

# Empowering Dilli

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One of the  
Greenest  
Discoms  
in the  
Country?

Powering  
the EV Revolution  
in Delhi.

Powering  
the G20 Summit.

*YOUR QUARTERLY CONNECTION WITH*

**BSES**  
BSES Rajdhani Power Limited

**BSES**  
BSES Yamuna Power Limited

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# Introduction.

We are thrilled to announce the launch of our brand new quarterly newsletter, *Empowering Dilli*. This dedicated platform aims to keep you, our valued stakeholders, informed about the latest updates, initiatives, and achievements of BSES. Delivered conveniently to your inbox and WhatsApp, *Empowering Dilli* fosters a closer connection between BSES and its stakeholders.

Within the pages of *Empowering Dilli*, you will gain insights into the discom's ongoing projects, technological advancements, and strategic developments. We will also celebrate our achievements and milestones in delivering reliable and efficient power supply. Additionally, the newsletter will explore BSES's commitment to environment and our efforts towards a greener future.

We believe *Empowering Dilli* will be a valuable resource for all our stakeholders. With your continued support, BSES remains dedicated to Powering Delhi, Empowering Consumers.



## GRADES OBTAINED BY DISCOMS AND POWER DEPARTMENTS FOR FY 2022-23

The data was finalized for 62 DISCOMs cumulatively serving ~32.4 crore consumers and accordingly they were considered for the grading activity. While some DISCOMs have secured leading positions with higher grades, many have been identified with parameters to improve upon. The table below indicates grades secured by DISCOMs corresponding to each of the 4 key parameters.

S. No.	State / UT	DISCOM	Operational Reliability (45 Marks)	Connection & other Services (10 Marks)	Metering, Billing & Collection (35 Marks)	Fault Rectification & Grievance Redressal (10 Marks)	Final Grade (100 Marks)	Change in Grade from FY22
1	Delhi	BRPL	A+	A	A+	B+	A+	↑
2	Delhi	BYPL	A+	A	A	B	A+	↑
3	Delhi	TPDDL	A+	A	A	B+	A+	↑
4	Uttar Pradesh	NPCL	A+	A+	A+	A+	A+	↑
5	Andhra Pradesh	APCPDCL	A+	B+	B+	A	A	↑
6	Andhra Pradesh	APEPDCL	A+	A	B	A	A	↔
7	Andhra Pradesh	APSPDCL	A+	B	B+	A	A	↔
8	Maharashtra	AEML	A+	A	B	B	A	↔
9	Manipur	MSPDCL (SCS)	A+	A	B+	B+	A	↑
10	Tamil Nadu	TANGEDCO	A+	A	B+	A+	A	↑



# No.1 for 3 years

**BRPL and BYPL Set Benchmark with A+ Ratings in REC's Third Nationwide Consumer Service Ratings of Discoms**

In the third edition of the Consumer Service Rating of Discoms' (CSR) for FY 2022-23, REC Ltd, under the Minister of Power, has ranked both the BSES discoms as A+ with a cumulative score of over 90. This is the highest ranking for any power distribution company in the country.

Total

# 62

power distribution companies (discoms), cumulatively serving around **32.4 crore** consumers, were ranked by REC across the country.

Only

# 4/62

discoms managed to secure **A+ ratings.**

**BRPL & BYPL**

have consistently emerged at the top over the last

# 3 years.

## key highlights.

CSRD Report rigorously rated DISCOMs on four broad parameter, further divided into 23 sub-parameters.

The rankings can be further drilled-down and reduced to the findings across the sub-parameters.

\*partial list

	BRPL	BYPL	National Average
Hours of Power Supply	24	24	23.59
% of DT Failure Rate	0.2	0.65	5.8
% Online processing of applications through online portal	100	100	89
% of bills generated through non manual reading	99	99	30
% of consumers receiving alerts	99	99	82
% of consumer paying bills digitally	89	86	38

# Golden Peacock Award

BRPL shines bright.



