

B-Ready FAQs
Utility Services- Electricity

1.1 REGULATORY OVERSIGHT OF TARIFF SETTING AND SERVICE QUALITY

B-Ready assessment area	Relevant Provisions	Link
Regulator has the final decision-making power in approving tariffs	Section 62, Electricity Act, 2003; Section 79, Electricity Act, 2003; Section 86(1)(a), Electricity Act, 2003. The Central/State/Joint Electricity Regulatory Commission has final decision-making role in approving electricity tariff. Delhi Electricity Regulatory Commission (DERC) is the designated independent authority with final decision-making power in the approval of electricity tariffs in Delhi.	https://cercind.gov.in/Act-with-amendment.pdf
Adherence to Performance Standards of service quality and reliability	Section 57 to 59 and 86(1)(i), Electricity Act, 2003 ; Rule 10(1)(5) and 12, Electricity (Rights of Consumers) Rules, 2020 ; Clause 1, DERC (Supply Code and Performance Standard) Regulations, 2017 As per the Act, regulators are required to specify the standards, monitors compliance and determine compensation for not meeting the standards Rights of Consumers Rules mandates that the Commission shall notify standards of performance for distribution licensees and monitor the service quality and reliability of electricity services as well as payment of compensation. For Delhi, DERC has specified supply code and standards of performance of distribution licensee including power quality.	https://cercind.gov.in/Act-with-amendment.pdf https://powermin.gov.in/sites/default/files/uploads/Consumers_Rules_2020.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf
Penalties for Electricity Outages	Section 57(2), Electricity Act, 2003; Rule 13, Electricity (Rights of Consumers) Rules, 2020; Schedule-I, DERC (Supply Code and Performance Standard) Regulations, 2017 Act requires Appropriate Commission to specify compensation payable to affected persons in case of failure of Distribution Licensee to meet specified performance standards Rights of Consumers Rules provides for compensation in case of performance default by utilities. DERC Supply code provides for Compensation for power supply failure, standard for restoration etc.	https://cercind.gov.in/Act-with-amendment.pdf https://powermin.gov.in/sites/default/files/uploads/Consumers_Rules_2020.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf

1.2 REQUIREMENTS ON COORDINATION IN ELECTRICITY CONNECTIONS AND INFRASTRUCTURE DEVELOPMENT

B-Ready assessment area	Relevant Provisions	Link
Joint Construction of Infrastructure - Provisions of Coordination	Clause 3 and 4, Telecommunications (Right of Way) Rules, 2024; Para 1, Telecom e-Services Portal, 2025; Chapter 2 and 5, GSDL Act, 2011; Sec-B(h), SOP for Road Restoration and grant of online permission of Road Digging through PDM Software, 2019 The Central Government notified Call Before U Dig (CBuD) Mobile App and portal, an online platform for coordination for proposed excavation/ digging activities and to safeguard existing underlying utility assets like Optical Fiber Cables, Water Pipelines, Electric Cables, Gas Pipelines etc. from damages. GSDL Act, 2011 of Delhi provides for managing, dissemination and sharing geo-spatial data pertaining to public utilities including roads, water, sewerage, electricity, telecommunications etc. Further, as per the SOP issued by GoNCTD order dated 10.10.2019 all permissions for road cutting including joint inspection shall be dealt online on GSDL portal.	https://eservices.dot.gov.in/sites/default/files/circular-notifications/CBuD%20CG-DL-E-21032025-261799.pdf https://eservices.dot.gov.in/call-before-u-dig https://gsdl.org.in/pdf/Act.pdf https://pwwdelhi.s3.ap-south-1.amazonaws.com/documents/policy-for-grant.pdf
Joint Construction- Timelines for approval processes	Section 3 (A&C), SOP by GoNCTD for Road Restoration and grant of online permission of Road Digging through PDM Software, 2019 As per the SOP road restoration and grant of online permission of road digging, the road cutting permission will be made available within 3 days, subject to joint inspection and other terms and conditions to be complied by PIA.	https://pwwdelhi.s3.ap-south-1.amazonaws.com/documents/policy-for-grant.pdf

