

MOST URGENT

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
(DEPARTMENT OF POWER)  
DELHI SECRETARIAT 8<sup>TH</sup> LEVEL, B-WING,  
I.P.ESTATE NEW DELHI – 110002

No.F.14(64)/ Power/VS/2021/3992

Dated: 30/12/2021

To

✓ The Dy. Secretary (Legislation),  
Question Branch,  
Delhi Vidhan Sabha,  
Old Secretariat  
Delhi – 110054


Sub: Un-Starred Question No.144

Sir,

Please find enclosed copy of reply of the Un-Starred Question No.144 for 04.12.2021 (100 Copies each along with a data in PDF File Format in pen drive) for your kind information and further necessary action at your end please.

Encl. As above

Yours faithfully,

  
30/12/2021

(R.S.Samria)

Dy. Director (Power)

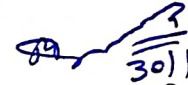
Copy to:-

1. The Director, Directorate of Information and Publicity Department, Delhi Vidhan Sabha, Old Secretariat, Delhi - 110054 (150 Copies)
2. The OSD to Minister of Power, GNCTD

**R. S. SHARMA**  
 Dy. Director  
 Department of Power  
 Govt. of NCT of Delhi  
 Delhi Secretariat, New Delhi

		वितरण कम्पनी के फील्ड स्टाफ द्वारा हटा दी जाती है तथा इसे सुनिश्चित करने के लिए समय-समय पर निगरानी की जाती है।
ग)	डीईआरसी नियमों के अंतर्गत 5 कि.वा. तक के उपभोक्ताओं के विरुद्ध मामले दर्ज नहीं किए जा सकते हैं, फिर भी ऐसा क्यों किया जा रहा है;	विजली वितरण कंपनियों ने सूचित किया है कि डीईआरसी नियमों के विरुद्ध कोई भी मामला दर्ज नहीं किया गया है।
घ)	प्रो-राटा के आधार पर राशि लेने के स्थान पर बीएसईएस देय राशि को अन्य व्यक्तियों को क्यों स्थानांतरित कर रही है; और	बिजली वितरण कंपनियों ने सूचित किया है कि वैध रूप से उप-विभाजित संपत्ति के बकाया देय राशि के संबंधित अनुपात में भुगतान पर बिजली वितरण कम्पनी कनेक्शन प्रदान करती है।
ड)	तुर्कमानगेट डीडीए फ्लैट्स में नए कनेक्शन लेने में आने वाली कठिनाइयों के समाधान हेतु क्या कदम उठाए जा रहे हैं?	बिजली वितरण कम्पनी बीवाईपीएल ने सूचित किया है कि तुर्कमानगेट डीडीए फ्लैट्स में अतिक्रमण और अलग dwelling unit न होने की वजह से नये कनेक्शन जारी नहीं किए जा पा रहे हैं।

सूचना सक्षम प्राधिकारी से अनुमोदित है।

  
30/12/2021


(आर.एस.सामरिया)

उप-निदेशक (ऊर्जा)

