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No. OERC/ENGG.- 04/2021/518
Dt. 30.04.2026

PUBLIC NOTICE

The Commission in exercise of the powers conferred under Section 181 (3) of the Electricity Act, 2003 (36 of 2003) has pre-published the draft OERC (Grievances Redressal Forum and Ombudsman) Regulations, 2026. The said Regulations is available in Commission's Website www.oriarc.org.

Interested persons may furnish their valuable views/suggestions on the said Regulations to the undersigned by **30.05.2026**. After considering the views and suggestions from the all the stakeholders, the Commission in appropriate case may bring about modification to the draft Regulations and finalize it for publication in the official Gazette.

By order of the Commission

Sd/-
SECRETARY



NOTIFICATION
The _____, 2026

OERC/ENGG.-04/2021/_____ - In exercise of powers under sub-sections (5) (6) and (7) of section 42 read with clauses {r} and {s} of sub-section (2) of section 181 of the Electricity Act 2003 (36 of 2003) and all powers enabling it in that behalf, Odisha Electricity Regulatory Commission hereby makes the following Regulations providing for guidelines to the Licensees in the State for setting up the Forum for redressal of grievances of the Consumers and for the appointment of Electricity Ombudsman by the Commission, for making representation to Electricity Ombudsman against non-redressal of grievances of Consumers and the time and manner of settlement of grievances by Electricity Ombudsman and for matters incidental and ancillary thereto:-

CHAPTER - I
PRELIMINARY

1. SHORT TITLE, COMMENCEMENT AND INTERPRETATION:

- (a) These Regulations may be called the Odisha Electricity Regulatory Commission (Grievances Redressal Forum and Ombudsman) Regulations, 2026.
- (b) These Regulations shall be applicable to the Distribution Licensees in the State in their respective areas of supply.
- (c) These Regulations shall come into force from the date of its publication in the Official Gazette.
- (d) The Orissa General Clauses Act, 1937 shall apply to the interpretation of these Regulations.

2. DEFINITIONS:

In these Regulations, unless the context otherwise requires:

- (a) “**Act**” means the Electricity Act, 2003;
- (b) “**Commission**” means the Odisha Electricity Regulatory Commission;
- (c) “**Complainant**” shall include—
 - (i) A consumer as defined under clause (15) of section 2 of the Act;
 - (ii) An applicant for new connections;
 - (iii) Any registered consumer society; and
 - (iv) Any unregistered association of consumers, where the consumers have similar interest;

- (d) **“Complaint”** means the letter or application filed with the Forum seeking redressal of grievances of any nature, whatsoever, including any defect or deficiency in the electricity service, subject to the provisions of the Act.
- (e) **“Defect”** means any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, including in the equipment or material which is required to be maintained by or under any law for the time being in force or under any contract, express or implied, or as is claimed by the distribution licensee in any manner whatsoever in relation to the electricity service;
- (f) **“Deficiency”** means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained by/ under any law for the time being in force or has been undertaken to be performed by distribution licensee in relation to electricity service or performance standard including Interruption or failure of Power Supply, Voltage complaints, Metering Problems including Meter shifting, Charges/ Payments (Billing Problems), Disconnection or Reconnection of Power supply, New Connections or Extensions in Load, Notice of supply interruptions, violations of Distribution (Conditions of Supply) Code, contravention of Act, Rules or Regulations made there under with regard to consumer interest;
- (g) **“Electricity Service”** shall include the services of supply, billing, metering and maintenance of electrical energy to the consumer and all other attendant sub-services;
- (h) **“Forum”** means Forum for redressal of grievances of the complainants to be established by the Distribution Licensee in terms of sub-section (5) of section 42 of the Act and these Regulations;
- (i) **“Licensee”** means a Distribution Licensee authorized to operate and maintain a distribution system for supplying electricity to the consumers in the concerned area of supply and shall include the deemed Distribution Licensee under the provisos to Section 14 of the Act.
- (j) **“Ombudsman”** means an authority appointed or designated by the Commission, under sub-section (6) of Section 42 of the Act and these Regulations; and
- (k) Words and expressions used and not defined in these regulations but defined in the Electricity Act, 2003 (36 of 2003) shall have the meanings assigned to them in the said Act.