In recognition of excellence, BSES Rajdhani Power Limited (BRPL) has been adjudged the winner of the coveted Golden Peacock National Quality Award. Bestowed by the Institute of Directors (IOD), these awards are considered the benchmark for corporate excellence in India. BRPL holds the distinction of being the first power discom in Delhi to receive this recognition.



BSES has been championing the cause of sustainability. For 'Powering Delhi and Empowering Consumers', it continues to harness the power of the elements — *sun*, *wind* and *water*.

With the sustained efforts, BSES discoms have already inked PPAs to the tune of

**~3200 MW**

of which, BSES has started receiving green power to the tune of

**~1926 MW**

which is equal to approximately

**37%**

of the long-term power portfolio.

Between FY 2024-26, another

**+~1430 MW**

of green power is likely to be operationalised

taking the BSES green power portfolio to

**~50%**

**+1250 MW**

of proposed green power tie-up by FY 2026-27 will take green power in the long-term power portfolio to

**58%**

By FY 2026-27, green energy in BSES' power portfolio will reach over

**~4600 MW**

**or 58%**

of its long-term power arrangement.

One of the  
**greenest**  
**discoms**  
in the country.

Green power portfolio contributors —



At present:

**~840 MW / 16%**

FY 2026-27:

**~1390 MW / 18%**



At present:

**~500 MW / 10%**

FY 2026-27:

**~500 MW / 6%**



At present:

**~546 MW / 10%**

FY 2026-27:

**~1215 MW / 15%**

**Hybrid Energy:** 1460 MW / 18% (FY 2026-27)

**Waste to Energy:** 40 MW / 1% (present) / 40 MW / 1% (FY 2026-27)

FY 2023–24 (till January 2024)

EV charging stations  
across India consumed

**359 MU**

(million units)  
of electricity.

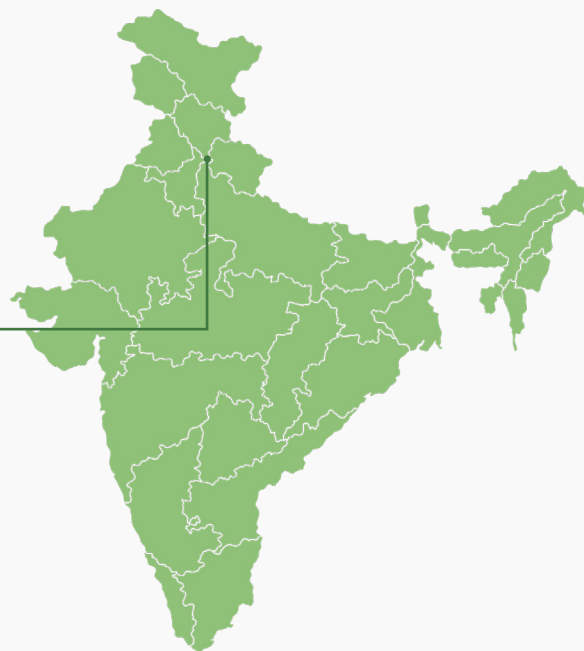
as per Central Electricity Authority (CEA) report.

Of which Delhi  
accounted for

**161 MU**

**45%**

of the national  
consumption.



EV charging stations  
in **BSES** areas  
(South, West, East  
and Central Delhi)  
consumed

**106 MU**

71 MUs — BRPL  
+ 35 MUs — BYPL

amounting to

**>30%**

of the country's  
electricity  
consumption at EV  
charging stations.

Powering the

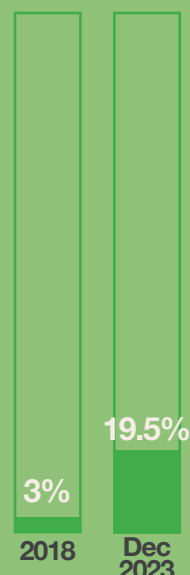
**EV  
Revolution  
in Delhi.**

Electricity consumed at EV  
charging stations in BSES  
areas in Delhi

**66%**







Rapidly growing EV market share, powered by BSES.

