

Press Note

Dated 23rd September 2019

The Commission has nominated the Chairperson of the Consumer Grievances Redressal Forum for the electricity consumers of BSES- Rajdhani Power Limited. The Oath of Office was administered by Justice S.S. Chauhan, Chairperson, DERC on 23rd September 2019 under the enabling provisions of DERC (Forum for Redressal of Grievances of the Consumers and Ombudsman) Regulations, 2018. The details of the Chairperson so nominated is as given below;

Sh. Atul Nigam, Chairperson, Consumer Grievances Redressal Forum- BSES Rajdhani Power Limited has held a number of prestigious appointments in the past in the Uttar Pradesh Power Corporation, Uttar Pradesh Rajya Vidyut Utpadan Nigam Ltd and retired as Managing Director of Purvanchal Vidyut Vitran Nigam Limited in August 2018, after rendering more than 38 years in the Power Sector.

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.

Sd/-

**(Mukesh Wadhwa)
Secretary**