1.3 REGULATIONS ON SAFETY OF ELECTRICITY CONNECTIONS

B-Ready assessment area	Relevant Provisions	Link
Professional qualification- Minimum number of years of experience, Education qualification, Qualification exam	Regulation 3, 4 and 8, Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023; Regulation 5.1, DERC (Supply Code and Performance Standards) Regulations, 2017. Regulation mandates minimum education qualification, minimum years of experience and possession of certificate of competency or electrical work permit for carrying out electricity installation works. As per DERC Supply code the Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.	https://cea.nic.in/wp-content/uploads/notification/2023/06/pdf_100_183_English.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf
Inspection Regimes - Internal installation works	Regulation 31 and 33, Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023; Regulation 5.1, DERC (Supply Code and Performance Standards) Regulations, 2017. Regulation mandates requirement of electrical installations, of all types, including low voltage, by licensed electrical contractor only and that the electricity installations of all types, including low voltage are carried out by persons/agencies certified by the State Govt. and hold a certificate of competency issued or recognized by the State Government. As per DERC Supply code the Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time	https://cea.nic.in/wp-content/uploads/notification/2023/06/pdf_100_183_English.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf
Inspection Regimes- External installation works	Regulation 29, 31 and 33, Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023; Regulation 5.1, DERC (Supply Code and Performance Standards) Regulations, 2017 Regulation mandates requirement of electrical installations, of all types, including low voltage, by licensed electrical contractor only and that the electricity installations of all types, including low voltage are carried out by persons/agencies certified by the State Govt. and hold a certificate of competency issued	https://cea.nic.in/wp-content/uploads/notification/2023/06/pdf_100_183_English.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf

B-Ready assessment area	Relevant Provisions	Link
	<p>or recognized by the State Government. As per DERC Supply code the Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.</p>	
<p>Liability Regimes</p>	<p>Section 161, Electricity Act, 2003; Regulation 13, 14, 21 and 32 CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 Act provides for Electrical Inspector, or any other person appointed in this behalf, to inquire and report accident in connection with electricity. Electrical Inspector or other person holding an inquiry shall have all the powers of a civil court under the Code of Civil Procedure. As per Regulations, all electric lines and apparatus be designed, installed, operated, and maintained with adequate electrical and mechanical strength to safely withstand operating and fault conditions. Compliance with applicable national standards is mandatory. All materials and equipment must conform to relevant standards. An installation cannot be connected to the supply until it has been inspected. The licensed contractor and the supervising professional are responsible for ensuring the work complies with safety standards.</p>	<p>https://cercind.gov.in/Act-with-amendment.pdf</p> <p>https://cea.nic.in/regulations-category/measures-relating-to-safety-and-electric-supply/?lang=en</p>

1.4 REQUIREMENTS ON ENVIRONMENTAL SUSTAINABILITY

B-Ready assessment area	Relevant Provisions	Link
Enforcement of energy efficiency requirements on generation	Section 18, 26 and 27, Energy Conservation Act, 2001; Section C, Notification on ash utilisation from coal or lignite thermal power plants, 2021; Rule 3, Environment (Protection) Second Amendment Rules, 2022 Energy Conservation Act has provisions for enforcement in case of non-compliance. Monitoring and compensation mechanisms are prescribed by the Ministry of Environment Forest and Climate Change (MoEFCC) Notification– 31st December 2021 Rules introduces compliance timelines for SO2 emission norms for thermal power plants and are liable to pay compensation.	https://www.indiacode.nic.in/bitstream/123456789/2003/1/A2001-52.pdf https://moef.gov.in/storage/tender/SO5481-31122021-Fly-ash-notification-2021.pdf https://www.teamleaseregtech.com/fileviewer/?f=https://avantiscdnprodstorage.blob.core.windows.net/legalupdatedocs/19013/SEP062022_MEFCC.pdf
Enforcement of requirements on reduction of emissions	Section C, Notification on ash utilisation from coal or lignite thermal power plants, 2021; Rule 2(c)(i), Environment (Protection) Fourth Amendment Rules, 2025; Clause 33 and 82 and 95 of Schedule I of Part IV, Delhi Pollution Control Law, 2010 Monitoring and compensation mechanisms are prescribed by the Ministry of Environment, Forest and Climate Change (MoEFCC) notification which sets mandatory norms for 100% fly ash utilization for coal and lignite based thermal power plants. Rule introduces clear compliance timelines for SO2 emission norms for thermal power plants and are liable to pay compensation Delhi Pollution Control Law provides for compensation against violation of emission limits.	https://moef.gov.in/storage/tender/SO5481-31122021-Fly-ash-notification-2021.pdf https://egazette.gov.in/WriteReadData/2025/264545.pdf https://www.dpcc.delhigovt.nic.in//uploads/pdf/PollutionControlLawpdf-725da8868f5aa555c06a4497e99b1fb6.pdf
Enforcement of energy efficiency requirements on transmission and distribution	Section 26, Energy Conservation Act, 2001; Rule 8(15), PAT Rules, 2012 Act has penal provisions for enforcement in case of non-compliance Perform, Achieve and Trade (PAT) is a market-based mechanism with framework for financial sanctions to businesses for not complying with energy-efficiency requirements. As per Rules, State Designated agency can initiate penalty proceedings on non-compliance.	https://www.indiacode.nic.in/bitstream/123456789/2003/1/A2001-52.pdf https://beeindia.gov.in/sites/default/files/GSR269E.PDF
Requirements for the roll-out of smart meters	Regulation 4, Central Electricity Authority (Installation and Operation of Meters) (Amendment) Regulations, 2022; Clause 2(22), 2(41) and 37, DERC (Supply Code and	Gazette_Notification_of_Central_Electricity_Authority_Installation_and_Operation_of_Meters_Amendment_Regulations_2022_da

