Press Note

Dated 05th November 2026

The Commission has appointed Ms. Madhusmita Pany, as the Electricity Ombudsman, NCT of Delhi with effect from 05th November, 2026. Ms. Madhusmita Pany was administered the Oath of Office by Sh. Ajay Kumar Jain, Member(Legal) DERC on 05th November, 2026 and assumed the charge of Electricity Ombudsman. Prior to her appointment as the Electricity Ombudsman, Ms. Madhusmita Pany has previously held a number of prestigious appointments in NHPC.

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 the Forum and the Ombudsman for Redressal of Grievances of Electricity Consumers) Regulations, 2024. 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, 142, 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.

05/11/26

(Praveen Kumar)
Joint Secretary

Oath Taking Ceremony

Of

Ms. Madhusmita Pany, Electricity Ombudsman, NCT of Delhi

By

Sh. Ajay Kumar Jain, Member (Legal), DERC

On 05th November 2026



From Left to Right: Ms. Madhusmita Pany, Electricity Ombudsman, NCT of Delhi and Sh. Ajay Kumar Jain, Member (Legal), DERC.