



Three Tier Grievance Redressal Structure



Consumer Grievance / Complaint like: New Connection, Billing, Metering, Power Outage, Power Fluctuation, Load-Shedding, Load-Enhancement/Reduction, Street lights, Disconnection/ Reconnection of Power Supply, Power Theft/Unauthorized Use of Electricity, Name Change, Transfer of Connection and Change of Category.



TIER - I

STEP 1: Customer Care Officer/
Customer Relation Executive

STEP 2: Business Manager /
Customer Service Manager / Dist.
Manager

STEP 3: Circle Head/Divisional Chief

STEP 4: Head Customer Care of
DISCOM (BRPL, BYPL, TPDDL &
NDMC) according to area of operation

Contact Nos of DISCOM's :

BSES Rajdhani Power Ltd. (BRPL)

Call Centre Number 011-39999707 (24x7)

Customer Care Centre (Timing 9:15AM to 3:15PM)

Email: brpl.customercare@relianceada.com

BSES Yamuna Power Ltd. (BYPL)

Call Centre Number 011-39999808 (24x7)

Customer Care Centre (Timing 9:15AM to 3:15PM)

Email: bypl.customercare@relianceada.com

Tata Power Delhi Distribution Ltd.(TPDDL)

Call Centre Number 011-66404040 (24x7)

Customer Care Centre (Timing 9:30AM to 6:00PM Mon-Fri &

09:30AM to 1PM-Sat). Email: customercare@tatapower-ddl.com

New Delhi Municipal Council (NDMC)

Call Centre Number 011-49993555, Email: care@ndmc.gov.in



**AGGRIEVED
CONSUMER**

TIER - II

Consumer Grievance Redressal Forum
(CGRF)



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CONSUMER**



TIER - III

OMBUDSMAN

For registering Electricity related Complaints like (Connection, Billing, Supply, Meter, Theft, Vigilance and Street light) Consumer may also approach Public Grievance Cell (PGC) directly set up by Delhi Government.

If you are not satisfied with the response from DISCOM in respect of grievances like New Connection, Billing, Metering, Power Outage, Load-Shedding, Load-Enhancement/Reduction, Disconnection/Reconnection of Power Supply, Name Change, Street lights, Transfer of connection you may approach respective CGRFs:

BRPL: Secretary, CGRF-BRPL, Sub Station Building, Sector-V, Pushp Vihar, New Delhi - 110017. Email: cgrfbrpl@gmail.com

BYPL: Secretary, CGRF-BYPL, Sub-Station Building, Shakti Kiran Building, Near Karkardooma Courts, Karkardooma, Delhi - 110032.

Email: cgrfbypl@hotmail.com

TPDDL: Secretary, CGRF-TPDDL, Sub Station Building, Police Colony, Model Town-II, Delhi - 110009.

Email: cgrfddressal.forum@tatapower-ddl.com

NDMC: Secretary, CGRF-NDMC, Shop No.67-68 & 71-73, Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001.

* CGRF does not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, Appeal against the assessment, Theft of Electricity, Power to adjudicate, Compounding of offences, Notice of accidents and inquiries etc. which fall U/s 126, 127, 135, 139, 143, 152 & 161 of Indian Electricity Act, 2003.

If not satisfied with CGRF's order, an appeal against CGRF's order may be filed with the **Electricity Ombudsman:**

B-53, Paschimi Marg, Opp. Tagore International School, Vasant Vihar, New Delhi - 110057

Email: elect_ombudsman@yahoo.com



Public Grievance Cell, Department of Power

GoNCTD, SLDC Building, 33kV Sub-Station, Minto Road, New Delhi 110002, Website: www.bijlipgr.gov.in Tel: 1800-11-2222.

CGRF may be approached only after exhausting the complaint handling procedure of the DISCOM. Forum shall not entertain a complaint if it pertains to the subject matter for which any proceedings are pending before any Court.

Issued In Public Interest by

DELHI ELECTRICITY REGULATORY COMMISSION

VINIYAMAK BHAWAN, C-BLOCK, SHIVALIK, MALVIYA NAGAR, NEW DELHI-110017

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