B-Ready assessment area	Relevant Provisions	Link
	Performance Standards) Regulations, 2017; Regulation 8(1), DERC (Net Metering for Renewable Energy) Regulations, 2014 Regulation specifies that all consumers in areas with communication network, shall be supplied electricity with Smart Meters working in prepayment mode. DERC supply code and regulation aligns with national CEA mandates for smart meters and adopt new technologies in metering.	ted_28_Feb_2022.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf https://www.derc.gov.in/sites/default/files/Renewable-Energy-Net-Metering-Regulations2014.pdf
Requirements for the deployment of smart grid components	Regulation 8.4, DERC (State Grid Code) Regulations, 2008; Clause 2(22), 2(41) and 37, DERC (Supply Code and Performance Standards) Regulations, 2017 State Grid Code required transmission system plan to include additional equipment such as Static VAR Compensators and FACTS which are advanced smart grid components for stability DERC supply code aligns with national CEA mandates for smart meters.	https://www.derc.gov.in/sites/default/files/DelhiGridCode-2008.pdf https://www.derc.gov.in/sites/default/files/Regulations-07.07.2017.pdf
Environmental Sustainability of Electricity Use	Section 26, Energy Conservation Act ; Rule 8(15), PAT Rules 2012 ; Section 1-10, Energy Conservation Building Code, 2018 Act has penal provisions for enforcement in case of non-compliance PAT rules provides for State Designated agency to initiate penalty proceedings on non-compliance. Energy Conservation Building Code 2018 mandate use of Energy efficient appliances. Commercial use building with more than 100kW load are mandated to follow a set Energy use pattern (index). Failure to meet will result in building design changes under supervision of the authority leading to financial impact of the operations.	https://www.indiacode.nic.in/bitstream/123456789/2003/1/A2001-52.pdf https://beeindia.gov.in/sites/default/files/GSR269E.PDF https://www.beeindia.gov.in/sites/default/files/ECBC_RULES_GAZETTE.PDF
Financial incentives for businesses to Adopt Energy-Saving Practices	Rule 3(2)(b)(ii), PAT Rules, 2012; Regulation 15, Delhi Electricity Regulatory Commission (Demand Side Management) Regulations, 2014 Rules provide for incentive provided through issuance of Energy Savings certificate. DERC Regulation provide incentives to Distribution Licensees for achieving or exceeding DSM objectives. BRPL offers exchange of old fans, ACs with 5 star models at discounted price to adopt energy-efficient technologies.	https://beeindia.gov.in/sites/default/files/GSR269E.PDF https://escerts.gov.in/PortalUser/ViewFile?notelId=72c87ff0-99ab-ee11-b879-001dd8b71f95 https://www.derc.gov.in/sites/default/files/DSM-Regulations-2014.pdf https://www.bsedelhi.com/web/brpl/br

