

ELECTRICITY OMBUDSMAN

GOVERNMENT OF NCT OF DELHI

User Manual

Introduction

The Office of the Electricity Ombudsman has been established under section 42 (6) of the Electricity Act, 2003. Any consumer who is aggrieved by non-redressal of grievance by the Forum appointed by the Distribution Licensee under section 42 (5) may make a representation for redressal of his grievance to an authority to be known as Ombudsman to be appointed or designated by the State Commission. The Delhi Electricity Regulatory Commission (DERC) has appointed the first Electricity Ombudsman NCT Delhi, a Statutory Authority of the Government of NCT of Delhi under the Electricity Act, 2003, in August 2004.

Open the URL: <http://205.147.98.190/OMBUDSMAN/> in any browser or device to access the “OMBUDSMAN” Website.

The Home page will appear:

Apps Maps Analytics :: Velocis Login :: Velocis Internationa...

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ELECTRICITY OMBUDSMAN

GOVERNMENT OF NCT OF DELHI

Home About Us ▾ Schedule of Hearings Orders Passed Important Links ▾ Archive SUPPLY CODE AND PERFORMANCE ▾ Login/Signup

- > Profile
- > Organizational Chart
- > Key Staff
- > Forms
- > Complaint Handling Procedure
- > Proforma for Appeal
- > Act & Policies
- > Rules & Regulations
- > Public Awareness Bulletin

Online Filling of Representation before Ombudsman ☺

CONTACT US

Office of the Electricity Ombudsman NCT of Delhi
B-53, Paschimi Marg, Vasant Vihar,
New Delhi-110057 📍

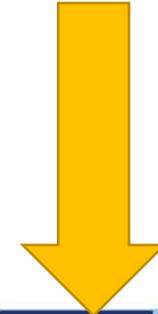
011- 26144979

elect_ombudsman@yahoo.com

← →

➤ This manual help you for Proforma for Appeal form

- First user is Applicant user
- Click on Login/Sign up



The screenshot displays the website's navigation bar with links: Home, About Us, Schedule of Hearings, Orders Passed, Important Links, Archive, SUPPLY CODE AND PERFORMANCE, and Login/Signup. A sidebar menu on the left lists: Profile, Organizational Chart, Key Staff, Forms, Complaint Handling Procedure, Proforma for Appeal, Act & Policies, Rules & Regulations, and Public Awareness Bulletin. A central dialog box titled 'Select a user type' offers two options: 'DISCOM user' (blue button) and 'Applicant user' (green button). To the right, a blue button reads 'Online Filling of Representation before Ombudsman'. Below it, a 'CONTACT US' section provides the following details: Office of the Electricity Ombudsman NCT of Delhi, B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057, phone number 011- 26144979, and email elect_ombudsman@yahoo.com. Social media icons for Facebook, Twitter, and Google+ are also visible.

➤ For Registered of Proforma for Appeal click on the Applicant User

➤ For new user click on “Create new Account”

Home / User Account

User account

Create new account

Log in

Request new password

Username *

Password *

K N W F 7

What code is in the image? *

LOG IN

➤ You are on Registration Page

User account

Create new account	Log in	Request new password
------------------------------------	------------------------	--------------------------------------

Applicant Name *

Userid *

E-mail address *

Password * Password strength:

Confirm password *

Mobile Number *



What code is in the image? *

[CREATE NEW ACCOUNT](#)

➤ How to do Registration for new user

- Firstly click on “Create new Account”.
- Enter the required Fields with Valid Details.
- Fill the captcha.
- Click on “Create New Account”.
- Then go to on “Login” page.

➤ Now you are on Login Page

- Firstly login with valid login credential
- Enter the required Captcha
- Then Click on Login button.
- It will redirect on dashboard.

