

To

The Secretary
New Delhi Municipal Council
Palika Kendra, Sansad Marg
New Delhi-110001

The Chief Executive Officer
Tata Power Delhi Distribution Ltd
33 KV Grid Sub-station
Hudson Lane, Kingsway Camp
Delhi – 110 009

The Chief Executive Officer
M/s BSES Rajdhani Power Ltd.
BSES Bhawan, Nehru Place
New Delhi – 110019

The Chief Executive Officer
M/s BSES Yamuna Power Ltd
Shakti Kiran Building, Karkardooma,
New Delhi –32

CWE (Utilities)
Military Engineering Services
Delhi Cantt., New Delhi – 110010

**Subject: Manual of practice for handling consumer complaints/
consumer charter/ complaint charter.**

Sir,

The Commission vide its letter No. F.17(265)/DERC/Engg./2018-19/6323/2947 dated 03.12.2018 has forwarded the draft manual of practice for handling consumer complaints/ consumer charter/ complaint charter for providing comments and filling / checking the details like telephone numbers, addresses of their offices for complaint handling etc.

2. TPDDL vide its letter No. TPDDL/Regulatory/2018-19/03 dated 02.01.2019 and BYPL vide its letter No. RA/BYPL/2018-19/203 dated 14.1.2019 have submitted the comments. However, no comments have been received from NDMC, BRPL and MES.

3. Based on the comments, the Commission has finalised the manual of practice for handling consumer complaints/ consumer charter/ complaint charter under Regulation 68(2) of DERC (Supply Code and Performance Standards) Regulations, 2017. The distribution licensee shall upload this manual on their website after updating the specific details of their respective customer care centres and telephone numbers etc. The distribution licensees are also directed to update the details like telephone numbers, addresses of their offices for complaint handling etc. as and when changed.

4. This issues with the approval of the Commission.

Encl: As above

Yours faithfully,

Sd/-

(U.K. Tyagi)
Executive Director (Engg.)

DELHI ELECTRICITY REGULATORY COMMISSION

MANUAL OF PRACTICES FOR HANDLING CONSUMERS' COMPLAINTS

NOTIFICATON

No: F.17 (265)/DERC/Engg./2018-19/6323

In pursuance to Regulation 68 (2) of the DERC (Supply Code and Performance Standards) Regulations 2017, DERC approves the following manual of practice for handling consumer complaints.

1. Short Title and commencement

- (1) This manual may be called as Manual of Practices for Handling Consumers' Complaints, 2019.
- (2) This shall be applicable to all the Distribution Licensees including deemed licensees and all consumers in the National Capital Territory of Delhi.
- (3) A copy of this manual, both in English and Hindi version, shall also be made available at every office of Distribution Licensees. This manual shall also be made available for view and downloads on Distribution Licensees website.
- (4) The following documents shall be available at all commercial centers of distribution licensee for information of the consumers.
 - (i) Complaint Handling Manual
 - (ii) Approved Tariff Schedule
 - (iii) Prescribed forms for various consumer services under the Regulations
 - (iv) Prescribed fee for various services
 - (v) Prescribed proforma for complaint filing and compensation
 - (vi) List of officers with contact numbers for redressal of complaints.
 - (vii) Complaint register

2. NATURE OF COMPLAINTS

- (1) Nature of Complaints received at Complaint Centers/ Customer Care Center/ District Offices, under customer related services are categorized as below:-
 - (i) New Connection
 - (ii) Temporary connection
 - (iii) Load Enhancement
 - (iv) Load Reduction
 - (v) Permanent Disconnection

- (vi) Reconnection
- (vii) Shifting of meter and service line
- (viii) Name Change
- (ix) Category Change
- (x) Billing
- (xi) Reading of meter
- (xii) Metering Problems (Faulty/Burnt/Slow/Fast/Stolen)
- (xiii) No current/failure of power supply
- (xiv) Voltage fluctuation
- (xv) Load shedding/scheduled outages
- (xvi) Non Working of Street Light
- (xvii) Theft reporting

- (2) It shall be the responsibility of the distribution licensee to provide the reply to the consumer in each case of the representation or complaint filed through any mode, by the consumer.