B-Ready assessment area	Relevant Provisions	Link
		pl-fan-replacement-scheme https://www.bsesdelhi.com/web/brpl/brpl-ac-replacement-scheme
Non- financial incentives for businesses to Adopt Energy-Saving Practices	<p>Section 14, Energy Conservation Act, 2001; Chapter 1, Standards and Labelling Program of BEE, 2016; Section 1-10, Energy Conservation Building Code, 2018; Regulation 15, DERC (Demand Side Management) Regulations, 2014 S&L Program rates appliances on a 1-5 star scale for efficiency, providing market differentiation, enhanced brand reputation- driving manufacturers to innovate without direct subsidies. NECA recognizes industrial units, institutions, and establishments for outstanding energy savings via awards ceremonies (held annually on Dec 14), providing national recognition, certificates, trophies- motivating innovation without monetary grants. ECBC sets mandatory/voluntary minimum energy performance norms for new buildings, requiring energy savings. DERC Regulation provide incentives to Distribution Licensees for achieving or exceeding DSM objectives.</p>	https://www.indiacode.nic.in/bitstream/123456789/2003/1/A2001-52.pdf https://www.beeindia.gov.in/sites/default/files/Scheme%20of%20energy%20efficiency%20labelling.pdf https://neca.beeindia.gov.in/show_content.php?lang=1&level=1&ls_id=93&lid=3 https://www.beeindia.gov.in/sites/default/files/ECBC_RULES_GAZETTE.PDF https://www.derc.gov.in/sites/default/files/DSM-Regulations-2014.pdf
Regulatory Enablers for Renewable Energy Integration into the Grid- Priority access to the grid	<p>Chapter 7, Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2023; Clause 3(3) and 7(4), Electricity (Promoting Renewable Energy Through Green Energy Open Access) Rules, 2022; Clause 9, DERC Green Open access regulation, 2024 IEGC provides that RE generators declare aggregate available capacity and schedules, processed preferentially; no merit-order for WS Sellers or REGS—curtailment only for grid security. Rule prioritizes non-fossil fuel open access over fossil fuels, with long-term RE access. DERC Green Open access regulation 2024 states that Green Energy Open Access consumers shall have preference (priority) over normal Open Access consumers in the same category of open access.</p>	https://cercind.gov.in/Regulations/180-Regulations.pdf https://www.acma.in/uploads/ciculer-attachement/Electricity%20(Promoting%20Renewable%20Energy%20through%20Green%20Energy%20Open%20Access)%20Rules,2022.pdf https://www.derc.gov.in/sites/default/files/Green%20Energy%20Open%20Access%20Regulations%202024.pdf
Permission to install renewable energy self-generation facility	<p>Section 9 and 86(1)(e), Electricity Act, 2003; Rule 11, Electricity (Rights of Consumers) Rules, 2020; Clause 3, Electricity promoting RE through GEOA Rules Amendment 2023; Clause 4-5 and 9, DERC (Net Metering for</p>	https://cercind.gov.in/Act-with-amendment.pdf https://powermin.gov.in/sites/default/fil

