

## **Press Release**

**Dated 29<sup>th</sup> November 2022**

The Commission has nominated Shri Shalabh Kumar, as a Chairperson of Consumer Grievances Redressal Forums for the electricity consumers of New Delhi Municipal Council (NDMC). An Oath taking ceremony was held today the 29<sup>th</sup> November 2022 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. Shri Shalabh Kumar is a Former Member (Water), Delhi Jal Board, GNCTD. Shri Shalabh Kumar has more than 35 years of professional experience having a technical background and with extensive experience of Planning and Management of Urban Infrastructure, Public Grievance Redressals.

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 as amended. Four CGRFs, one each for handling the consumer grievances pertaining to BSES Yamuna Power Ltd. (BYPL), New Delhi Municipal Council (NDMC) 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, 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.

  
(Divya Tandon)  
Secretary