



Now getting a new electricity connection is even easier

Get a new connection in just two steps

- Step 1:** Apply & submit application with all documents
- Step 2:** Field inspection and energisation of connection

For more information, call 19123 (toll-free)



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Energisation of Connection:-

(i) Where connection is to be provided from existing distribution system in electrified areas:-

Sl. No.	Description	Time Period
(i)	Acceptance of Application	Zero date
(ii)	Field Inspection	Within 2 days of Acceptance of Application
(iii)	Load Sanction and demand note	Within 2 days of Field Inspection
(iv)	Payment of demand note	Within 2 days of raising demand note
(v)	Release of connection, where no RoW or road cutting permission is required	Within 1 day of receipt of payment
(vi)	Total time for release of connection where no RoW or road cutting permission is required	Within 7 days of acceptance of application
(vii)	Total time for release of connection where RoW or road cutting permission is required	Within 15 days of acceptance of application

* For further details visit - www.derc.gov.in

GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT

Sl. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard
(1)	(2)	(3)	(4)	(5)
1	Connection where no Network augmentation is required			
	Release of connection in electrified areas	As per Regulation 11	From 8 th day from the acceptance of application in case where no RoW or road cutting permission is required or From 15 th day from the acceptance of application in case where RoW or road cutting permission is required, as the case may be.	1.5% of the demand charges deposited by consumer for each day of default.
2	Connection where Network augmentation is required			
(i)	Release of connection in Electrified Areas (where extension of line upto five poles is required)	As per Regulation 11	From 16 th day from the date of receipt of full payment against demand note.	1.5 of the demand charges deposited by consumer for each day of default.

**TIER – I (BSES Rajdhani Power Ltd
Complaint Escalation & Redressal Structure)**

A consumer may contact us at any of the following touch points for registration of their requests / complaints like new connection, load enhancement / reduction, permanent disconnection / reconnection, name / category change, removing unauthorised use of electricity (UUE) etc. and different complaints like wrong billing / reading, faulty / burnt / slow / fast meter, power outage / fluctuation, non-working of streetlight, reporting theft, rooftop solar etc.

- 24x7 Helpline at 19123 (Call Centre)
- Customer Care Centres (Mon – Fri 09:30 AM to 05:30 PM & Sat - 09:30 AM to 01:00 PM)
- Online through complaint section on BSES website i.e. www.bsesdelhi.com or e-mail at brpl.customercare@relianceada.com or Mobile App i.e. BSES Mobile App.
- To report harassment, unethical practices or corruption related complaints, e-mail at brpl.vigilance@relianceada.com or Call at +91 11 2627 3311
- To report theft information WhatsApp @ 95550 10022

If a complaint, other than solar, is not resolved timely or if you are not satisfied with the response/resolution provided, if you desire, you may approach the below mentioned officials for further clarification/resolution, at your respective division customer care center.

Level 1 – Customer Care Officer

Level 2 – Business Manager

Level 3 – Circle Head (with prior appointment through Customer Care Officer / Business Manager) If you are still not satisfied with the resolution, you may write to us at:

Level 4 – Head (Customer Services)

- Email : brplhead.customercare@relianceada.com
- Post: Head-Customer Care, BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi – 110 019

For any solar related requests / complaints like expressing their interest for solar installations, processing of net-metering applications etc, you are advised to follow the following escalation matrix:

Level 1 – 24 x 7 Customer Care Helpline at 19123 (Ext.9)

Level 2 – Net-metering Nodal Officer

If you are still not satisfied with the resolution, you may write to us at:

Level 3 – Head - Renewable

- Email : netmetering.brpl@gmail.com/
netmetering.brpl@relianceada.com
- Post: Head - Renewable, BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi - 110019

**TIER – II (Independent Forum - Consumer
Grievance Redressal Forum u/s 42 of
Electricity Act, 2003)**

If your request is not resolved or you are not satisfied with the response / resolution, you may approach the Consumer Grievance Redressal Forum (CGRF).

Consumer Grievance Redressal Forum (CGRF)

Sub-Station Building, Sector V, Push Vihar, New Delhi – 110 017,
Tel: 011-8468952631, 8468935702. Fax: 29564400,
Email: cgrfbrpl@gmail.com

Please Note: CGRF shall not entertain a complaint if it pertains to the subject matter for which proceedings are pending before any court. Further, CGRF does not have the jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, appeal against assessment, theft of electricity, compounding of offences, notice of accidents etc, which fall u/s 126,127,135 to 140,143,152 & 161 of the Electricity Act, 2003.

**TIER – III (Appellate Forum – Electricity
Ombudsman u/s 42 of Electricity Act, 2003)**

If not satisfied with the CGRF order, an appeal against the CGRF order (s) may be filed with the "Electricity Ombudsman" at the below mentioned address:

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

Tel: 011-26144979, Email: elect_ombudsman@yahoo.com

Please Note:

- In matters related to unauthorized use of electricity (UUE) u/s 126 of the Electricity Act (EA), 2003, a customer may file an appeal u/s 127 of EA, 2003 before the Additional District Magistrate of the district, which being the Appellate Authority.
- The jurisdiction to deal matters related to theft of electricity lies with Special Courts.

IMPORTANT INFORMATION

- The consumer may approach the Commission under Section 142 of the Electricity Act, 2003, for non-compliance by the distribution licensee of the procedure specified in the Delhi Electricity Supply Code and Performance Standards Regulations, 2007, as amended from time to time for the cases booked under Section 126 related to unauthorized use of electricity and Section 135 related to theft of electricity of the Electricity Act, 2003.
- In case of replacement of meter at the consumer's premises, the licensee shall give one week's notice to the consumer. The meter shall be replaced in the presence of the consumer or his/her authorized representative and the designated official of the licensee shall show his identity card to the consumer before replacement of the meter.
- In case of suspected theft, the authorized officer shall remove the old meter under a seizure memo and seal it in presence of the consumer or his/her representative. The authorized officer shall handover a copy of the seizure memo to the consumer or his/her representative. The authorized officer shall show his photo identity card and the visiting card shall be handed over.