B-Ready assessment area	Relevant Provisions	Link
	<p>Renewable Energy) Regulations, 2014; Clause 3 to 13, Guidelines under GNM & VNM of DERC, 2019 Act permits to set up, own, and operate a captive generating plant and directs ERCs to promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid Rights of Consumers Rules defines Prosumer as a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply. GEOA enables captive RE generation and green open access procurement for eligible consumers. DERC Regulations provides the regulatory framework for grid-connected rooftop solar and other renewable systems, including net metering/net billing mechanisms.</p>	<p>es/Consumers Rules 2020.pdf https://powermin.gov.in/sites/default/files/Electricity Promoting Renewable Energy Through Green Energy Open Access Second Amendment Rules 2023.pdf https://www.derc.gov.in/sites/default/files/Renewable-Energy-Net-Metering-Regulations2014.pdf https://www.derc.gov.in/sites/default/files/DERC%28Group%20Net%20Metering%20and%20Virtual%20Net%20Metering%20for%20Renewable%20Energy%29%20Guidelines%2C%202019.pdf</p>
<p>Permission to sell excess self-generated electricity to the grid</p>	<p>Section 9, Electricity Act, 2003; Rule 11, Electricity (Rights of Consumers) Rules, 2020; Clause 4-5 and 9 of DERC (Net Metering for Renewable Energy) Regulations, 2014; Clause 3 to 13, Guidelines under GNM & VNM of DERC, 2019 Act permits to set up, own, and operate a captive generating plant and have the right to open access for the purposes of carrying electricity from his captive generating plant Rights of Consumers Rules defines Prosumer as a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply. DERC Regulations and Guidelines enable eligible consumers to inject surplus renewable energy into the grid. The framework prescribes processes for feasibility, metering, billing, settlement, etc.</p>	<p>https://cercind.gov.in/Act-with-amendment.pdf https://powermin.gov.in/sites/default/files/Consumers Rules 2020.pdf https://www.derc.gov.in/sites/default/files/Renewable-Energy-Net-Metering-Regulations2014.pdf https://www.derc.gov.in/sites/default/files/DERC%28Group%20Net%20Metering%20and%20Virtual%20Net%20Metering%20for%20Renewable%20Energy%29%20Guidelines%2C%202019.pdf</p>
<p>Regulatory Enablers for Renewable Energy Integration into the Grid - Permission to sell to customers</p>	<p>Section 42(2) and 49, Electricity Act, 2003; Regulation 4, DERC (Terms & Conditions for Green Energy Open Access) Regulations 2024; Regulation 3, DERC (Terms & Conditions for Open Access) Regulations 2005 Act provides the statutory basis for open access, enabling eligible consumers to procure electricity directly from generators or traders (including renewable energy providers) other than</p>	<p>https://cercind.gov.in/Act-with-amendment.pdf https://www.derc.gov.in/sites/default/files/Green%20Energy%20Open%20Access%20Regulations%202024.pdf</p>

B-Ready assessment area	Relevant Provisions	Link
	the designated distribution licensee. Also allows electricity supply to be made under terms and conditions determined by regulations and agreements DERC Regulation allows direct purchase power from generators (including renewable energy developers).	https://www.derc.gov.in/sites/default/files/Open-Access.pdf
Regulatory Enablers for Renewable Energy Integration into the Grid - Access to balancing or ancillary services	Clause 6, Central Electricity Regulatory Commission (Ancillary Services) Regulations, 2022; Clause 5(3), CERC (Power Market) Regulation 2021 CERC Regulations allows RE generators to sell for balancing power through market platforms like GDAM and RE with storage for ancillary services under CERC Ancillary Services Regulations.	https://cercind.gov.in/Regulations/Ancillary-Service-Regulations-2022.pdf https://www.cercind.gov.in/2021/regulation/161-Gaz.pdf
Regulatory Enablers for Renewable Energy Integration into the Grid - Forecasting services	Section 6, CERC Framework on Forecasting, Scheduling & Imbalance Handling for Variable Renewable Energy Sources (Wind and Solar), 2017 CERC Framework on Forecasting, mandate the implementation of forecasting services of renewable energy.	https://cercind.gov.in/2017/regulation/p/ro.pdf

2.1 DIGITAL SERVICES AND INTEROPERABILITY

B-Ready assessment area	Relevant Provisions	Link
Electronic application for new electricity connection	https://ncbrpl.bsedelhi.com/BRPL/Login	
Electronic Payment	https://www.bsedelhi.com/web/brpl/demand-note-payment	
Platform with the information on the planned works on utility networks	https://www.bsedelhi.com/web/brpl/maintenance-outage-schedule	
Obtaining Permits related to Electricity Connections	BRPL on behalf of consumer, request the land-owning agencies wherever road cutting permission required for laying of service cable wherever required as per regulation.	