CHAPTER – II

FORUM FOR REDRESSAL OF GRIEVANCES OF THE CONSUMERS

3. CONSTITUTION OF THE FORUM:

- (1) Every existing Licensee, including the Deemed Licensee shall not later than two months from the date of publication of these Regulations and any new Licensee within six months from the grant of Distribution License, establish a Forum (GRF) within the area of their operation, if not yet established, for redressal of grievances of the consumers in accordance with these Regulations.

- (2) The Licensee shall establish one Forum at each of the Revenue District Headquarters of their area of operation.
- (3) The Commission, if considers necessary, by special Order / Notification may direct the Licensee to establish additional Forum(s) at such places and define the respective territorial jurisdictions of the Forums, so established or to be established in such Revenue district.
- (4) The Forum shall consist of four members (including one co-opted member) to be appointed by the Distribution Licensee with the following composition.
 - (a) The President of the Forum shall be a retired senior Judicial Officer of the rank of District Judge or a retired Civil servant not below the rank of ADM or a retired Electrical Engineer not below the rank of Superintending Engineer or of equivalent rank and having at least Twenty (20) years of experience, with adequate knowledge of power sector.
 - (b) The other Members shall be:
 - i. A serving Officer of the Licensee, possessing a degree in engineering having at least 10 years of experience in the electricity sector and having served as an officer in an electricity utility.
 - ii. A serving or retired officer, possessing a degree in finance or accountancy or law and having at least 10 years of experience in the electricity sector and having served as an officer in an electricity utility.
 - iii. A representative from the members of the State Advisory Committee constituted under Section 87 or from the members of the District Committee constituted under Section 166(5) of the Act or from any consumer organization duly recognized by the Commission, as a co-opted member of the Forum. The co-opted members shall have access to all the complaints received and the associated records and shall also have the right of participation in the deliberations, meetings and proceedings of the Forum that may be held to deal with the complaint.

Provided that if the President of the Forum is from other than legal background, the Member at Regulation 3(4)(b)(ii) above should have at least 10 years of standing practice in legal matters or should have served as a Judicial Officer.

- (c) The Licensee shall invite applications for the President and members as per Regulation 3(4)(b)(ii) and Regulation 3(4)(b)(iii) through proper advertisement in the newspaper(s) and website, from the persons possessing qualification and experience as above. The Licensee shall submit the names of at least two suitable candidates for each of the posts of the Forum to the Commission. The Commission may approve one of such nominated candidates for each of the posts and recommend it to the Licensee for appointment. In the event, the Commission finds the

candidates selected / nominated by the Licensee not suitable for the post, the Commission may ask the Licensee for re-invitation of the applications. The Licensee shall appoint the candidate approved by the Commission as President of the Forum.

- (5) The President shall hold the office of the Forum, as such, for a term of three years or till he attains the age of 65 years, whichever is earlier.
- (6) The minimum age of the Members of the Forum as per Regulation 3(4)(b)(ii) and Regulation 3(4)(b)(iii) above shall be 50 years and shall hold the office of the Forum, as such Member, for three years or till he attains the age of 65 years whichever is earlier.
- (7) The Members of the Forum including the President are eligible for reappointment.
- (8) Notwithstanding anything contained in Regulation 3(4), 3(5) and 3(6) above, the Commission may at any time direct the Licensee to substitute a Member (including the President of the Forum) by another person, as per the composition and qualification provided in Regulation 3(4) above, if in the opinion of the Commission, such substitution is necessary for proper discharge of the functions of the Forum.
- (9) The President and Members at Regulation 3(4)(b)(i) and Regulation 3(4)(b)(ii) shall attend the office regularly and discharge their functions in accordance with the provisions of these Regulations.
- (10) The Co-opted Member shall attend the forum on the date of the hearing of the complaints and any other meetings, deliberations, proceedings as directed by the President of the Forum.
- (11) The President and the Member at Regulation 3(4)(b)(ii) shall be paid a monthly consolidated remuneration of Rs. 50,000 (Rupees Fifty Thousand only) and Rs. 40,000 (Rupees Forty Thousand only), respectively. The Member at Regulation 3(4)(b)(i) (serving officer of the Licensee) shall continue to draw the salary and other emoluments, as admissible to him as a regular employee of the Licensee, in accordance with the applicable service rules. The Co-opted member at Regulation 3(4)(b)(iii) shall receive an Honorarium of Rs. 3,000 (Rupees Three Thousand Only) per sitting subject to a maximum of Rs. 40,000 (Rupees Forty Thousand only) per month.
- (12) The Co-opted Member of the Forum at Regulation 3(4)(b)(iii), if he is a member of the State Advisory Committee or District Co-ordination Committee shall not continue to be a member of the Forum from the date his membership in the State Advisory Committee or District Co-ordination Committee, as the case may be, ceases.
- (13) On occurrence of any vacancy in the forum for any reason, the licensee shall take action to fill up the vacancy within 30 days from the date of occurrence of the vacancy.
- (14) The licensee shall clearly state the location and the jurisdiction of each Forum in case of more than one Forum.
- (15) No act or proceeding of the Forum shall be deemed invalid by reason only of some