R. S. SAMRIA  
Dy. Director  
Department of Power  
Govt. of NCT of Delhi  
Delhi Secretariat, New Delhi



Public Awareness Bulletin - 13		Handling Customer Complaints		
<b>Three Tier Grievance Redressal Structure</b>				
Consumer Grievance / Complaint like: New Connection, Temporary Connection, Load Enhancement, Load Reduction, Permanent Disconnection, Reconnection, Shifting of Meter and Service line, Name Change, Category Change, Billing, Reading of Meter, Metering Problems (Faulty/Burnt/Slow/Fast/Stolen), No Current/failure of power supply, Voltage fluctuation, Load shedding/scheduled outages, Non-working of Street Light, Reporting of theft of electricity/ Unauthorized Use of Electricity.				
<b>TIER -I DISCOMs</b>				
Channels for registration of complaint				
DISCOM	BRPL	BYPL	TPDDL	NDMC
24x7 Toll Free No	19123/39999707	19122/39999808	19124/ 1800-208-9124	19121/011-49993555
Customer Care Centers	(Mon-Fri 09:30AM to 05:30PM & Sat- 09:30 AM to 01:00PM)			
Discom's Website	<a href="http://www.bsesdelhi.com">www.bsesdelhi.com</a>	<a href="http://www.bsesdelhi.com">www.bsesdelhi.com</a>	<a href="https://tatapower-ddl.com">https://tatapower-ddl.com</a>	<a href="https://www.ndmc.gov.in">https://www.ndmc.gov.in</a>
Mobile App	BSES APP	BSES APP	TPDDL Connect	NDMC311
Official Email ID for Filing Complaint	<a href="mailto:brpl.customercare@relianceada.com">brpl.customercare@relianceada.com</a>	<a href="mailto:bypl.customercare@relianceada.com">bypl.customercare@relianceada.com</a>	<a href="mailto:customercare@tatapower-ddl.com">customercare@tatapower-ddl.com</a>	<a href="mailto:care@ndmc.gov.in">care@ndmc.gov.in</a>
<p><b>NOTE:</b> The distribution licensee shall also provide the details for Pull/ Short Code SMS Service and Web Chat for registration of complaint by consumer. If complaint is not resolved timely or complainant is not satisfied with the response/ resolution provided, and if desires, the complainant may approach to the below officials for further clarification/ resolution, at their respective Division customer care centres: -  <b>STEP 1:</b> Customer Care Officer/ Customer Relation Executive  <b>STEP 2:</b> Business Manager / Customer Service Manager / Dist. Manager  <b>STEP 3:</b> Circle Head/Divisional Chief            If still not satisfied with the resolution, consumer may write at:  <b>STEP 4:</b> Head Customer Care of DISCOM (BRPL, BYPL, TPDDL &amp; NDMC) mentioned below according to area of operation.</p>				
Postal Address for forwarding complaint in writing	BSES Rajdhani Power Ltd. (BRPL) Customer Care, BSES Bhawan, Behind Nehru Place Bus Terminal, Nehru Place, New Delhi - 110019	BSES Yamuna Power Ltd. (BYPL) Head, (Customer Care, Jhimil Corporate Annex Building, CBD-III, Karkardooma Delhi - 110032	Tata Power Delhi Distribution Ltd.(TPDDL) Customer Complaint Analysis Group (CCAG) at TATA Power - DDL, CENCARE Building, Opposite C-2 Block, Lawrence Road, Keshavpuram, Delhi - 110035	New Delhi Municipal Council (NDMC) Executive Engineer Commercial Department New Delhi Municipal Council Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001
<b>TIER -II CGRFs</b>				
<p>If complainant is not satisfied either with the response of the Licensee or there is no response from the Licensee within the stipulated time complainant may approach CGRFs of respective DISCOMs mentioned alongside:</p>		<p>BRPL: Secretary, CGRF-BRPL, Sub Station Building, Sector-V, Pushp Vihar, New Delhi - 110017. Email-<a href="mailto:cgrfbrpl@gmail.com">cgrfbrpl@gmail.com</a>            BYPL: Secretary, CGRF-BYPL, Sub-Station Building, Shakti Kiran Building, Near Karkardooma Courts, Karkardooma, Delhi - 110032. Email-<a href="mailto:cgrfbyppl@hotmail.com">cgrfbyppl@hotmail.com</a>            TPDDL: Secretary, CGRF-TPDDL, Sub Station Building, Police Colony, Model Town-II, Delhi - 110009. Email-<a href="mailto:cgrfndmc@ndmc.gov.in">cgrfndmc@ndmc.gov.in</a>            NDMC: Secretary, CGRF-NDMC, Shop No.67-68 &amp; 71-73, Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001. Email-<a href="mailto:cgrfndmc@gmail.com">cgrfndmc@gmail.com</a></p>		
<b>TIER -III Ombudsman</b>				
Complainant aggrieved by non-redressal of his grievance by the CGRF may make a representation to the Ombudsman at the following address:				
<p><b>Electricity Ombudsman</b>            B-53, Paschimi Marg, Opp. Tagore International School, Vasant Vihar, New Delhi - 110057            Email: <a href="mailto:elect_ombudsman@yahoo.com">elect_ombudsman@yahoo.com</a></p>				
<p><b>NOTE:</b>            ❖ The Forum shall not entertain a grievance if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.            ❖ The Forum shall not entertain grievances falling under sections 126,127,135 to 139, 142, 152 and 161 on matter related to Assessment, Appeal to appellate authority, Theft of Electricity, Theft of electric lines and materials, Punishment for receiving stolen property, Interference with meters or works of licensee, Negligently breaking or damaging works, Punishment for non-compliance of directions by Appropriate Commission, Compounding of offences and Notice of accidents and inquiries respectively of the Electricity Act, 2003.            ❖ In matters related to Unauthorized Use of Electricity (UUE) under section 126 of Electricity Act, 2003, complainant may prefer an appeal under section 127 of Electricity Act, 2003 before the Additional District Magistrate of the district being the Appellate Authority.            ❖ The Jurisdiction to deal matters related to theft of electricity lies with Special Court.            ❖ This Public Awareness Bulletin No. 13 shall supersede the earlier PAB-8.</p>				
<p>Issued in Public Interest by  <b>Delhi Electricity Regulatory Commission</b>            Viniyamak Bhawan, C-Block, Shivalik, Malviya Nagar, New Delhi-110017            Telephone: 011-41080417, Website: <a href="http://www.derc.gov.in">www.derc.gov.in</a></p>				