Sitemap | Feedback | Contact Us

Click to Main Content | Screen Reader Access A+ A A- English

ELECTRICITY OMBUDSMAN
GOVERNMENT OF NCT OF DELHI

Home About Us Schedule of Hearings Orders Passed Important Links Archive SUPPLY CODE AND PERFORMANCE Login/Signup

Home / User Account

User account

Log in Request new password

Username *

Password *

PESTN

What code is in the image? *

LOG IN

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Visitor: 186

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➤ Click on Proforma for appeal

Dashboard

Proforma For Appeal

APPEAL ID	NAME OF THE REGISTERED CONSUMER	NAME OF THE COMPLAINANT/APPELLANT	DISCOMS	SUBMITTED ON	LAST UPDATED ON	REMARK	STATUS	ACTION
App-23	Rahul	Rahul	BSES RAJDHANI POWER LIMITED	12-02-2020	12-02-2020	OK	Hold	Edit View
App-22	kk	kk	BSES RAJDHANI POWER LIMITED	11-02-2020	11-02-2020	oooooooooooooooooooo	Hold	Edit View
App-21	gjhghk	jjkkjk	BSES RAJDHANI POWER LIMITED	11-02-2020	11-02-2020		Pending	Edit View
App-20	Pramods	Pramod	BSES RAJDHANI POWER LIMITED	11-02-2020	11-02-2020	hjhghj (11-02-2020) pramod This is discom (11-02-2020) DISCOM this is admin (11-02-2020) OMBUDSMAN hjgfj j ghjghk (11-02-2020) pramod abcd (11-02-2020) DISCOM gjgj hgj ghj (11-02-2020) OMBUDSMAN	Hold	Edit View

- Fill the all mandatory fields and click on save button.
- After saving, the form table will show on dashboard.

Dashboard

Proforma For Appeal

APPEAL ID	NAME OF THE REGISTERED CONSUMER	NAME OF THE COMPLAINANT/APPELLANT	DISCOMS	SUBMITTED ON	LAST UPDATED ON	REMARK	STATUS	ACTION
App-23	Rahul	Rahul	BSES RAJDHANI POWER LIMITED	12-02-2020	12-02-2020	OK	Hold	Edit View
App-22	kk	kk	BSES RAJDHANI POWER LIMITED	11-02-2020	11-02-2020	oooooooooooooooooooo	Hold	Edit View
App-21	gjhggkh	jjkkjk	BSES RAJDHANI POWER LIMITED	11-02-2020	11-02-2020		Pending	Edit View
App-20	Pramods	Pramod	BSES RAJDHANI POWER LIMITED	11-02-2020	11-02-2020	hghjghj (11-02-2020) pramod This is discom (11-02-2020) DISCOM this is admin (11-02-2020) OMBUDSMAN hjgfj j ghjghk (11-02-2020) pramod abcd (11-02-2020) DISCOM gjgj hgj ghj (11-02-2020) OMBUDSMAN	Hold	Edit View
App-24	test	test	BSES RAJDHANI POWER LIMITED	24-02-2020	N/A	test	Pending	Edit View
App-25	test	test	BSES RAJDHANI POWER LIMITED	24-02-2020	N/A	test	Pending	Edit View
App-26	test	test	BSES RAJDHANI POWER LIMITED	24-02-2020	N/A	test	Pending	Edit View

- There are two options for Edit and View.
- For edit the form click on edit button.

PROFORMA FOR APPEAL

Select DISCOMS *

BSES RAJDHANI POWER LIMITED

Name of the Registered Consumer *

Rahul

Name of the Complainant/Appellant *

Rahul

Relation with the Registered Consumer *

Wife

Postal Address of the Appellant

2000 Indirapuram Ghaziabad

Address where meter is installed

2000 Indirapuram Ghaziabad

K. No. / CA No *

2000 Kimno

Brief description of Appeal/Grievance

Search the world's information, including webpages, images, videos and more. Google has many special features to help you find exactly what you're looking for. Search the world's information, including webpages, images, videos and more. Google has many special features to help you find exactly what you're looking for. Search the world's information, including webpages, images, videos and more. Google has many special features to help you find exactly what you're looking for. Search the world's information, including webpages, images, videos and more. Google has many special features to help you find exactly what you're looking for.

Ground of Appeal

Choose File No file chosen **UPLOAD**

Allowed file types: jpg jpeg png pdf.

Relief prayed for

Choose File No file chosen **UPLOAD**

Allowed file types: jpg jpeg png pdf.

Whether one-third amount assessed as per the CGRFs order is paid? *

Yes No

Upload copy of the receipt

Choose File No file chosen **UPLOAD**

Files must be less than 1 MB. Allowed file types: jpg jpeg pdf.