defect in the constitution of the Forum or by reason of the existence of a vacancy among its members.

- (16) The Forum shall decide every complaint within a maximum period of 45 days from the date of receipt of complaint by it.
- (17) The Forum may pass such interim orders on the request of the Complainant as the Forum considers appropriate pending the final decision on the complaint.
- (18) The Licensee shall duly implement the decisions and orders of the Forum made in favour of the complainant.

4. FUNCTIONS AND PROCEEDINGS OF THE FORUM:

- (a) A complainant aggrieved by any action or lack of action by the engineer under the OERC Distribution (Condition of Supply) Code, 2019 and subsequent amendments, may file a complaint in writing before the Forum for redressal of his grievances after expiration of 15 days from the time limit fixed by the licensees in their Complaint Handling Procedure. The Forum shall not insist on any specific format for such complaint. Upon receipt of the complaint, the Forum may seek additional information, if necessary, from the complainant.
- (b) The Forum shall duly comply with the procedure laid down by the Commission from time to time.
- (c) The Forum shall have a regular office at ordinary place of its sitting where the Forum shall receive the complaints either offline or online. The Forum may also hold its sitting at any other place within their respective territorial jurisdiction, or as the Commission may direct from time to time considering the number of complaints received, the place wherefrom the complaints are received and the proximity to its ordinary place of sitting and other relevant factors. The Forum shall publish in its official website the schedule of hearings, along with the mode of conduct thereof—whether physical or virtual.
- (d) The Forum shall conduct at least two (2) camp courts every English Calendar month. The schedule of such hearings shall be uploaded well ahead of such schedule in the official website of the Forum to be established by the Commission. The Licensee shall provide all necessary logistical support for the conduct of camp courts, including transportation facilities for the Members of the Forum.
- (e) The Licensee shall give wide publicity of the existence of the Forum in the bills raised for the supply of electricity to the consumers and in such other manner as the Commission may direct from time to time. The names and designation of the Members and officers of the Forum, the address, e-mail, facsimile and phone numbers of the Forum shall be displayed at conspicuous places of the offices of the Licensee and shall also be duly publicized, including in the bills raised on the Consumers.
- (f) The Forum shall maintain true and correct records of all complaints received by the Forum from time to time and make available such records for inspection by the Commission as the Commission may require. Such records shall also be open for

inspection by the complainants. Wherever required by the complainants, the Forum shall acknowledge in writing the pendency of the complaint before the Forum.

- (g) The Licensee shall meet the costs and expenses of the Forum, including the establishment and staff required to assist the Forum in the discharge of the functions under these Regulations and also the cost and expenses of the Co-opted Member. In case of any difference on the reimbursement of the costs and expenses of the Forum, the same shall be referred to the Commission and the decision of the Commission shall be final.
- (h) The Forum shall with reasoned order decide the complaints expeditiously within a period not exceeding 45 days of the receipt of the complaint by the Forum and shall supply the authenticated copy of the order free of cost to the Complainant.
- (i) In the event of a tie amongst the Members of the Forum, the decision-making process or any other matters, the President of the Forum, to resolve the matter, may exercise a decisive vote as a Member in addition to his own decision.
- (j) The Commission shall have the general powers of superintendence and control over the Forum and the Forum shall duly comply with such directions as the Commission may issue from time to time.

5. APPLICABILITY OF RTI:

The provisions of the Right to Information Act, 2005, as amended from time to time, shall be applicable to the Forum, the Distribution Licensee, and all officers or authorities involved in the establishment, functioning, or support of the Forum, to the extent they are public authorities or hold information in discharge of statutory functions under the Electricity Act, 2003.

