

To

The Secretary  
New Delhi Municipal Council  
Palika Kendra, Sansad Marg  
New Delhi-110001

The Chief Executive Officer  
Tata Power Delhi Distribution Ltd  
33 KV Grid Sub-station  
Hudson Lane, Kingsway Camp  
Delhi – 110 009

The Chief Executive Officer  
M/s BSES Rajdhani Power Ltd.  
BSES Bhawan, Nehru Place  
New Delhi – 110019

The Chief Executive Officer  
M/s BSES Yamuna Power Ltd  
Shakti Kiran Building, Karkardooma,  
New Delhi –32

CWE (Utilities)  
Military Engineering Services  
Delhi Cantt., New Delhi – 110010

**Subject: Manual of practice for handling consumer complaints/ consumer charter/ complaint charter.**

Sir,

The Commission vide its letter No. F.17(265)/DERC/Engg./2018-19/6323/3658 dated 27.2.2019 has forwarded the manual of practice for handling consumer complaints/ consumer charter/ complaint charter under Regulation 68(2) of DERC (Supply Code and Performance Standards) Regulations, 2017 for complying and further uploading on their respective website. The Commission at point no. 3(2) (i) of Manual of Practices for Handling Consumers' Complaints, 2019 has directed for working hours at Customer Care Centre on all days of week except Gazetted Holidays as under:

Monday to Friday- 9:30 AM to 7:30PM  
Saturday- 9:30 AM to 5:30PM  
Sunday- 9:30 AM to 1:00PM

2. The Commission has received letters from TPDDL and BYPL vide letter No. TPDDL/REGULATORY/2018-19/03/478 dated 01.03.2019 and RA/BYPL/2018-19/250 dated 18.3.2019 respectively stating that change/extension in working hours may not be actually warranted. Complying to above working hours will lead to unwarranted incurring of cost due to deployment of extra manpower and infrastructure. Further, different IT enabled services options such as website,

mobile app, web chat, call centre and email are already available with consumers on 24\*7 basis which can also be availed from the comfort of their homes.

3. Accordingly, in view of above, the Commission has reviewed the above timings for working hours at Customer Care Centre and decided the following uniform timings for registration of complaints at their call centres on all days of week except Gazetted Holidays as:

Monday to Friday- 9:30 AM to 5:30PM

Saturday- 9:30 AM to 1:00PM

The distribution licensee shall upload the same information on their website, customer care centres.

4. This issues with the approval of the Commission.

Yours faithfully,

Sd/-  
(U.K. Tyagi)  
Executive Director (Engg.)