



Delhi Electricity Regulatory Commission Viniyamak Bhavan, C-Block, Shivalik, Malviya Nagar, New Delhi-110017

Website: www.derc.gov.in, Tel: 41080416-17

PUBLIC NOTICE

Delhi Electricity Regulatory Commission (DERC) is a statutory Body constituted under the provisions of Delhi Electricity Reforms Act, 2000, (DERA) and Electricity Act, 2003. DERC is mandated to regulate and supervise the electricity utilities of Delhi and their operations including the supply of electricity by distribution companies of Delhi namely TPDDL, BRPL, BYPL & NDMC.

To ensure the smooth and proper supply of electricity including the issue of electricity connections to the Consumers of Delhi, the DERC has framed (Supply code and Performance Standards)/Supply Code Regulations, 2017 which can be accessed at <https://www.derc.gov.in/>. Among other provisions, the said Supply Code provides for the easy and timely release of electricity connection by the DISCOMs to the Consumers of Delhi on the completion of specified formalities.

The said provisions are enumerated as under for the information of the public:-

A. Ease of doing Business/Release of New Electricity Connection by DISCOMs:

Provision of Supply Code	Brief Description	Ease & Convenience to Consumers
No Inspection of the property where new connection is required.	Electricity connection is to be released by DISCOMs without any pre-connection site visit by DISCOMs officer to your property.	No officer of DISCOMs will visit the premises of Consumers before connection for inspection.
No Upfront Payment for new connection.	No payment is required by you at the time of application for new connection to the DISCOMs.	Consumers shall be required to pay the charges only after connection through first bill.
Only Self-Declaration about the testing of internal wiring by the electrical contractor.	Consumers shall submit a self-declaration that internal wiring has been tested by a Licensed Electrical Contractor (LEC).	No need for inspection or verification by the DISCOMs officer of the testing certificate issued by LEC as a pre-condition for granting new connection.

Provision of Supply Code	Brief Description	Ease & Convenience to Consumers
Fixed Charges for the new connection strictly as per DERC Schedule of Charges.	Charges for new connection are fixed as per DERC Schedule of Charges Order. DISCOMs cannot charge/levy any additional charges.	Transparency and prevention from overcharging by the DISCOMs.

B. Non-Compliance of the provisions of Supply Code by DISCOMs can be complained to concerned CGRF:

In case the DISCOMs of Delhi do not comply with the above provisions of the (Supply code and Performance Standards), aggrieved Consumers may file the complaints/representation with the Consumer Grievance Redressal Forum, (CGRF), which have been constituted DISCOMs wise, the details of which are given as under:-

- CGRF-BSES Rajdhani Power Limited (BRPL)**
Sub Station Building, Sector-V, Pushp Vihar, Near Saket Court Complex, New Delhi -110017, Email- cgrfbrpl@gmail.com
- CGRF-BSES Yamuna Power Limited (BYPL)**
Sub-Station Building, 1st floor, Adjacent to BSES Corporate Office, Near Karkardooma court complex, Karkardooma, Delhi-110032, Email- cgrfbypl@hotmail.com
- CGRF-Tata Power Delhi Distribution Limited (TPDDL)**
Sub Station Building, Police Colony, Model Town-II, New Delhi-110009, Email-cgrfredressal_forum@tatapower-ddl.com
- CGRF-New Delhi Municipal Council (NDMC)**
Shop No.67-68 & 71-73, Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001, Email-ecgrfndmc@gmail.com

C. Appeal against the Order of CGRF:

In case the Consumers are not satisfied with the order/directions of CGRF, then they may file the appeal before the Office of the Electricity Ombudsman, B-53, Paschimi Marg, New Delhi - 110057, Email: elect_ombudsman@yahoo.com

D. Non-compliance of the orders of CGRF and Ombudsman:

In case the orders/directions of the concerned CGRF & Electricity Ombudsman are not complied with by the concerned DISCOMs, then the Electricity Consumers can file application before the DERC under Section 142 of the Electricity Act, 2003 for taking action against the defaulting DISCOMs under the said act.

Issued in Public Interest by

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Malviya Nagar, New Delhi-110017

Telephone: 011-41080416-17,

Website: www.derc.gov.in

DIP/Shabdarth/Classified/0490/25-26.