

Press Note

Dated 25<sup>th</sup> May, 2012

The Commission has appointed Sh. Pradeep Singh, a senior retired IAS officer, as the Electricity Ombudsman. Sh. Singh took oath of office on 25.5.2012 before Chairman Sh. P.D.Sudhakar & Member Sh. Shyam Wadhera of the Commission. Before assuming the position of the Electricity Ombudsman, Sh. Singh, has held senior positions like Commissioner, Disabilities, GNCTD, Director General, National Productivity Council, Additional Secretary to the GoI in Ministry of Information & Broadcasting, Additional Secretary in Cabinet Secretariat etc. amongst others.

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 Forum for redressal of grievances of the consumers and Ombudsman) Regulations, 2003. Four CGRFs, one each for handling the consumer grievances pertaining to BSES Rajdhani Power Ltd. (BRPL), BESE 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 Grievance 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.

(Jayshree Raghuraman)  
Secretary