

**GOVERNMENT OF INDIA  
POWER  
LOK SABHA**

UNSTARRED QUESTION NO:1658  
ANSWERED ON:09.03.2007  
COMPLAINTS AGAINST BSES POWER COMPANIES  
Singh Deo Smt. Sangeeta Kumari

**Will the Minister of POWER be pleased to state:**

- (a) whether the Union Government has received complaints against BSES power companies from the Members of Parliament during last one year;
- (b) if so, the number and nature of complaints; and
- (c) the action taken by the Union Government thereon ?

**Answer**

THE MINISTER OF THE STATE IN THE MINISTRY OF POWER (SHRI SUSHILKUMAR SHINDE)

(a)to(c) : Yes, Sir. A number of complaints have been received from Hon`ble Members of Parliament against BSES Power Companies alleging inflated billing, non-restoration of electric connection, wrong booking of the cases of theft/ unauthorized consumption of electricity, non-shifting of electricity wires/transformers, fast running of meters etc. These complaints were forwarded to the Government of NCT of Delhi as supply and distribution of electricity comes under the purview of the State Government.

The Government of NCT of Delhi has informed that a legal mechanism of an independent Ombudsman for overseeing the redressal of grievances of the electricity consumers is already operational in the NCT of Delhi since August, 2004. In addition, the Government of NCT of Delhi has set up its Public Grievance Cell to receive, monitor and effectively redress the consumer grievances. The Cell is headed by a retired judge of the High Court.