

Press Note

Dated 27th December 2018

The Commission has nominated the Chairpersons of the Consumer Grievances Redressal Forums for the electricity consumers of Tata Power Delhi Distribution Limited (TPDDL), New Delhi Municipal Council (NDMC) and BSES Yamuna Power Limited (BYPL). The Oath of Office was administered by Mr. Justice S.S. Chauhan, Chairperson, DERC on 27th December 2018 under the enabling provisions of DERC (Forum for Redressal of Grievances of the Consumers and Ombudsman) Regulations, 2018. The details of the Chairpersons so nominated are as given below;

- (a) Sh. Major Singh, Chairperson, Consumer Grievances Redressal Forum- Tata Power Delhi Distribution Limited (CGRF-TPDDL), has held a number of prestigious appointments in the past and was the erstwhile Member with the additional charge of Chairperson of the Central Electricity Authority and retired from the post on 30th April 2016.
- (b) Sh. Naresh Chandra Agarwal, Chairperson, Consumer Grievance Redressal Forum- New Delhi Municipal Council (CGRF-NDMC), retired as Director (Personal & Administration), Dakshinanchal Vidyut Vitran Nigam Ltd. Govt of U.P on 24th March 2018.
- (c) Sh. Arun Pratap Singh, Chairperson, Consumer Grievances Redressal Forum- BSES Yamuna Power Limited (CGRF-BYPL), retired as the Managing Director, Madhyanchal Vidyut Vitran Nigam Limited, Govt of U.P. on 15th August 2017.

The institution of the Consumer Grievances Redressal Forums for electricity consumers was set up by the distributing companies in pursuance of the provisions of Sections 42(5) of the Electricity Act, 2003 and the Delhi Electricity Regulatory Commission (Forum for Redressal of Grievances of the Consumers and Ombudsman) Regulations, 2018. Four CGRFs, one each for handling the consumer grievances pertaining to BSES Rajdhani Power Ltd. (BRPL), BSES Yamuna Power Ltd. (BYPL), Tata Power Delhi Distribution Ltd. (TPDDL, formerly NDPL) & New Delhi Municipal Council (NDMC) have been functioning since 2004. Any aggrieved electricity consumer may approach appropriate Consumer Grievances Redressal Forum (CGRF) seeking redressal of any consumer grievance related to metering, billing, grant of new connection, disconnection, re-connection, change of name of the registered consumer etc. except in the matters related to unauthorized use / theft of electricity, interference with meter and the issues relating to Sections 126, 127, 135, 139, 143, 152 & 161 of the Electricity Act, 2003. The consumers who are not satisfied with the decision of the CGRF can approach the Electricity Ombudsman, who acts as the appellate authority over the CGRFs.


(Mahender Singh)
Secretary