  
 Dy. Director  
 Department of Power  
 Govt. of NCT of Delhi  
 Delhi Secretariat, New Delhi

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
(DEPARTMENT OF POWER)  
DELHI SECRETARIAT, 8<sup>TH</sup> LEVEL B-WING  
NEW DELHI-110002

No. F.11 (09)/2007/Power/2609-2619


Dated: 03<sup>rd</sup> August, 2018

ORDER

Sub: Policy on the shifting of HT (11KV, 33KV & 66KV) / LT400V)  
Electricity Transmission Lines posing threat to human lives –  
Modification of Cabinet decision No.1588 dated 09.11.2009 thereof.

The Council of Ministers, Govt. of NCT of Delhi vide decision no. 2604 dated 31.07.2018 on the subject cited above has considered and approved the following in respect of the existing policy on shifting of HT/LT Lines:

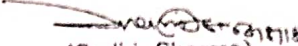
- i. In case of colonies set up under 20 point programme in the rural area, the shifting of HT/LT lines would be done through the fund of Govt. from the budget of Power Department which would provide for 100% of the cost of shifting.
- ii. In respect of other rural areas, like Lal Dora areas and extended Lal Dora areas, the cost of shifting of HT/LT lines would also be made from the funds of Govt. from the budget of Power Department which would provide for 100% of the cost of shifting.
- iii. In respect of farmhouses, the entire cost of shifting will be borne by the affected consumers. In case of farmers other than farmhouse owners, 100% of the cost of shifting is to be borne by Govt. from the budget of Power Department.
- iv. In respect of regularized unauthorized colonies including urbanized villages and resettlement colonies, 100% of the cost of shifting is to be borne by Govt. from the budget of Power Department.
- v. In case of HT/LT lines passing through Government Institutions, public authority buildings, schools, hospitals, colleges of public nature and

  
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Govt. of NCT of Delhi  
Delhi Secretariat, New Delhi



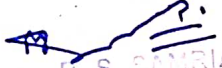
which are owned by the government, 100% of the funding would be met by the concerned department/ agency for shifting of the lines.

- vi. In case of private institutions of a public nature like educational and health institutions etc., 100% of the cost of shifting is to be borne by the concerned institution.
- vii. Scope of the policy of HT/LT lines will include the HT transmission lines of 11KV, 33KV as well as 66KV and LT lines of 400V.

  
(Sudhir Sharma)  
Dy. Secretary (Power)

Copy to :-

1. Pr. Secretary to Lt. Governor, Delhi.
2. Spl. Secretary to the Chief Minister, Delhi.
3. Council of Ministers, GNCTD
4. All MLAs, GNCTD
5. SO to Chief Secretary, GNCTD
6. Addl. Chief Secretary, GNCTD
7. All Pr. Secretaries / Secretaries, GNCTD
8. Pr. Secretary (UD), GNCTD
9. Secretary, DERC
10. Dir (O), DTL
11. CEOs, BRPL, BYPL & TPDDL

  
R. S. SAMRA  
Dy. Director  
Department of Power  
Govt. of NCT of Delhi  
Delhi Secretariat, New Delhi

GOVT. OF NCT OF DELHI  
DEPARTMENT OF POWER  
8th Level, 'B' Wing, Delhi Secretariat,  
I.P. Estate New Delhi