Whether the appeal is being filed within the stipulated period of 30 days from the date of receipt of CGRFs order. If not, specify reasons for delay

Yes No

If not, specify reasons for delay

I/We undertake that the above matter/complaint/grievance is not pending before any other Court, Authority or Forum nor any such was earlier decided by any Court, Authority or Forum. I also state that my/our grievance(s) does not pertain to Sections 126, 127, 135, 139, 143, 152 and 161 (involving theft/DAE etc.) of the Indian Electricity Act 2003.

I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this appeal, and in the accompanying statements/ documents are correct, complete and truly stated.

List of documents enclosed:

Signature

Choose File No file chosen **UPLOAD**

Please attach separate sheet. Files must be less than 2 MB. Allowed file types: pdf doc docx xls xlsx.

Remark

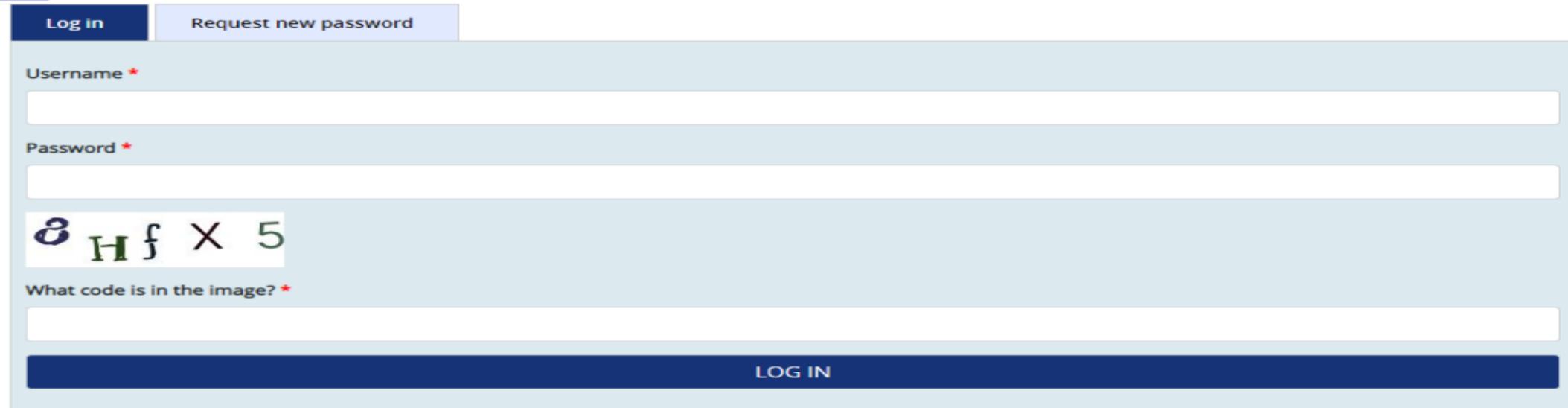
OK

SAVE

➤ Second is Discom User.

- After it discom user will login with valid credentials.

User account



The screenshot shows a web form titled "User account". At the top, there are two buttons: "Log in" (dark blue) and "Request new password" (light blue). Below these are three input fields: "Username *", "Password *", and "What code is in the image? *". The CAPTCHA image shows the characters "o H f X 5". At the bottom of the form is a dark blue "LOG IN" button.

- Discom user can view the form
- Discom user can any remarks on the form.
- Discom user can attach any file on upload file in the form.
- Then click on the submit button.

