


Press Note

Dated 01st June 2016

The Commission has appointed Sh Sundaram Krishna, IAS (Retd.), as the Electricity Ombudsman with effect from 01 June, 2016. Sh. Sundaram Krishna was administered the Oath of Office by the Commission consisting of Sh. Krishna Saini, Chairman and Sh. Bhajan Pratap Singh, Member, on 01 June 2016 and assumed the charge of Electricity Ombudsman. Prior to his appointment as the Electricity Ombudsman, Sh. Sundaram Krishna has held a number of prestigious appointments in the Government of India and Govt of Punjab including a stint as Counsellor (Economic) in the Embassy of India, Moscow, Russia. Sh. Sundaram Krishna retired as Special Secretary, MOD, GOI in August, 2011 and post retirement has been associated with the Union Public Service Commission as an Advisor.

The institution of the Electricity Ombudsman has been established by the Commission in pursuance to the provisions contained in Sections 42(5) & 42(6) of the Electricity Act, 2003 and the Delhi Electricity Regulatory Commission (Guidelines for establishment of Forum for redressal of grievances of the consumers and Ombudsman) Regulations, 2003. 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 Grievance 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