

Settlement Process of cases of BSES Rajdhani Power Ltd. before PLA Courts

For settlement of cases, the Consumer /Applicant of BSES Rajdhani Power Ltd may approach Permanent Lok Adalat-II , Mata Sundari Lane, Near ITO, New Delhi -2 and Permanent Lok Adalat – III, PVR Road, G-Block, Vikapuri, New Delhi – 110018.

1. Process for E-Filing or Filing at Registration Counter of respective PLA Court.

The Consumer /Applicant are required to download Application Form for registration of case before PLA from BSES website (www.bsesdelhi.com). The filled Application Form and relevant documents has to be scanned and submitted through email to Registration Counter of respective PLA.

The Consumer /Applicant can also approach the Registration Counter of respective PLA for filling their cases.

List of documents to be submitted with PLA Form:

- (a) Application Form is required to be duly filled and signed by the applicant.
- (b) Photo Identity (Aadhaar, Voter ID, Driving Licence etc).
- (c) Address Proof (Aadhaar, Voter ID, Driving Licence etc).
- (d) If Photo ID or Address Proof does not pertain to the premises mentioned on the impugned Regular Bill or Electricity Theft or Tariff Violation Bill (Enforcement Bill), copy of other document will be required to prove relationship (ownership/occupancy) with the premises (i.e. in case of owner, any proof of ownership or in case of tenant, copy of valid rent agreement along with the authorisation from the owner).
- (e) Copy of impugned Regular Bill or Electricity Theft or Tariff Violation Bill (Enforcement Bill).
- (f) Other relevant documents, which may be required for settlement of the disputes.
- (g) Documents attached with Application Form should be self-attested.

2. For any assistance, Consumer /Applicant may approach on the below mentioned contact details:

PERMANENT LOK ADALAT		
Court	Address	Email
PERMANENT LOK ADALAT- II	Mata Sundari Lane, Near ITO, Opposite Aiwan-e-Galib, New Delhi-110002.	permanentlokadalat2@gmail.com
PERMANENT LOK ADALAT-III	PVR Road, G-Block, Near PVR, Vikaspuri, New Delhi- 110018.	pla3filing@gmail.com pla3west@gmail.com

BSES RAJDHANI POWER LTD		
OFFICE	Address	Contact Details (Mon.- Fri. , 9 am - 5.30 pm)
Consumer Assistance-cum-Virtual Hearing Centre (BRPL), at Permanent Lok Adalat-II	Mata Sundari Lane, Near ITO, Opposite Aiwan-e-Galib, New Delhi-110002.	Landline No. - 011- 49107486 Email: brpl.epla@relianceada.com
Consumer Assistance-cum-Virtual Hearing Centre (BRPL), at Permanent Lok Adalat-III	PVR Road, G-Block, Near PVR, Vikaspuri, New Delhi- 110018	Mobile No. 8178744179, Landline No. - 011-49209419 Email: brpl.epla@relianceada.com
Corporate Legal & Enforcement Cell, BSES Rajdhani Power Ltd,	Andrewsganj Market, Near Temple, New Delhi - 110049.	Landline No. 011-26266867 Email: brpl.epla@relianceada.com
Enforcement Office, BSES Rajdhani Power Ltd,	66KV Grid S/Stn., Hari Nagar, Opposite DDU Hospital, New Delhi- 110064.	Landline No. - 011- 49209278 Email: brpl.epla@relianceada.com

NOTE: The Consumer/Applicant is required to retain the mobile number and the email ID mentioned on the PLA Form at the time of filing of case, till the pendency of the case, as all the relevant information relating to the case shall be shared with consumer upon the said Email ID and/or Mobile Number and no excuse relating to change of mobile number or the email ID from the side of consumer shall be maintainable, till the change is notified to respective PLA in advance.