

December 5, 2018

Press Release

**BSES To Organise ‘paperless’ Lok Adalats  
for  
Amicable and on-the-spot resolution of power theft cases**

- **Lok-Adalats are being organised in association with Delhi State Legal Services Authority**
  1. **BRPL (South and West Delhi) Lok Adalats are scheduled for Saturday, December 08 and Sunday, December 09, 2018**
  2. **Lok Adalats in BYPL areas (East and Central Delhi) to take place on Saturday, December 08, 2018**
- **Letter/ Notices sent to around 20000 consumers / litigants in South, West, East and Central Delhi**
- **Facility to apply for on-the-spot new connection / re-connection after clearing dues**
- **Win-win exercise for Judiciary, Consumers and Discoms**

New Delhi: On demand from consumers, BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) are once again organising ‘paperless’ Lok Adalats in association with the Delhi State Legal Services Authority (DSLISA). These will amicably settle power-theft cases on-the-spot.

BRPL (South and West Delhi) will be organising a two-day Lok Adalat on December 8 (Saturday) and December 9 (Sunday) at the Saket and Dwarka District Court Complexes for the residents of South and West Delhi. On the other hand, BYPL (East and Central Delhi) will be organising a one-day Lok Adalat on December 8 (Saturday) at Permanent Lok Adalat Building, ITO (Near Mata Sundari College) & the District Court Karkardooma for the East and Central Delhi residents.

Consumers from various walks of life can use this opportunity, for an amicable and on-the-spot settlement of their power theft cases, relating to both Direct Theft (DT) and Meter Tampering (DAE). Cases that are either pending in any Court of Law or are yet to be filed in any Court of Law shall be taken up by the Lok Adalats.

Customers desirous of settling their power theft cases can either attend in person or through their Advocates / Authorised representatives carrying authorisation letter. They should carry their Photo Id and a copy of their theft bill.

## On-the-spot re-connection / new-connection

For convenience, BSES will facilitate consumers to apply for on-the-spot re-connection / new-connection, after 'settling' the case and paying their dues at the Lok Adalat. Around 20,000 letters/notices have been sent to BSES customers/litigants with regards to the Lok Adalats. Of these, the maximum numbers of cases are from the Najafgargh and Daryaganj divisions.

BRPL	Najafgargh	Jaffapur	Mundka	Sarita Vihar	Saket
BYPL	Daryaganj	Paharganj	GT Road	Nand Nagri	Yamuna Vihar

To reduce the response time to dispose off cases, 32 Courts (BRPL- 20, BYPL- 12 ) will be set up for the purpose. Moreover, keeping with BSES' pro-environment policies, these Lok Adalats promise to be "green" and an environment friendly affair. BSES and DSLSA are taking special care to make this Lok Adalat a paperless one. There will be no physical movements of files. All relevant case documents and files will be accessible from the around 40 computers that will be deployed for the purpose.

**While announcing the pro-consumer initiative, BSES spokesperson said,** "The Lok Adalats organised in the last financial year saw over 8500 cases with a value of around Rs 80 crores getting settled. We are expecting a good response to Lok Adalats, this season as well. These special events help resolve cases in the quickest possible time. BSES is also making special arrangements, like setting up Help Desks – manned by specially trained officials - to hand hold each consumer and to make the entire experience as hassle free as possible."

"Post their settlement orders, customers will be given sufficient time to pay their bills. Further, payment counters will be set-up, enabling the customers to pay their bills on-the-spot. They can also pay at the designated BRPL/BYPL offices"- **added the spokesperson.**

The exercise is a win-win for everybody. For the customers, it meant an opportunity to amicably settle their cases and an escape from a prolonged and expensive legal process. For an over worked judiciary, it meant some burden off their Courts. For BSES, it meant, more people coming into the billing net.

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



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