3. CHANNELS FOR LODGING OF COMPLAINTS

There shall be following channels for lodging of complaints at Distribution Licensee's Level:

(1) Through 24x7 Customer Care toll free number:

- (i) At Customer Care Centre, the complaints/ grievances will be first handled through Interactive Voice Response System (IVRS) and in case, if the consumer makes the call from his registered number, no further details like his 'CA No.', address shall be asked from the consumer. Complaint of the consumer shall be registered and a Unique Complaint Number (UCN) shall be communicated back to consumer by IVRS for future reference.
- (ii) In case consumer does not make the call from his registered number and does not have 'CA No.' handy or consumer wishes to communicate directly with call Centre agents to register his complaint, on pressing the appropriate choice, the call shall be transferred to call centre agent. Call centre agent shall enter the details based on input from consumers and the complaint shall be registered. A Unique Complaint Number (UCN) shall be communicated back to consumer by call centre agent.
- (iii) A facility for providing information to the consumer through IVRS regarding their current bill, amount and due date or last payment made and date of payment, shall be made available by the Distribution

Licensee. Consumer can also get this information directly from call centre agent.

(2) Manually at Customer Care Centers, respective District offices:

- (i) Complaints under manual process can be lodged by the consumer in writing at complaint numbers displayed at complaint centers. The working hours at customer care centre on all days of week except Gazetted Holiday shall be:

Monday to Friday- 9:30 AM to 7:30PM
Saturday- 9:30 AM to 5:30PM
Sunday- 9:30 AM to 1:00PM

- (ii) Consumer can also lodge complaints at respective customer care centres either in writing or telephonically where ever phones are available.
- (iii) The list of customer care centre is provided at Annexure-'A'

(3) At Distribution Licensee Website:

- (i) The distribution licensee shall create a separate "Customer Zone/Customer Support" tab on home page of its website for registering of services and complaints as specified under DERC(Supply Code and Performance Standards) Regulations, 2017 as amended from time to time.
- (ii) The consumer can register once on the website of distribution licensee by providing their details. On logging in on the website of distribution licensee, the consumer shall be able to see the details of last 12 electricity bill(s) and payment status.
- (iii) Consumer can register the complaint or request the service on distribution licensee's website.

(4) Other modes of Filing Complaint:

- (i) **Mobile Application:** Consumer can register their complaint using Mobile Application. Mobile App of respective distribution licensee can be downloaded from Android Play Store. Mobile App shall also include other features like bill details, payment options, different tabs for easy complaints filings, etc.
- (ii) **E-Mail ID:** Consumer can register their complaint via e-mail on e-mail IDs provided by distribution licensee.

- (iii) **Pull/Short Code SMS Service:** Consumer can register their complaint using SMS service. Details of SMS code for various complaints shall be provided by distribution licensee on consumer electricity bill copy. The list of Pull SMS codes are provided in Annexure-B.
- (iv) **Web Chat:** Facility of web chat is also available on distribution licensee's website. Consumer can register their complaint and also get the information about status of registered complaint, complaint outlets, Payment methods etc by using web chat.

4. TIME LIMIT FOR RECTIFICATION AND RESUMPTION OF SERVICES

- (1) Time limits for rendering various services to the consumers' categories, nature of complaints/ type of service along with the compensation to consumers in case of default shall be as per DERC (Supply Code and Performance Standards) Regulations, 2017 and its Orders as amended from time to time.
- (2) Subject to the provisions of the DERC (Supply Code and Performance Standards) Regulations, 2017 as amended from time to time, any person who is affected by the failure of the distribution licensee to meet the Standards of Performance specified under DERC (Supply Code and Performance Standards) Regulations, 2017 as amended from time to time and where claim for compensation is to be filed, the consumer shall file his claim to the distribution licensee, in the format as per **Annexure – C** alongwith the supporting documents, if any,.

