

Press Release

Dated 4th January 2023

Justice (retd.) Ali Zamin has been appointed as a Chairperson of Consumer Grievances Redressal Forum for the electricity consumers of BSES Rajdhani Power Limited (BRPL). An Oath taking ceremony was held today in the office of Delhi Electricity Regulatory Commission. The Oath of Office was administered by Hon'ble Justice Shabihul Hasnain 'Shastri', Chairperson, DERC under the enabling provisions of DERC (Forum for Redressal of Grievances of the Consumers and Ombudsman) Regulations, 2018 as amended. Justice Ali Zamin is former judge of Allahabad High Court and has over 24 years' judicial experience besides Legal experience.

The Consumer Grievances Redressal Forums for electricity consumers were set up by the distributing companies in accordance to Section 42(5) of the Electricity Act, 2003 and guidelines made there under by the Delhi Electricity Regulatory Commission. Four CGRFs, one each for handling the consumer grievances pertaining to New Delhi Municipal Council (NDMC), BSES Yamuna Power Ltd. (BYPL), Tata Power Delhi Distribution Ltd. (TPDDL, formerly NDPL) & BSES Rajdhani Power Ltd. (BRPL), 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. The consumers who are not satisfied with the decision of the CGRF can prefer an appeal before the Electricity Ombudsman, whose decision is final.

(Rajesh Dangi)
Secretary
04.01.2023