No. F.6(5)/Power/Discom/2020/Vol.I/3655

Dated: 23/11/2021

**ORDER**

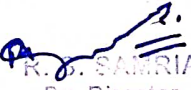
Sub: **Policy on the conversion of 11kV bare conductor to insulated conductor posing threat to human lives.**

The Council of Ministers, Govt. of NCT of Delhi vide Decision No.3046 dated 05.11.2021 on the subject cited above has considered and approved the following:

**POLICY for conversion of 11kV bare conductor to insulated conductor:**

**I. PROCEDURE**

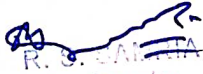
- i. The Distribution Companies (DISCOMs) will define the priority of conversion of 11kV bare conductors with insulated conductor by identifying the areas prone to theft and most dangerous to human life to avoid fatal accidents & submit the detailed proposal along with estimate for the work to Power Department.
- ii. The Power Department will send the detailed proposal along with estimate for the work to Delhi Transco Limited (DTL) for its verification and vetting.
- iii. Delhi Transco Ltd. will check/ verify the feasibility of the proposal submitted by DISCOMs. DTL will submit the duly verified proposal & vetted estimate to Power Department.
- iv. The proposal of "Conversion of 11KV bare conductor to insulated conductor" should be supported by the report from the Revenue Department to confirm and certify the followings:
  - (1) *The area for which conversion of 11kV Bare Conductors are being proposed is either:*
    - a) *Regularized unauthorized colonies (with year of regularization), or*
    - b) *Urbanized village/resettlement colonies, or*

  
R. S. SAMRA  
Dy. Director  
Department of Power  
Govt. of NCT of Delhi  
Delhi Secretariat, New Delhi

- c) Colonies setup under 20 point programme in Rural Area, or
  - d) Rural Area like Lal Dora and extended Lal Dora.
  - e) Unauthorized colony with Name and Registration Number.
- (2) The Khasra number(s) of the respective Revenue village/ area through which the 11kV Bare conductor is passing.
- v. After receipt of Revenue Department report, Power department GNCTD will issue acceptance letter to the concerned DISCOM to execute the proposed work.
  - vi. DISCOMs will obtain necessary permissions, if any, from concerned departments for conversion of 11kV bare conductor to insulated conductor.
  - vii. Upon successful execution & issuance of Utilization certificate by concerned DISCOM, Delhi Transco Limited (DTL) shall submit the post verification inspection report along with photos of before and after completion of the project to Power department and certify that the work has been done strictly as per prescribed norms, rules, regulations and conditions. Subsequently, the funds would be released to the concerned DISCOM, as per the acceptance letter.

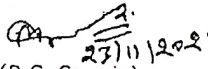
## II. Terms and Conditions for payment

- i. The conversion of 11kV bare conductor to insulated conductor would be done through the fund of Govt. from the budget of Power department @ 100% of the cost of conversion of 11KV bare conductor for the following areas:
  - a. In case of colonies set up under 20 point programme in the rural area.
  - b. In respect of other rural areas, like Lal Dora areas and extended Lal Dora areas.
  - c. In respect of farmers other than farmhouse owners.
  - d. In respect of 'regularized unauthorized colonies' including urbanized village and resettlement colonies.

  
R. S. Chakrabarti  
Dy. Director  
Department of Power  
Govt. of NCT of Delhi  
Delhi Secretariat, New Delhi



- ii. In respect of 'unauthorized colonies' 100% of the cost of conversion is to be borne by Govt. from the budget of Urban Development department in line with the policy No.F.627/UC/UD/2012/1609-1617 dated 28.09.2018 for shifting of HT/LT lines.
- iii. In respect of farmhouse, the entire cost of conversion will be borne by affected consumers.
- iv. In case of 11kV lines passing through Government Institution, Public authority buildings, schools, hospitals, colleges of public nature which are owned by the government 100% of funding would be met by respective department/agency for conversion of conductor.
- v. In case of private institutions of a public nature like educational and health institution etc., 100% of the cost of conversion is to be borne by the respective institution.

  
(R.S. Samria)  
Dy. Director (Power)

Copy to:-

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7. Secretary, DERC
8. Director (Opr.), DTL
9. CEOs, BRPL, BYPL, TPDDL

  
Dy. Director  
Department of Power  
Govt. of NCT of Delhi  
Delhi Secretariat, New Delhi