CHAPTER - III

OMBUDSMAN

6. APPOINTMENT OF OMBUDSMAN:

- (a) The Commission may from time to time appoint or otherwise designate such person or persons, as the Commission may consider appropriate, as the Ombudsman to discharge the functions under sub-section (7) of section 42 of the Act and under these Regulations.
- (b) The Commission may appoint or designate more than one Ombudsman for a Licensee or a common Ombudsman or Ombudsmen for two or more Distribution Licensees.
- (c) The Ombudsman shall be selected by the Commission from amongst persons of eminence, who have experience and exposure in legal, electrical engineering, finance, civil service, or consumer affairs.
- (d) **Selection Committee:**

The Selection Committee for Ombudsman shall consist of the Chairperson and Members of the Commission. The Chairperson of the Commission shall be the Chairperson of the Selection Committee and the Secretary of the Commission shall be the convenor of the Committee.

No appointment/designating of the Ombudsman shall be invalid merely by reason of any vacancy in the Selection Committee.

(e) **Terms of Office:**

The Ombudsman shall be appointed for a term of three years or till he attains the age of 65 years, whichever is earlier. The minimum age of the candidate for being engaged as Ombudsman shall be 60 years. The Ombudsman shall not be eligible for reappointment.

Ombudsman may relinquish his office by giving in writing to the Commission a notice of not less than three months.

A person after ceasing to hold office of Ombudsman shall not accept any commercial employment or represent any person before the Commission or any Authority for a period of two years from the date he ceases to hold such office.

(f) **Removal:**

The Commission, may, by order, remove from office, the Ombudsman, if he –

- i. has been adjudged as insolvent;
- ii. has been convicted of an offence which, in the opinion of the Commission, involves moral turpitude;
- iii. has become physically or mentally incapable of acting as Ombudsman;
- iv. has acquired such financial or other interest as is likely to affect prejudicially his functions as Ombudsman;
- v. has so abused his position as to render his continuance in office prejudicial to the public interest;

Provided that the Ombudsman shall not be removed from office on any ground specified in sub-clauses (iv) and (v) above unless on an inquiry, made in accordance with such procedure as may be laid down by the Commission, it is found that the Ombudsman should be removed on such ground or grounds.

(g) **Emoluments:**

The Ombudsman shall receive a consolidated salary and such other allowances as may be determined by the Commission, by order, from time to time.

Provided further that salary, allowances and other terms and conditions of appointment of Ombudsman shall not be varied to his/their disadvantage after appointment.

(h) **Expenses of the Ombudsman:**

The Commission may pass such directions/order, as it thinks appropriate, to meet the expenses of the Ombudsman and its staff.

(i) **Staff of the Ombudsman:**

The number and nature of staff of the Ombudsman shall be as laid down in the **Appendix** of these Regulations.

The Ombudsman shall exercise administrative control over its staff and office expenditures.

7. FUNCTIONS OF OMBUDSMAN:

(a) The Ombudsman shall discharge the following functions:

- i. The Ombudsman shall receive and consider all representations, filed by the Complainants for non-redressal of their grievances by the Forum, established under Sub-Section (5) of Section 42 of the Act.

Notwithstanding the above, the Ombudsman shall not entertain any representation regarding matters, which are the subject-matters of existing or proposed proceedings before the Commission or before any other authority including those under part X, XI, XII, XIV and XV of the Act;

- ii. The Ombudsman may pass such interim orders, as may be considered appropriate, pending the decision and settlement of the representations of the complainants.
- iii. The Ombudsman shall in the first instance act as a conciliator and mediator in matters which are the subject matter of the representation filed;
- iv. Such other functions as the Commission may, by order, decides/directs from time to time;
- v. The Ombudsman shall publish the schedule of hearings, along with the mode of conduct thereof—whether physical or virtual—on its official website;

- (b) The Ombudsman shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business in the office of Ombudsman.

8. REPRESENTATION TO OMBUDSMAN:

- (a) There shall be four (4) separate offices of Ombudsmen, one each at Bhubaneswar, Sambalpur, Balasore, and Berhampur.

The jurisdiction of each Ombudsman shall commensurate with that of the distribution licensee.

