

WARM WELCOME TO THE TOURISTS
AND GREETINGS TO THE CITIZENS OF DELHI

OCTOBER, 2010

Citizen's Charter for BRPL Consumers



www.bsesdelhi.com

A joint venture with Govt. of NCT, Delhi





Smt. Shiela Dixit

Honorable Chief Minister of Delhi • cmdelhi@nic.in

“ I am a firm believer of public consultations and constructive feedback from the consumers on public services. BRPL Citizen's Charter is an excellent model to replicate in all such public services. ”

“ The BRPL Team is determined to excel in Customer Care and ensure a high quality network to its valued customers. As part of our endeavour to constantly improve the quality of services, Citizen's Charter is the first step in that direction. ”



Gopal Saxena

Chief Executive officer
ceo@bsesdelhi.com

What is the purpose of This Charter?

BSES Rajdhani Power Ltd. (BRPL) is committed to continuously improving the quality and reliability of its service towards the consumers and fulfilling the expectations of all its stakeholders in a manner that is safe, ethical, law abiding, healthy and environment friendly. The Charter works for you, the user of our services, by the application of the **SIX Principles** and they are:

- Standards
- Information and Openness
- Choice and Consultation
- Courtesy and Helpfulness
- Putting Things Right
- Value for Money

This is our voluntary initiative to demonstrate our commitment towards our esteemed customers:

- are non-statutory (i.e. they do not have the force of law);
- are intended to increase citizen's participation;
- define standards of service; and,
- publication of information about services.

who are we?

BRPL came into existence on 1 July, 2002, when the Delhi Government decided to privatize the business of electricity distribution in the national capital. BRPL distribute reliable and quality power to 1.5 millions consumers spread across 750 sq-km area. The unparalleled achievements of the electricity distribution sector in Delhi stand out as the most “successful experiment and replicable model” of Public-Private-Partnership (PPP). This view has been upheld repeatedly by ICRA and CRISIL for the Ministry of Power, Govt. of India.

For greater convenience of all such customers who want to visit physically to access the services, there is a BRPL office every 2.5 KMs

Some Modest Achievements

- The company has reduced AT & C losses from a high of 53 % in July 2002 to 19 % as on 31 March 2010.
- Successfully met the maximum power demand of 1960 MW during the summer of 2010-2011 – a 57% increase over the maximum power demand of 1259 MW in 2002-2003. Being biggest of the three discoms, BRPL has a 43% share in Delhi's electricity distribution pie.
- This massive reduction in AT & C losses by BRPL since July 2002, along with capex, loan repayment and payment of E Tax to the MCD has saved the Delhi government Rs 8540 crore.

BRPL cherishes your Relationship

BRPL has institutionalized a structured approach towards Consumer Relationship Management. We organise meetings with consumer representative groups such as RWAs, Trade Associations and Industry Associations at the division/circle level once every fortnight. We also organise "BRPL Aapke Dwar" - an open house consumer program, under which an empowered team of senior BRPL officials hold interactive sessions with the RWA's/ residents of an area. Another initiative to engage consumers is the 'Vishisht Sahayogi' - a partnership initiative with eminent citizens and opinion makers in the licensed area. As part of the initiative, BRPL engages in a meaningful two-way dialogue with the 89 Vishisht Sahayogis - for the larger benefit of each of its 1.5 millions consumers and seeks to build a mutually beneficial partnership between the company and its customers. The program also enables BRPL to receive regular feedback and insight into the specific needs and requirements of a cluster and facilitates in designing area specific deliverables.

Consumers can also **write directly**
to BRPL CEO at ceo@bsesdelhi.com or make a call
to share the feedback or complaint.

Some of our existing Customer Care Services

We Offers a host of novel features and facilities including:

- Door Step Services (DSS)
- 24 x 7 Call Centre
- Online Complaints registration
- Online Bill Status
- Online Duplicate Bills
- Online Bill Payment
- Online Bill Calculator
- Contact details of senior officials
- Soft copy of various Forms like Application for new connection
- Load Enhancement etc.

Over 4000 bill payment touchpoints - Customers can pay BRPL electricity bill at over 2000 locations - through a wide spectrum of options including Cash Collection Centres, Easy Bill outlets, ITZ Cards, Skypak drop boxes, Project Nikat Drop Boxes, Credit Card, Net Banking, Auto Debit, Bill Payment Kiosks/Suvidha/Oxygen/Jeevan Centres/ Minc and even through "SMS". Applying for a New Connection, Load Enhancement/Reduction, Name Change, Address Correction, Category or Tariff Change was never easier. Now you do this without leaving the comfort of your home.

Your Complaints are important for us as it is an opportunity to serve you better.

