

## **Press Note**

**Dated 17<sup>th</sup> February 2022**

The Commission has appointed Shri Pardeep Kumar Bhardwaj, as the Electricity Ombudsman with effect from 17<sup>th</sup> February 2022. Shri Pardeep Kumar Bhardwaj, was administered the Oath of Office by Justice Shabihul Hasnain 'Shastri', Chairperson, DERC on 17<sup>th</sup> February 2022 and assumed the charge of Electricity Ombudsman. Prior to his appointment as the Electricity Ombudsman, Shri Pardeep Kumar Bhardwaj has previously held a number of prestigious appointments in the Government of India and retired as Special Commissioner of Delhi Police.

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 (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 to 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.



**(Mukesh Wadhwa)**

**Secretary**