View Data

Details of Proforma for Appeal	
DISCOMS Name	BSES RAJDHANI POWER LIMITED
Name of the Registered Consumer	Yashpal
Name of the Complainant/Appellant	Yashpal
Relation with the Registered Consumer	Other
Postal Address of the Appellant	Postal Address of the Appellant
Address where meter is installed	Address where meter is installed
K. No. / CA No	5345
Brief description of Appeal/Grievance	Brief description of Appeal/Grievance
Ground of Appeal	
Relief prayed for	
Whether one-third amount assessed as per the CGRF's order is paid?	Yes
Uplaud copy of the receipt	
Whether the appeal is being filed within the stipulated period of 30 days from the date of receipt of CGRF's order If not, specify reasons for delay	No
If not, specify reasons for delay	N/A
I/We undertake that the above matter/complaint/grievance is not pending before any other Court, Authority or Forum nor any such was earlier decided by any Court, Authority or Forum. I also state that my/our grievance(s) does not pertain to Sections 126, 127,135, 139, 143, 152 and 161 (involving theft/DAE etc.) of the Indian Electricity Act 2003	Yes
I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this appeal, and in the accompanying statements/ documents are correct, complete and truly stated	Yes
List of documents enclosed.	No
Signature	rtre tre tre tret ert rtr trt rey (30-01-2020) yashpal _____ (05-02-2020) DISCOM gdgf fg df (07-02-2020) DISCOM _____ sahab (07-02-2020) DISCOM _____ asdasdadasdfsdf (10-02-2020) DISCOM _____ Google LLC is an American multinational technology company that specializes in Internet-related services and products, which include online advertising technologies, search engine, cloud computing, software, and hardware. It is considered one of the Big Four technology companies, alongside Amazon, Apple, and Facebook. Wikipedia (10-02-2020) DISCOM _____
Remark	
Status	Pending

Remarks*

Uplaud (Only pdf, jpg, jpeg, png file allowed)

No file chosen

➤ Third user is Admin main user.

- Admin user can view the form.
- Admin user can any remarks on the form.
- Admin user can attach any file on upload file in the form.
- Admin user can update the status.
- Then click on the submit button.

View Data

Details of Proforma for Appeal	
DISCOMS Name	NEW DELHI MUNICIPAL COUNCIL
Name of the Registered Consumer	SADXA
Name of the Complainant/Appellant	SCDAS
Relation with the Registered Consumer	Wife
Postal Address of the Appellant	CADxz
Address where meter is installed	ACC
K. No. / CA No	22
Brief description of Appeal/Grievance	CDDSA
Ground of Appeal	
Relief prayed for	
Whether one-third amount assessed as per the CGRF's order is paid?	Yes
Uplaud copy of the receipt	
Whether the appeal is being filed within the stipulated period of 30 days from the date of receipt of CGRF's order If not, specify reasons for delay	No
If not, specify reasons for delay	N/A
I/We undertake that the above matter/complaint/grievance is not pending before any other Court, Authority or Forum nor any such was earlier decided by any Court, Authority or Forum. I also state that my/our grievance(s) does not pertain to Sections 126, 127,135, 139, 143, 152 and 161 (involving theft/DAE etc.) of the Indian Electricity Act 2003	Yes
I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this appeal, and in the accompanying statements/ documents are correct, complete and truly stated	Yes
List of documents enclosed.	No
Signature	
Remark	TEST (27-01-2020) yashpal _____ (29-01-2020) OMBUDSMAN _____ (29-01-2020) OMBUDSMAN _____
Status	Pending

Remarks*

Uplaud (Only pdf, jpg, jpeg, png file allowed)

No file chosen

Pending ▼

Details of Proforma for Appeal

DISCOMS Name	BSES RAJDHANI POWER LIMITED
Name of the Registered Consumer	dvz
Name of the Complainant/Appellant	czxc
Relation with the Registered Consumer	Son
Postal Address of the Appellant	vcz
Address where meter is installed	vcz
K. No. / CA No	12
Brief description of Appeal/Grievance	ddd
Ground of Appeal	
Relief prayed for	
Whether one-third amount assessed as per the CGRF's order is paid?	Yes
Uplaod copy of the receipt	
Whether the appeal is being filed within the stipulated period of 30 days from the date of receipt of CGRF's order If not, specify reasons for delay	No
If not, specify reasons for delay	N/A
I/We undertake that the above matter/complaint/grievance is not pending before any other Court, Authority or Forum nor any such was earlier decided by any Court, Authority or Forum. I also state that my/our grievance(s) does not pertain to Sections 126, 127,135, 139, 143, 152 and 161 (involving theft/DAE etc.) of the Indian Electricity Act 2003	Yes
I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this appeal, and in the accompanying statements/ documents are correct, complete and truly stated	Yes
List of documents enclosed.	No
Signature	
Remark	<p>This is for test (27-01-2020) yashpal</p> <p>This is for test new (27-01-2020) yashpal</p> <p>This is for test Updated (27-01-2020) yashpal</p> <p>This is for test date (30-01-2020) DISCOM</p>
Status	Pending

Remarks*

Uplaod (Only pdf, jpg, jpeg, png file allowed)

 No file chosen