Grievance Redressal

BRPL has a very robust grievance redressal mechanism. In case your queries / complaints are not resolved to your satisfaction at the service provider level, you can approach the following:

Consumer Grievance Redressal Forum (BRPL)

Sub Station Building, Sector-V, Pushp Vihar,
New Delhi - 110017

Phones: 32978194, 32978195

Fax: 29564400 • Email: cgrfbrpl@rediffmail.com

Electricity Ombudsman

B 53 Paschimi Marg, Vasant Vihar,
New Delhi - 110 057

Tel: 32506011 • Fax: 26141205

Address for Special Courts of Electricity

BSES Rajdhani Power Limited

1. Patiala House Special Court.
Patiala House Court, Room No. 31,
New Delhi 110001
2. Dwarka Special Court. Add. : Special Court
(Electricity), Court No. 208, Dwarka,
New Delhi -110075
3. Public Grievance Cell, Minto Road, New Delhi

We are committed towards

Corporate Social Responsibility (CSR) and Energy Conservation

BRPL not only champions the cause of energy conservation but lives it, practices it. These include the popularization of CFLs, the Bijli Gyan Abhiyan with school children, Tree Plantation, Environment march with school children, Nukkad Nataks and the Earth Hour. BRPL always reaches out to its customers, telling them how efforts of each one of them will not only go a long way in helping Delhi save electricity, save money for themselves and overall save the planet for the next generation.

Not only did we engage the media to propagate the benefits of adopting CFLs, but even signed up with a couple of CFL manufacturers to ensure that consumers can buy the energy efficient CFLs at an attractive price. The schemes saw over 600 thousand CFLs being sold; reducing CO₂ emissions by around 200 thousand tonnes/year as well as reducing electricity consumption by around 35 MW in BRPL designated area.

Some important guidelines on Earth Leakage Protective Device

Earth leakage, may turn simple everyday appliances into objects of dread - giving electric shocks and causing serious bodily injury, which sometimes can be fatal. These shocks and mishaps can be avoided by installing an Earth Leakage Protective Device (ELCB). This simple device detects even small "current to earth" (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises/equipment, thus preventing serious mishaps. Another useful benefit of installing an ELCB is that it also detects faulty and intermixing of internal wiring.

Under Section 61 A of the Indian Electricity Rules, 1956, it is mandatory for all consumers, having an electricity load of 5 kW and above, to have an ELCB installed at their premises. Delhi Electricity Regulatory Commission (DERC) in a recent order has directed the Delhi discoms to ensure strict adherence to Section 61 A of the Indian Electricity Rules, 1956 and make the installation of an ELCB mandatory and a pre-requisite for providing a new connection with immediate effect.

Seek a copy of our detailed Citizen's Charter to know more about us and our various initiatives including our appeal to our valued customers on how to conserve energy.

Beware of Impostors

BRPL urges its consumers to guard against unscrupulous elements - out to make a quick buck in a clandestine manner & tarnish the company's image. Do not get intimidated by their threats or false assurances. Do not give them any money. Remember, all Enforcement fines, penalties and other Commercial payments are to be made ONLY at designated BRPL offices. Customers are advised to ascertain & verify the identity of persons, claiming to be from BRPL, who visits their premises. Please ask for their ID

cards & look for the following to ascertain its genuineness:

BSES logo, BSES hologram, Date of issue, validity, photograph, signature of authorized signatory, Signature of employee, Employee Number, ID Card Number, Name /Logo/Address of the Contractor, Lamination. In case you have any doubt or notice anything suspicious, please immediately alert the nearest BRPL office or call **011-399 99 707** and inform the local Police on # **100** or **1090**.

We always Honour our Regulator and are accountable towards the customers

Though the Regulatory Authority, Delhi Electricity Regulatory Commission (DERC) has laid down the stipulated timeframe within which the various services have to be rendered, BRPL have been continuously striving to even better these. Here's a primer:

BRPL is constantly striving to make the timeline better.

S. No.	Commercial / Metering Complaints / Requests	DERC Timeline (Days)	BRPL Timeline (Days)
1	Name Change	2 Billing Cycles	15
2	Billing Complaints	15	7
3	Final Bill (Vacating Premises)	23	3
4	Special Reading	7	3
5	Refund of Security Deposit	60	7
6	Name Correction/Address Correction	60	15
7	New Connection-Energisation after payment of Demand Note (Electrified)	12	7
8	New Connection-Energisation after payment of Demand Note (Un-Electrified)	180	60
9	Load Enhancement - Energization after payment of demand note	12	7
10	Replacement of Faulty Meter (stop, slow, fast, glass broken)	30	15
11	Delay of Meter Energisation after Security Deposit	15	7