2.2 MONITORING OF SERVICE SUPPLY IN PRACTICE

B-Ready assessment area	Relevant Provisions	Link
Monitoring Reliability of Electricity Supply	https://www.bsesdelhi.com/web/brpl/b-ready-folder	
Monitoring Environmental Sustainability of Electricity Supply	Renewable Energy and RPO Compliance (Quarterly & Annual), energy consumption (in Giga Joules) and energy intensity from renewable sources, project related to reducing Green House Gas emission, waste management practices etc. BRPL being a subsidiary of listed entity M/s Reliance Infrastructure, it's BRSR report is clubbed with R-Infra's BRSR report. The BRSR report of R-Infra contains indicators to monitor environmental sustainability of electricity supply- Para 19 (c)- Page No. 2 Para 23 (a)- Page No. 3 Principle 2 (b)- Page No. 12 Principle 6 (2)- Page No. 23 Principle 6 (8)- Page No. 25 Principle 6 (10)- Page No. 26 Principle 9 (1)- Page No. 31.	https://www.bsesdelhi.com/web/brpl/renewable-purchase-obligation-rpo-status https://www.rinfra.com/web/rinfra/business-responsibility-report
Publishing indicators on environmental sustainability online	https://www.bsesdelhi.com/web/brpl/renewable-purchase-obligation-rpo-status ; https://www.rinfra.com/web/rinfra/business-responsibility-report Yes, Indicators are published annually in BRSR Report available on the website of Reliance Infrastructure.	

2.3 AVAILABILITY OF INFORMATION AND CUSTOMER NOTIFICATION

B-Ready assessment area	Relevant Provisions	Link
Connection Requirements listed on publically accessible website	https://ncbrpl.bsesdelhi.com/BRPL/Login ; https://www.bsesdelhi.com/web/brpl/faq ; https://www.derc.gov.in/sites/default/files/DERC%20%28Supply%20Code%20and%20Performance%20Standards%29%20%28Fifth%20Amendment%29%20Regulations%2C%202024%20-%202016.07.2024.pdf	
Tariff Setting	The change in Power Purchase Cost Adjustment (PPAC) is notified to consumers through Whatsapp Message. The change in electricity tariff is communicated to all the consumers through public notices issued in 5 largely circulated newspapers in 4 different languages. The same is also communicated at Website & Physical Bill.	https://www.bsesdelhi.com/web/brpl/tariff-orders https://www.bsesdelhi.com/documents/55701/1988135408/Order in Petition No 03 2024.pdf
Online complaint mechanism	https://www.bsesdelhi.com/group/brpl/complaint-registration Consumers can register their grievances through BRPL website for all the	

	categories mentioned. For that he/she should login the My Accounts. However, all the touchpoints are available to the consumer for registering complaints through online or offline.	
Timeline for complaint resolution	https://icgrcbrpl.bsesdelhi.com/ Expected timeline for various types of complaint resolution is available online on Internal Consumer Grievance Redressal Cell (ICGRC) of BRPL website, under ICGRC User Manual.	https://icgrcbrpl.bsesdelhi.com/Home/ViewPdf
Implementation of Inspections for Electricity Connections - Internal installation works	If the consumer's complaint is not resolved within the stipulated time, or if the consumer is not satisfied with the response or resolution provided, he/she may avail the Consumer Grievance Redressal Mechanism in accordance with the prescribed procedure. The consumer may approach the appropriate forum under Tier-I (Level 1, Level 2, Level 3, and Level 4), and thereafter, if required, proceed to Tier-II and Tier-III, as per the applicable norms and regulations. The consumer needs to follow the prescribed process under the Consumer Grievance Redressal Mechanism strictly in accordance with the relevant guidelines. There is CGRF and Ombudsman forums where consumer may raise the grievances and file appeals against CGRF order respectively.	

2.4 ENFORCEMENT OF SAFETY REGULATIONS IN PRACTICE

B-Ready assessment area	Relevant Provisions	Link
Implementation of Inspections for Electricity Connections - External installation works	BRPL has a quality and safety departments which has set procedure for clearance in respect of safety and quality. The voltage of DTs and down the line is monitored, and any low voltage issue is attended promptly. The compliances and quality systems are in place at BRPL to ensure quality and safety of installation to serve the quality power.	
Independent Complaint Mechanism	The customers maintain the internal supply system. BRPL has set of procedure to provide electricity connection and services as per DERC regulation. Quality and safety norms are priority areas for reliable supply. Safety awareness complained are conducted time to time to educate stockholders for the safety of all. The compliances and quality systems are in place at BRPL to ensure prompt and reliable services to customer.	