Secretary monitors disposal of consumer complaints. The Electricity Act, 2003 came into force w.e.f. June 2003 subsequently the statutory provision was made for disposal of consumer complaints by a two-tier mechanism consisting of Grievance Redressal Fora and Ombudsman. The OERC framed a regulation called the OERC Grievance Redressal Forum and Ombudsman Regulation, 1994 which was notified in July.

Ten GRF and four Ombudsmen were set up in the four distribution zones of the state and they became functional in October, 2004. The following are also supervised by the Information Officer :

- Library
- Publications
- Publicity
- Training & Awareness
- Press clipping service
- RTI matters