S. No.	Commercial / Metering Complaints / Requests	DERC Timeline (Days)	BRPL Timeline (Days)
1	New Connection Demand Note after Application Received	7	7
2	Temp. Connection - Energization after payment	7	7
3	Load Reduction sanction (effect from next billing cycle)	10	10
4	Testing of Meter after payment	15	15
5	Replacement of Burnt Meter	3	3
6	Final Bill (Disconnection request)	5	5
7	Reconnection after payment (Normal/Dormant)	2	2
8	Bill Not Received	1	1
9	Correction of Security Deposit	7	7
10	Shifting of Meter/Amalgamation of Meter	15	15

We are concerned about your **HEALTH and SAFETY...**

Do's

- ✓ Carry out all electricity related work, only after switching off the power supply
- ✓ In case of an electrical fire, immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water
- ✓ Provide effective Earthing for all electrical appliances and install an Earth Leakage Circuit Breaker (ELCB) to prevent electrical shocks mandated for > 5 kw.
- ✓ For all electrical appliances use properly earthed 3-pin plugs
- ✓ Electrical appliances should be kept away from damp & hot surfaces and from flammable goods
- ✓ Keep away from overhead electricity lines and cables and do not touch broken wires

Don'ts

- ✗ Don't go near any place where 'Danger'/ Caution board is placed
- ✗ Never climb utility poles or play near fencing around substations
- ✗ Don't touch switches / plugs with wet hands
- ✗ Don't use broken electrical fittings replace them immediately
- ✗ Don't use metallic wires, near electric cables, for hanging wet clothes
- ✗ Don't use electrical appliance or talk on the phone during an electric storm
- ✗ Don't insert wires directly into the plug socket, without a matching plug pin
- ✗ Don't provide for a fuse on a neutral circuit.
- ✗ Don't approach any wet wire & be extra careful not to go near any electrical installations during monsoon days.

Our Vision

- To be amongst the most admired and most trusted integrated utility companies in the world.
- To deliver reliable and quality products and services to all customers at competitive cost, with international standards of customer care-thereby creating superior value for all the stake holders.
- To set new benchmarks in: standards of corporate performance and governance, through the pursuit of operational and financial excellence, responsible citizenship and profitable growth.

Electricity problems?

Easy, just call BRPL IVRS based Call Centre

011-39999707 and select the Door Step Service "DSS" option or simply visit the BSES interactive 24 x 7

website www.bsesdelhi.com

and fill up a simple form

BRPL
strongly believes in
empowering the
customers
with their **rights** and they
are

- Right to safety
- Right to Choice
- Right to redressal
- Right to be heard
- Right to education
- Right to information
- Right to quality service
- Right to standard

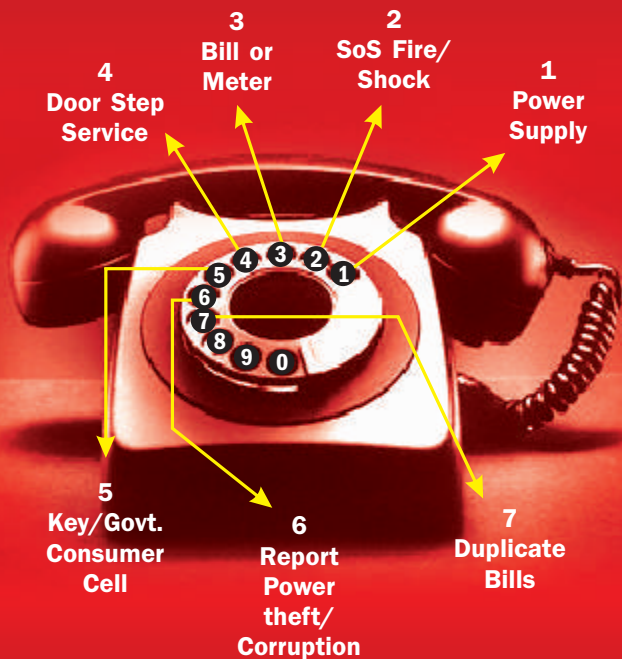


www.bsesdelhi.com

A joint venture with Govt. of NCT, Delhi

For all your electricity related problems dial

3999 9707
and press



Mailing Address:

BSES Rajdhani Power Limited, Customer Care,
BSES Bhawan, Behind Nehru Place Bus Terminal,
Nehru Place, New Delhi-110019

This charter has been jointly prepared by the officials,
staff and users of BRPL as a joint initiative of BRPL & CCEA Society
(Cell for Consumer Education & Advocacy Society)

Toll Free 24 x 7 Helpline No. 1800 11 4424 • www.bijlidost.org.

It will be revised and updated annually.