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Press Release

Hon'ble Ms Justice Hima Kohli, Judge, Delhi High Court Inaugurates Permanent Lok Adalat in West Delhi

Permanent Lok Adalat was Virtually Inaugurated today

New Delhi: For the benefit of BRPL consumers, especially those residing in West Delhi, a new Permanent Lok Adalat (PLA), Delhi's third, was virtually inaugurated today by Hon'ble Ms Justice Hima Kohli, Judge, Delhi High Court and Executive Chairperson, Delhi State Legal Services Authority (DSLISA) in Vikaspuri.

Others present at the virtual event included Hon'ble Mr. Kanwal Jeet Arora, (Addl. District and Sessions Judge and Member Secretary, DSLISA), Hon'ble Mr. Gautam Manan (Addl. District and Sessions Judge and Special Secretary, DSLISA), Hon'ble Ms. Namrata Agarwal (Addl. District and Sessions Judge and Addl. Secretary, DSLISA), Hon'ble Mr. R. P. Pandey (District and Sessions Judge (Rtd), Chairperson, PLA-III, Vikaspuri), Hon'ble Mr. D. P. Sharma, (Member, PLA-III, Vikaspuri) and Hon'ble Mr. K. K. Jain (Member, PLA-III, Vikaspuri).

Being established by the DSLISA, this is the first exclusive PLA for a discom in Delhi. The other two PLAs are common for all the discoms in the National Capital. The two existing Permanent Lok Adalats (Electricity) at ITO were set-up way back in 1999 to take-up the cases pertaining to the Delhi Vidyut Board. After privatisation, they have been entertaining cases pertaining to the Delhi Discoms, including BSES Rajdhani Power Limited and BSES Yamuna Power Limited.

Working under the aegis of DSLISA, a Permanent Lok Adalat (PLA) is an important tool for consumers and Discoms to amicably and speedily resolve the billing disputes and power-theft cases. Infact, it is an institutionalized form of the Lok Adalat.

PLA at Vikaspuri

Earlier, the residents of West Delhi had to travel a great distance to file their cases at the PLA at ITO in Central Delhi. The establishment of the PLA at Vikaspuri will greatly help the electricity consumers of West Delhi. Apart from the traditional route, West Delhi consumers will also be able to avail services of the virtual PLA at Vikaspuri.

The PLA at Vikaspuri will have one Hon'ble Chairperson and two Hon'ble Members appointed by the DSLISA as per the provisions of the Legal Services Authority Act, 1987. Like the other two PLAs at ITO, the PLA at Vikaspuri will also function from Monday to Saturday, between 10 am to 5 pm.

Process of filing cases

A consumer desirous of settling a power-theft case or a billing dispute through the PLA can easily file the application through the traditional route or from the comfort of his / her home. All they have to do is download the form from the BSES website (www.bsesdelhi.com), complete it and submit the scanned documents through email to the E-filing desk of the respective PLAs. Alternatively, the consumer can also approach the Registration Counters of the respective PLAs for filing their cases.

For filing cases at the PLA Vikaspuri, the consumer can submit the application form with the relevant documents on brpl.epla@relianceada.com or email them to PLA 3 on pla3west@gmail.com / pla3filing@gmail.com. The consumer can also opt for the virtual hearing.

Virtual Hearings

Earlier, during the lockdown and in the interest of the safety of all stakeholders, all the proceedings of the PLA court were suspended for a while and open for emergency matters only. Like other organisations, PLA mechanism has also adapted to the new normal. Working very closely with the PLA officials, BRPL became the first DISCOM in the country in early June 2020 to organize a Virtual Permanent Lok Adalat (E-PLA) for settling the power-theft dispute cases of its consumers.

This new virtual platform is facilitating the consumers to resolve the dispute issues through the online E-PLA. Even though the PLA has started allowing settlement of cases through the traditional route, nearly 100% of the consumers (since June) are preferring service of the virtual PLA.

For the functioning of the E-PLA, Hon'ble Judges of the PLA court, Court Staff, accused and BSES officials simultaneously participate from the safety of their homes contributed to the success of the platform.

Resolution of cases

Permanent Lok Adalat is an inexpensive method for the amicable and speedy settlement of power-theft cases and billing disputes. Its decisions are binding on both the discom and the consumers. Infact, large number of cases are settled the same-day of filing the case. Since 2017, the existing PLAs have disposed-off around 40000 cases from BSES areas and settled an amount of over Rs 160 crore.

According to a BSES spokesperson, "The concept of a PLA is a win-win for everybody. For the consumers, it means an opportunity to amicably settle their cases and an escape from a



prolonged and an expensive legal process. For an over worked judiciary, it means some burden off their Courts. For Discoms, it means, an amicable settlements of disputes.”

BRPL & BYPL are premier power distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCTD.

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