



**OFFICE OF THE JOINT ELECTRICITY REGULATORY COMMISSION**  
**FOR UT OF J&K AND UT OF LADAKH**

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**Subject: Appointment of Ombudsman for JERC for UT of J&K and UT of Ladakh.**

Order No: 07-JERC of 2024  
Dated: 15-03-2024

Sanction is hereby accorded to the appointment of **Sh. Javid Aalam S/o Dr. Sheikh Abdul Samad R/o 431-1D, Owais Abad Govt. Housing Colony Bemina, Srinagar** as Ombudsman for JPDCL with additional charge of KPDCL and LPDD (i.e. for distribution utilities of Union Territory of J&K and Union Territory of Ladakh) to discharge various functions related to redressal of Consumer Grievances in respect of Distribution Licensees as per the provision of the Joint Electricity Regulatory Commission for UT of J&K and UT of Ladakh (Consumer Grievances Redressal Forum, Electricity Ombudsman and Consumer Advocacy) Regulation, 2023.

The appointee shall report to the office of Joint Electricity Regulatory Commission for the UT of J&K and UT of Ladakh at Jammu within 21 days from the date of issuance of this order failing which he shall forego his right to appointment and the same shall be deemed to have been cancelled ab-initio without any further notice.

The appointee shall be allowed to join on the production of the following certificates in original:


1. Academic qualification Certificate.
2. Date of Birth Certificate.

The appointment of the Ombudsman shall be on the following Terms and Conditions:-

1. The consolidated monthly remuneration for Ombudsman shall be Rs. 60,000 per month. In addition he shall be entitled for the monthly conveyance allowance of Rs.10,000 and also reimbursement of expenses for use of Mobile phone for official purposes subject to the ceiling of Rs. 2500 per month.
2. He shall be entitled for 12 days casual leave in a calendar year.
3. He shall be entitled for TA/DA while on tour on duty as per eligibility of class-1 officer of rank of Joint Secretary in the Central Government.
4. The Ombudsman shall remain in office for a period of three years from the date of joining in this office. The period of appointment may be extended further upto three years at the discretion of the commission. However, he shall not hold the office after attaining the age of 65 years.
5. He shall devote his full time to the affairs of the office of Ombudsman and shall not hold any office of profit during his tenure.

6. The name, location, email address and telephone numbers of the ombudsman shall be widely publicized through newspapers and displayed on the websites and the offices of the licensees and the commission and shall be also intimated to the consumers through electricity bills.
7. The appointment of Ombudsman shall be purely on contract basis and this appointment shall not confer any right whatsoever for regular appointment in JERC.
8. The office of the Ombudsman shall be at the headquarters of the JERC for UT of J&K and UT of Ladakh.

By order of the Commission.

  
(V. K. Dhar), JKAS  
Secretary JERC  
J&K and Ladakh

No. JERC/Estt/F-80/2023/231-239

  Date: 15-03-2024

Copy to:

1. Hon'ble Member (Finance) JERC.
2. Principal Secretary to Government, JKPDD, J&K for kind information.
3. Joint Secretary, Ministry of Power, Govt. of India for kind information.
4. Secretary to Government, LPDD, Leh for kind information.
5. Managing Director, JPDCL/KPDCL/JKPTCL/JKPDCL/JKPCL for information.
6. Director Finance, JPDCL, Jammu for information.
7. Chief Engineer, LPDD, Leh for information.
8. Private Secretary to Hon'ble Chairman for information of the Hon'ble Chairman.
9. Sh. Javaid Aalam S/o Dr. Sheikh Abdul Samad for information and n/a.