5. Summary of different channels for lodging complaints at Licensee/Discom's Level are provided below:-

Step I	Consumer may contact at any of the following touch points for registration of their complaints					
	Channels	BRPL	BYPL	TPDDL	NDMC	
	24x7 Toll Free No.	19123/ 39999707	19122/ 39999808	19124/ 1800-208-9124	19121	
	Customer Care Centers	Annexure A				
	Discom's Website	www.bsesdelhi.com	www.bsesdelhi.com	http://tatapower-ddl.com/	https://www.ndmc.gov.in/	
	Mobile Applicati	"BSES APP" can	"BSES APP" can be installed	"TPDDL Connect: An official App"		

	on	be installed from Play Store	from Play Store	can be installed from Play Store	
	Official e-mail ID for filing complain	brpl.customer@relianceada.com	bypl.customer@relianceada.com	customer@tatapower-ddl.com	
	Pull SMS Service	Annexure B			
	Web chat	Available on respective Discom's website			

6. Procedure in case of non-response or inadequate response from distribution licensee

(1) In the event of non-response or inadequate response by distribution licensee within the time period prescribed for rendering the service or resolution of complaint, the consumer may lodge complaint in Consumer Grievance Redressal Forum (CGRF).

(2) The address of respective CGRFs is as under:-

	CGRF-BRPL	CGRF-BYPL	CGRF-TPDDL	CGRF-NDMC
Address	Sub-Station Building, Sector V, Pushp Vihar, New Delhi - 110017	Sub-Station Building, Adjacent to BYPL Head Office, Near Karkardooma Courts, Karkardooma, Delhi - 110032	Sub-Station Building, Police Colony, Model Town II, Delhi-110009	Shop No.67-68 & 71-73, Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001.
Phone No.	32978194, 32978195, Fax: 29564400	8010939760, Fax: 22384886	011-27463809, 27466601/02	
Email ID	cgrfbrpl@gmail.com	cgrfbypl@hotmail.com	cgredressal.forum@tatapower-ddl.com	

- (3) CGRF shall not entertain a complaint if it pertains to the subject matter for which proceeding are pending before any court. Further 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 and 161 of Electricity Act, 2003.
- (4) If the consumer is not satisfied with the Order issued by CGRF, an appeal against CGRF Order may be filed before the "Electricity Ombudsman" at the following address:
- B-53, Pashchimi Marg, Opposite Tagore International School,
Vasant Vihar, New Delhi 110057
Phone: 011-26144979
E-Mail ID: elect_ombudsman@yahoo.com

Note:

- (1) In matters related to Unauthorized Use of Electricity (UUE) U/s 126 of Electricity Act, 2003, customer to prefer an appeal U/s 127 of Electricity Act, 2003 before the Additional District Magistrate of the district being the Appellate Authority.
- (2) The Jurisdiction to deal matters related to theft of electricity lies with Special Court.

