

PRESS RELEASE

Dated 18th December 2024

Internal Consumer Grievance Redressal Cell (ICGRC)

1. In compliance of DERC (Guidelines for establishment of the Forum and the Ombudsman for redressal of Grievances of Electricity Consumers) Regulations, 2024, the following Distribution Companies in the NCT of Delhi have established the **Internal Consumer Grievance Redressal Cell (ICGRC)** for registration of Consumers Grievances;
 - (a) BSES Rajdhani Power Limited (BRPL)
 - (b) BSES Yamuna Power Limited (BYPL)
 - (c) Tata Power Delhi Distribution Limited (TPDDL)
2. The company wise details of the ICGRC are as given below;
 - (a) BSES Rajdhani Power Limited;**
 - (i) Weblink: <https://icgrcbrpl.bsesdelhi.com/Home/AboutUse->
 - (ii) E.mail ID: brpl.icgrc@relianceada.com
 - (iii) Manually: "ICGRC Helpdesk" counter at BSES Rajdhani Power Ltd., BSES Bhawan, 1st Floor, Block C, Nehru Place, New Delhi – 110019
 - (iv) Helpline No.: 19123 contact between 09.30 A.M. to 05.30 AM
 - (b) BSES Yamuna Power Limited;**
 - (i) Weblink : https://byplws1.bsesdelhi.com/bypl_icgrc
 - (ii) E.mail ID: Bypl.Icgrc@relianceada.com
 - (iii) Manually : "ICGRC Helpdesk" counter at BSES Corporate Annexe, Opp.Unity One Mall, CBD-III, Karkardooma, Delhi-110032
 - (iv) Helpline No.: 19122 contact between 09.30 A.M. to 05.30 AM
 - (c) Tata Power Delhi Distribution Limited;**
 - (i) Weblink: <https://www.tatapower-ddl.com/Internal-Grievance-Redressal-Cell>
 - (ii) E.mail ID: icgrc@tatapower-ddl.com
 - (iii) Address: Internal Consumer Grievance Redressal Cell, Tata Power-DDL Office, Keshav Puram, Lawrence Road, New Delhi-110035
 - (iv) Helpline No.: 011- 66382301
3. Incase, the ICGRC fails to redress a grievance within 15 days, it shall forward the Grievance up the next tier of the grievance redressal hierarchy i.e. the Consumers Grievance Redressal Forum (CGRF)



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4. Alternately, the Consumer has an option to seek redressal from the Electricity Consumers Grievances Redressal Forum of his grievance, if the same is not redressed within 15 days or the action/reply of the ICGRC is not upto the satisfaction of the Consumer, using the same web portals.



(Rajesh Dangl)

Secretary

18th December 2024