- (b) Any consumer aggrieved by the non-redressal of the grievance by the Forum, may make a representation to the Ombudsman within thirty days from the date of the decision of the Forum or within thirty days from the date of the expiration of the period within which the Forum was required to take decision and communicate the same to the Complainant.

Provided that the Ombudsman may condone the above delay if the complainant shows sufficient cause for not filing the representation within time, as stated above.

- (c) The Ombudsman shall try for settlement of the grievance amicably, as per the procedure laid down at Regulation 10 of these Regulations failing which shall decide the representation in shape of an award, as laid down in Regulation 11 of these Regulations, after providing the Complainant and the Licensee an opportunity of being heard.
- (d) The Ombudsman may require the Licensee or any of the officials, representatives or agents of the Licensee including the Forum to furnish documents, books, information, data and details as may be required to decide the representation. The Licensee and others mentioned above shall duly comply with such requirements of the Ombudsman.
- (e) The Ombudsman shall decide the representation generally within two months from the date of the receipt of the representation of the consumer. In the event the representation is not decided within two months, the Ombudsman shall record the reasons therefor including the cost to be paid by the Licensee if the inability to decide within the time is attributable to the Licensee. In case the delay is for reasons attributable to the consumer, the Ombudsman may reject the representation of the consumer.
- (f) The Distribution Licensee shall duly comply with and implement the decision of the Ombudsman on the representation of the consumer.

9. OMBUDSMAN TO ACT FAIRLY AND EQUITABLY:

- (a) The Ombudsman may adopt a procedure ensuring transparency and due compliance of the principles of natural justice and due process of law.
- (b) The Ombudsman shall dispose of a complaint fairly and equitably.

10. PROMOTION OF SETTLEMENT BY AGREEMENT:

- (a) As soon as it may be practicable to do but not later than one week from the date of the receipt of representation, the Ombudsman shall serve a notice to the concerned officer of the Licensee named in the representation along with a copy of the representation and endeavor to promote a settlement of the complaint by mutual agreement between the complainant and the Licensee.
- (b) For the purpose of facilitating settlement of the representation, the Ombudsman may follow such procedure as he may consider appropriate.
- (c) When a complaint is settled, through mediation of the Ombudsman, the Ombudsman shall make a recommendation, which he thinks fair in the circumstances of the case. The copies of the recommendation shall be sent to the complainant and the Licensee.

- (d) If the complainant and the Licensee accept the recommendation of the Ombudsman, they will send a communication in writing within 15 days of the date of receipt of the recommendation. Each of them shall then confirm their acceptance to the Ombudsman and state clearly that the settlement communicated is acceptable to them in totality in terms of recommendations made by the Ombudsman and shall be in full and final settlement of complaint made.

11. AWARD:

- (a) Where the representation is not settled by agreement within a period of 30 days from the date of receipt of representation or such extended period as the Ombudsman may deem fit, duly considering the overall time limit specified in Regulation 10(d) above, the Ombudsman may determine the place, the date and the time of the hearing of the matter, as the Ombudsman considers appropriate.
- (b) Where the representation of the complainant is not settled by agreement, the Ombudsman shall decide the matter on the pleadings of the parties, after providing an opportunity of being heard to the parties.
- (c) The Ombudsman shall pass an award giving reasons for the decision made.
- (d) The award shall be in writing and shall state nature of the reliefs including monetary compensation, if any, the complainant is entitled to as per the award.
- (e) A copy of the award shall be sent to the complainant and the Licensee concerned.
- (f) The complainant may furnish to the Licensee, within a period of one month from the date of receipt of the award or within such period the Ombudsman may allow for reasons to be recorded, a letter of acceptance that the award is in full and final settlement of his claim.
- (g) The Licensee shall comply with the award within 15 days of receipt of the acceptance letter under Regulation 11(f) and the Licensee shall intimate the compliance to the Ombudsman.
- (h) If the complainant does not intimate the acceptance under Regulation 11(f), the award shall not be required to be implemented by the licensee.

**CHAPTER - IV
MISCELLANEOUS**

12. POWERS TO REMOVE DIFFICULTIES:

If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may by general or special order, direct the licensee, the Forum or the Ombudsman to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

13. POWER TO AMEND:

Subject to the provisions of the Act, the Commission may, at any time vary, alter, modify or amend any provision of these regulations.