Details of Customer Care Centre**TATA Power-DDL**

District	Address	Contact Number
Moti Nagar	"District Office Building, 33KVA Grid, Inder Puri, Behind Pusa Institute, Delhi.	011-66233452
Shakti Nagar	"District Office Building, Nagia Park, Shakti Nagar, Delhi.	011-66112501
Model Town	"District Office Building, Gopal Nagar, Near Azadpur Flyover	011-66233406
Civil lines	"District Office Building, Hudson Lines, Civil Line, Delhi.	011-66112355
Keshavpuram	"District Office Building, Near Laxmi Bai College, Phase - 3, Ashok Vihar, Delhi.	011-66039143
Mangolpuri	"District Office Building, Mangolpuri Industrial Area Phase-1, Mangolpuri Delhi.	9643458468
Pitampura	"District Office Building, GP-6 Block, Pitampura, Delhi.	9643458498
Rohini	"District Office Building, Sector-3, Shakti Deep Building, Rohini, Delhi.	8860713456
Shalimar Bagh	"District Office Building, 33 Kv Grid Sub Station, Near Jaspal Kaur Public School, Shalimar Bagh, Delhi.	9643198148
Dheerpur	"TATA Power-DDL Office, 66/11 KV Grid Sub-Station Dheerpur, Outer Ring Road, Nirankari Park, Gopalpur Village, Delhi – 110009, Near Dheerpur C V Raman ITI	9643196146
Badli	"District Office Building, DSIDC Gate No-5, Badli Ind. Area, Near MTNL Office, Delhi.	8929295266
Narela	"District Office Building, Bawana Road, Near Fire Brigade Office, Narela, Delhi.	8929313896
Bawana	"District Office Building, Main Road Bawana, Near Aditi Girls College, Bawana, Delhi.	8929852990

BRPL

Division	Address
Alaknanda	E-Block,Near Gurudwara, Greater Kailash- 2 , NEW DELHI-110048
Khanpur	BSES Sub-Stn. Near Petrol pump,MB Road,Pul Pahladpur,ND-110044
Saket	33 KV Grid, BSES Bhawan,Adchini , ND-110017
Vasant kunj	C- 9, Vasant Kunj,New Delhi-110070
Nehru place	E-Block , Substation Building, East of kailash (Adjacent to Nirula's), New Delhi
Nizammudin	BSES OFFICE, NIZAMUDDIN (W),Near Petrol Pump, NEW DELHI - 110013
Sarita vihar	Community Centre New Friends Colony N.D-65
R K Puram	Grid Building, West Block, Sec-I R.K Puram, New Delhi-110066
Hauz Khas	A-1/27,Safdarjung Enclave, New Delhi-110029
Janak Puri	G-8, Maya Enclave, Hari Nagar, New Delhi-110064
Najafgarh	220 KV Grid Sub Station, Najafgarh, New Delhi-110043
Jaffarpur	220 KV Sub Station Building, Power House, Najafgarh, New Delhi - 110043
Nangloi	S/Stn. Bldg.I Guruharkrishan Nagar,Paschim Vihar New Delhi-87
Mundka	Mundka complaint centre,Near Petrol Pump,Main Rohtak Road, New Delhi-110041
Punjabi Bagh	Road no-43,West Punjabi Bagh, ND-110026
Tagore Garden	BSES Tagore Garden Office ,Near Central Market, Tagore Garden, ND-110027
Vikas Puri	Distt. Centre Janak Puri , Vikas puri, New Delhi-110058
Palam	C-2-D, Dabri Mour, Pankha Road, New Delhi-58
Dwarka	C-2C, Pocket 12, Near Agarwal Bhawan, Janakpuri, Pin-110058

BYPL

DIVISION	ADDRESS	Customer Care Officers Number
Chandni Chowk	Substation Bldng, Near Town Hall, New Delhi 110006	39999326
Dariya Ganj	33 KV Grid,Kamla Market, Asaf Ali Road,Opposite SBI, New Delhi-110002	39994135
Pahar Ganj	Pahar Ganj District Office Building, Aram Bagh, Behind Pahar Ganj Police Station, Delhi-110055	39999363
Shankar Road	33 KV,Substation Building, Shankar Road, New Delhi- 110060	39999340
Patel Nagar	Substation Building, Block-18, East Patel Nagar,New Delhi -110008	39994604
Karkardooma	BSES Corporate Annexe ,CBD-III GRID,Ground floor,Opposite Agarwal Fun City Mall,Karkardooma, Delhi-110092	39997132
G T Road	33 KV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	39999274
Krishna Nagar	F-15/2, Krishna Nagar, New Delhi-110051	39992998
Laxmi Nagar	East Guru Angad Nagar, Radhu Palace, Laxmi Nagar-110092	39999251
Mayur Vihar I-II	Substation Building, Adj to LSC, Pocket 1, Mayur vihar-1, Delhi-110092	39992904
Mayur Vihar -III	Substation Building-7, Near Somerville School, Vasundhara Enclave, Delhi -110096	39993037
Yamuna Vihar	Substation Building at C-7, Yamuna Vihar, New Delhi - 110053	39993160
Karawal Nagar	66 KV Bhagirathi Grid, Substation building ,Near Gokul Puri Police Station, Wazirabad Road, Delhi-110053	39993277
Nand Nagri	C-102, Tahirpur Grid , Nand Nagari New Delhi - 110094	39993410

