



# Public Awareness Bulletin - 13

Handling  
Customer  
Complaints



## Three Tier Grievance Redressal Structure

Consumer Grievance / Complaint like: New Connection, Temporary Connection, Load Enhancement, Load Reduction, Permanent Disconnection, Reconnection, Shifting of Meter and Service line, Name Change, Category Change, Billing, Reading of Meter, Metering Problems (Faulty/Burnt/Slow/Fast/Stolen), No Current/failure of power supply, Voltage fluctuation, Load shedding/scheduled outages, Non-working of Street Light, Reporting of theft of electricity/ Unauthorized Use of Electricity.

### TIER –I DISCOMs

#### Channels for registration of complaint

DISCOM	BRPL	BYPL	TPDDL	NDMC
24x7 Toll Free No	19123/39999707	19122/39999808	19124/ 1800-208-9124	19121/011-49993555
Customer Care Centers	(Mon-Fri 09:30AM to 05:30PM & Sat- 09:30 AM to 01:00PM)			
Discom's Website	<a href="http://www.bsesdelhi.com">www.bsesdelhi.com</a>	<a href="http://www.bsesdelhi.com">www.bsesdelhi.com</a>	<a href="https://tatapower-ddl.com">https://tatapower-ddl.com</a>	<a href="https://www.ndmc.gov.in">https://www.ndmc.gov.in</a>
Mobile App	BSES APP	BSES APP	TPDDL Connect	NDMC311
Official Email ID for Filing Complaint	<a href="mailto:brpl.customercare@relianceada.com">brpl.customercare@relianceada.com</a>	<a href="mailto:bypl.customercare@relianceada.com">bypl.customercare@relianceada.com</a>	<a href="mailto:customercare@tatapower-ddl.com">customercare@tatapower-ddl.com</a>	<a href="mailto:care@ndmc.gov.in">care@ndmc.gov.in</a>

#### NOTE:

The distribution licensee shall also provide the details for Pull/ Short Code SMS Service and Web Chat for registration of complaint by consumer.

If complaint is not resolved timely or complainant is not satisfied with the response/ resolution provided, and if desires, the complainant may approach to the below officials for further clarification/ resolution, at their respective Division customer care centres: -

**STEP 1:** Customer Care Officer/ Customer Relation Executive

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

**STEP 3:** Circle Head/Divisional Chief

If still not satisfied with the resolution, consumer may write at:

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

Postal Address for forwarding complaint in writing	BSES Rajdhani Power Ltd. (BRPL) Customer Care, BSES Bhawan, Behind Nehru Place Bus Terminal, Nehru Place, New Delhi - 110019	BSES Yamuna Power Ltd. (BYPL) Head, (Customer Care, Jhilmil Corporate Annex Building, CBD-III, Karkardooma Delhi - 110032	Tata Power Delhi Distribution Ltd.(TPDDL) Customer Complaint Analysis Group (CCAG) at TATA Power – DDL, CENCARE Building, Opposite C-2 Block, Lawrence Road, Keshavpuram, Delhi - 110035	New Delhi Municipal Council (NDMC) Executive Engineer Commercial Department New Delhi Municipal Council Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001
--	---	--	---	---

### TIER –II CGRFs

If complainant is not satisfied either with the response of the Licensee or there is no response from the Licensee within the stipulated time complainant may approach CGRFs of respective DISCOMs mentioned alongside:

**BRPL:** Secretary, CGRF-BRPL, Sub Station Building, Sector-V, Pushp Vihar, New Delhi -110017. Email-[cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com)  
**BYPL:** Secretary, CGRF-BYPL, Sub-Station Building, Shakti Kiran Building, Near Karkardooma Courts, Karkardooma, Delhi – 110032. Email-[cgrfbypl@hotmail.com](mailto:cgrfbypl@hotmail.com)  
**TPDDL:** Secretary, CGRF-TPDDL, Sub Station Building, Police Colony, Model Town-II, Delhi - 110009. Email-[cgredressal.forum@tatapower-ddl.com](mailto:cgredressal.forum@tatapower-ddl.com)  
**NDMC:** Secretary, CGRF-NDMC, Shop No.67-68 & 71-73, Shaheed Bhagat Singh Place, Gole Market, New Delhi – 110001. Email-[ecgrfndmc@gmail.com](mailto:ecgrfndmc@gmail.com)

### TIER –III Ombudsman

Complainant aggrieved by non-redressal of his grievance by the CGRF may make a representation to the Ombudsman at the following address:

#### Electricity Ombudsman

B-53, Paschimi Marg, Opp. Tagore International

School, Vasant Vihar, New Delhi – 110057

Email: [elect\\_ombudsman@yahoo.com](mailto:elect_ombudsman@yahoo.com)

#### NOTE:

- ❖ The Forum shall not entertain a grievance if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.
- ❖ The Forum shall not entertain grievances falling under sections 126,127,135 to 139, 142, 152 and 161 on matter related to Assessment, Appeal to appellate authority, Theft of Electricity, Theft of electric lines and materials, Punishment for receiving stolen property, Interference with meters or works of licensee, Negligently breaking or damaging works, Punishment for non-compliance of directions by Appropriate Commission, Compounding of offences and Notice of accidents and inquiries respectively of the Electricity Act, 2003.
- ❖ In matters related to Unauthorized Use of Electricity (UUE) under section 126 of Electricity Act, 2003, complainant may prefer an appeal under section 127 of Electricity Act, 2003 before the Additional District Magistrate of the district being the Appellate Authority.
- ❖ The Jurisdiction to deal matters related to theft of electricity lies with Special Court.
- ❖ This Public Awareness Bulletin No. 13 shall supersede the earlier PAB-8.

Issued in Public Interest by  
**Delhi Electricity Regulatory Commission**  
**Viniyamak Bhawan, C-Block, Shivalik, Malviya Nagar, New Delhi-110017**  
 Telephone: 011-41080417, Website: [www.derc.gov.in](http://www.derc.gov.in)