14. SUBMISSIONS OF REPORTS TO THE COMMISSION:

- (a) The Forum and the Ombudsman shall submit a quarterly report on the number of complaints/representations received, redressed and pending, within 15 days of the end of the quarter, to the Commission.
- (b) The Forum and the Ombudsman shall furnish to the Commission, by 31st May every year, an annual report containing a general review of the activities of their offices during the preceding financial year and shall also furnish such information as the Commission may require.

15. ISSUE OF ORDERS/CIRCULARS:

Subject to the provisions of the Act and these Regulations, Commission may from time to time, issue orders and circulars with regard to the implementation of these Regulations.

16. LANGUAGE OF THE FORUM AND OMBUDSMAN:

The filing of complaint/representation and the proceeding of the Forum and of the Ombudsman shall be made in Oriya or in English.

17. IMPLEMENTATION OF ORDERS/AWARDS:

Any order/award passed or direction issued by Ombudsman shall be implemented or complied with by the licensee or the person required by the order or direction to do so. Failure to implement or comply with such order or direction shall amount to contravention of these Regulations for the purpose of Section 142 of the Act.

18. WORKING DAYS AND HOURS:

The working days and the working hours of the Forum shall be the same as that of the Licensee and the working days and working hours of the Ombudsman shall be the same as that of the Commission.

19. LOGISTIC SUPPORT TO BE PROVIDED BY THE LICENSEE:

The licensee shall provide:

- (i) Adequate Office Space;
- (ii) Furniture, Fixtures, Equipment, Stationery and consumables;
- (iii) Vehicles and necessary arrangements for smooth conduct of camp courts.
- (iv) IEC Campaign as decided by the Commission;

20. DEVELOPMENT OF WEBSITE:

- (a) The Commission will develop a website for both Forum and Ombudsman “Case Information and Management System (CIS)” to provide for general information of

the forum & ombudsman, registration of Grievance, category of grievances, status of grievances and resolution provided.

- (b) Complainants may file complaints online or offline to the Forum and Ombudsman.

21. OFFICE SEAL:

The Forum and Ombudsman shall have their official seal for authentication of the orders and documents required for the purpose of their functions.

22. CERTIFIED COPIES:

The parties to a proceeding in the Forum or before the Ombudsman and any interested person may obtain certified copies of any order passed by the Forum or Ombudsman upon payment of the charges required for preparation of such copies.

23. SAVINGS:

- (a) Nothing contained in these regulations shall affect the rights and privileges of the complainant under any other law for the time being in force, including the Consumer Protection Act, 1986 (68 of 1986).
- (b) Notwithstanding anything contained in these Regulations, the tenure, remuneration and conditions of appointment of Members (including the President and Co-opted Members) of the Forum and Ombudsman holding their posts as such Members on the date of notification of these Regulations shall be governed by the OERC (Grievances Redressal Forum and Ombudsman) Regulations, 2004 and they shall continue to hold their posts as such Members until expiration of their current tenure.

24. REPEAL:

The Odisha Electricity Regulatory Commission (Grievances Redressal Forum and Ombudsman) Regulations, 2004 subject to Regulation 23 of these Regulations shall stand repealed from the date of the publication of the notification in the Official Gazette.

By order of the Commission

SECRETARY

APPENDIX
(See Regn. 6(i))

Staff for Ombudsman

1. Engagement of Staff shall be made on contractual basis.
2. Each office of the Ombudsman shall have at least one Clerk-cum-Computer Operator and one attender having following qualification and experience.
 - (a) Clerk-cum-Computer Operator
 - (i) A graduate from recognized university.
 - (ii) Able to take shorthand and experience in typewriting.
 - (iii) Computer skill – Adequate exposure to Word processing, Spread sheet, Presentation, and e-mail and Internet.
 - (iv) Experience of at least two years in the relevant field.
 - (b) Attender
 - (i) Should have passed 10th Class or equivalent examination and having at least two years' work experience.
3. Pay and Allowances
 - (a) The staff of the Ombudsman shall get such pay and other allowances as determined by the Commission from time to time.
 - (b) The Commission may, by general order, revise the pay structure and other allowances of the Staff of the Ombudsman.
4. Depending upon the requirement, the Commission may review by order, the number and nature of staff of the Ombudsman from time to time.