Details of Pull SMS Service**TATA Power-DDL**

To obtain following information, SMS short codes mentioned below to 56070

Request	SMS Code
No Supply Complaint	TPDDL NCC XXXXXXXXXXXXX
Shutdown Details	TPDDL OI XXXXXXXXXXXXX
New Meter Connection	TPDDL NEW
Current Bill Details	TPDDL CBL XXXXXXXXXXXXX
Last 5 Bill Details	TPDDL BL XXXXXXXXXXXXX
Last 5 Payment Details	TPDDL PMNT XXXXXXXXXXXXX
Stop Paper Bill	TPDDL SPB XXXXXXXXXXXXX
Fire Emergency	TPDDL EMG XXXXXXXXXXXXX
Unhappy with Services	TPDDL UNHAPPY Notification Number

"XXXXXXXXXXXX" denotes your 11 digit CA Number

BYPL

To obtain following information, SMS short codes mentioned below to 5616108

Request	SMS Code
For Bill Details	Type BSESYYP < space > BILL < space > your 9 digit CA #
For Fire in Premises	Type BSESYYP < space > FR < space > your 9 digit CA #
For Current in Premises	Type BSESYYP < space > CP < space > your 9 digit CA #
For No Current Complaint	Type BSESYYP < space > NC < space > your 9 digit CA #
For Voltage Fluctuation Complaint	Type BSESYYP < space > VF < space > your 9 digit CA #
For Outage on account of Meter Issues	Type BSESYYP < space > MB < space > your 9 digit CA #
For New Connection	Type BSESYYP < space > NCX
For Temporary Connection	Type BSESYYP < space > TCX
For Load Change	Type BSESYYP < space > LCH < space > your 9 digit CA #
For Name Change	Type BSESYYP < space > NCH < space > your 9 digit CA #
For Category Change	Type BSESYYP < space > CCH < space > your 9 digit CA #
For Address Change	Type BSESYYP < space > ACH < space > your 9 digit CA #

BRPL

To obtain following information, SMS short codes mentioned below to 56070

Request	SMS Code
For Bill Details	
For Fire in Premises	
For Current in Premises	
For No Current Complaint	
For Voltage Fluctuation Complaint	
For Outage on account of Meter Issues	
For New Connection	
For Temporary Connection	
For Load Change	
For Name Change	
For Category Change	
For Address Change	

Annexure C

APPLICATION FOR CLAIMING COMPENSATION AMOUNT BY THE AFFECTED CONSUMER

Name of Distribution Licensee:

(i)	Name of the Consumer*	
(ii)	CA number*	
(iii)	Address*	
(iv)	Mobile Number*	
(v)	Nature of complaint in brief*	
(vi)	Complaint Number	
(vii)	Date and time of Registration of complaint	
(viii)	Date and time the complaint was attended to by the Licensee	
(ix)	Standard time within which the complaint is to be attended to as per Standards of Performance Regulations	
(x)	Actual Time taken to attend to the complaint	
(xi)	Compensation claimed as per Standards of Performance Regulations	

Note:-* Mandatory fields.

Date:

Place:

Signature

List of documents enclosed