

# **BYPL Manual for Handling Grievance in ICGRC**

This document outlines the procedures for handling complainants' grievances in the Internal Consumer Grievance Redressal Cell (ICGRC) of BYPL. It covers the nature of grievances, channels for registration, and the process for handling and resolving complaints, as per the DERC (Guidelines for establishment of the Forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024 .

# Short title and Commencement

- (1) This manual may be called as "BYPL Manual for Handling Complainants Grievances in Internal Consumer Grievance Redressal Cell (ICGRC)" established under the guidelines of the Delhi Electricity Regulatory Commission (Guidelines for establishment of the Forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024.
  
- (2) This shall be applicable to all the officers handling grievances in ICGRC Touch Points and to all the complainants filing grievances in ICGRC.

# Nature of Grievances

**1**

## Connection-related Grievances

**New Connection, Temporary connection, Load Enhancement, Load Reduction, Permanent Disconnection, Reconnection, Shifting of meter and service line, Name Change, Category Change**

**2**

## Billing and Metering Issues

**Billing, Reading of meter, Metering Problems (Faulty/Burnt/Slow/Fast/Stolen)**

**3**

## Power Supply and Quality Issues

**No current/failure of power supply, Voltage fluctuation, Load shedding/scheduled outages, Non-Working of Street Light, Safety of Power Supply**

**4**

## Renewable Energy and Other Issues

**Net Metering / Group Net Metering /Virtual Net Metering Issue, Net Metering related to Renewable Energy, Peer to Peer Energy Transaction, Others**

# Channels for Grievance Registration

- 1 ICGRC Portal**

Visit the ICGRC Portal ([https://byplws1.bsesdelhi.com/bypl\\_icgrc](https://byplws1.bsesdelhi.com/bypl_icgrc)), login with mobile number and OTP Verification, register grievance under "Register Grievance" section, enter all details and attach supporting documents,click "Submit", and receive acknowledgement with Grievance No.
- 2 Manually at ICGRC Help Desk**

Visit the "ICGRC Helpdesk" counter at *BSES Corporate Annexe, Opp.Unity One Mall, CBD-III, Karkardooma,Delhi-110032.* , fill the ICGRC Grievance Registration Form, submit the form along with required documents, share the OTP received through mobile number and receive acknowledgement with Grievance No.  
The working hours at the ICGRC Helpdesk are Monday to Friday- 9:30 AM to 5:30PM, excluding Gazetted Holidays.
- 3 ICGRC Email ID** Write to [Bypl.Icgrc@relianceada.com](mailto:Bypl.Icgrc@relianceada.com) for assistance in Grievance registration.
- 4 ICGRC Assistance Helpline** Contact ICGRC Helpline No 19122 for assistance regarding the ICGRC Grievance Registration process on all working days (Monday to Friday) between 09:30 AM to 05:30 PM.

# Procedure for Handling of Grievance at ICGRC Help Desk

- ❖ Registration of Grievance Procedure: Upon receiving a grievance, the ICGRC Executive shall immediately record the complaint in the official grievance registration portal.
- ❖ Acknowledgment: An Acknowledgment Number will be generated and provided to the complainant, which must be used for all future references.

# Categorization and Prioritization of Grievances

Category	Resolution Time
No Power Supply or Interruption in Power Supply	Within 24 hours
Unsafe or Hazardous Electricity Services	Within 24 to 72 hours
Load Shedding or Unscheduled Outage	Within 48 hours
Voltage and Power Quality Issues	Within 3 days
Disconnection of Supply	Within 3 days
Other Complaints	Within 4 days

# Grievance Resolution and Escalation

1

## Initial Contact

The ICGRC shall reach out to the complainant for any additional information required to resolve the grievance.

2

## Resolution Effort

The ICGRC will strive to resolve the grievance within the specified timeline, depending on its category.

3

## Escalation to CGRF

If the grievance is not resolved within 15 days from the date of receipt, or if the complainant is not satisfied with the resolution provided, the grievance shall be escalated to the CGRF by the complainant / consumer.

4

## CGRF Escalation Procedure

The ICGRC's online portal will facilitate the forwarding of the grievance by the complainant to the CGRF for further action.

# Exceptions in Grievance Handling

Grievances Not Applicable for ICGRC Consideration :

- Grievances under Section 126 of the Indian Electricity Act, 2003: Relating to the assessment for unauthorized use of electricity.
- Grievances under Sections 135 to 141: Pertaining to offenses and penalties, including theft of electricity, tampering with meters, and other related criminal activities.
- Grievances under Section 150: Relating to abetment of offenses.

Rights Under Other Applicable Laws: Submission of a grievance or representation to the ICGRC under the Electricity Act, 2003 does not limit or prejudice the complainant's rights under any other applicable laws. The complainant retains the right to pursue other legal remedies as available under the law.