BSES has been playing a major role in powering the EV revolution in the national capital. The fast growing network of EV charging points and battery swapping stations is powering this shift and BSES is driving this through active private partnership.



# 3665 EV charging points & battery swapping stations

installed at over

## 1200

BSES locations across South, East, West and Central Delhi.

BSES plans to install

## + ~1200

EV charging points and stations around BSES areas in the current FY.

### EV Charging Points and Battery Swapping Stations in BSES Areas\*

Charging Category	No. of Charging Points	No. of Locations
Public EV Charging Points	~1643	444
Battery Swapping	~226	(178 battery charging stations, often co-located at EV charging stations)
Private	1331	~445
Captive	~465	~325
<b>Total</b>	<b>~3665</b>	<b>1210</b>

\*as of March 31, 2024.



# EV Consumption in BSES Areas.



# Powering the G20 Summit

BSES doesn't just light up the lives of approximately 2 crore residents across South, West, East and Central Delhi; it also powers **mega events.**



We were immensely privileged and proud to have played a crucial role in the success of the G20 Summit.

Under the guidance of the leadership team, our dedicated and experienced team of engineers and staff pulled out all stops to ensure a seamless and reliable power supply throughout the various venues of the G20 Summit, including the iconic Bharat Mandapam at Pragati Maidan.

To ensure seamless power supply during the event, Team BSES undertook several key measures. The discom leveraged the latest technologies and spruced up its network infrastructure. This included maintenance of over 5,000 poles, 260 transformers, and 250 feeder pillars across 55 roads. Additionally, the distribution network at Pragati Maidan, the main venue, was augmented to include multiple backups.





# Empowering Communities, Illuminating Lives

**BSES CSR Makes a Difference.**

Over the years, BSES Corporate Social Responsibility (CSR) initiatives have touched the lives of lakhs of beneficiaries. It brings us immense pride to share that our programs have been instrumental in empowering women, with over 50% of the beneficiaries being female. Our CSR endeavors span across several categories, including Healthcare, Education and Skill Development, Sanitation, and Energy Conservation.

As part of our endeavour, we have been undertaking a series of community outreach programs in our licensed areas of South, West, East and Central Delhi—like vocational training to diverse sections of society, including a dedicated center for the visually impaired. Our initiatives also encompass self-defense training for women, tree plantation drives, setting-up mini science centres for promoting STEM subjects, Water ATMs, renovation of crematoriums, eye care & tobacco de-addiction camps, scholarships to needy students, providing aids to person with disabilities and the installation of sanitary napkin dispensing machines for women, among others.







Our initiatives also encompass self-defense training for women, tree plantation drives, Water ATMs, renovation of crematoriums, and the installation of sanitary napkin dispensing machines for women.





# Media

## on BSES

# Three Delhi Discoms Shine In Pan-India Service Ratings

## Top Chart With A+ For 24-Hr Supply, 100% Processing Of Online Requests

Atul.Mathur@timesgroup.com

**New Delhi:** The city's private power distribution companies have again emerged at the top in the latest consumer service ratings for discoms.

BSES Rajdhani, BSES Yamuna and Tata Power have bagged the top three positions, respectively, with A+ rating, followed by Uttar Pradesh's Noida Power Corporation Li-

imited and Andhra Pradesh Central Power Distribution Corporation Limited at number four and number five spots.

This was the third edition of the survey. The report captured the current status of consumer services by discoms across the country.

The Union power ministry evaluated 62 power discoms – 52 state-owned and 10 private – covering a population base of

over 32.4 crore consumers, for their operational reliability; connection and other services; metering, billing and collection; fault rectification and grievance redressal, and 23 sub-parameters.

The ratings were released by Union minister of power RK Singh during the review of planning and monitoring with states last week.

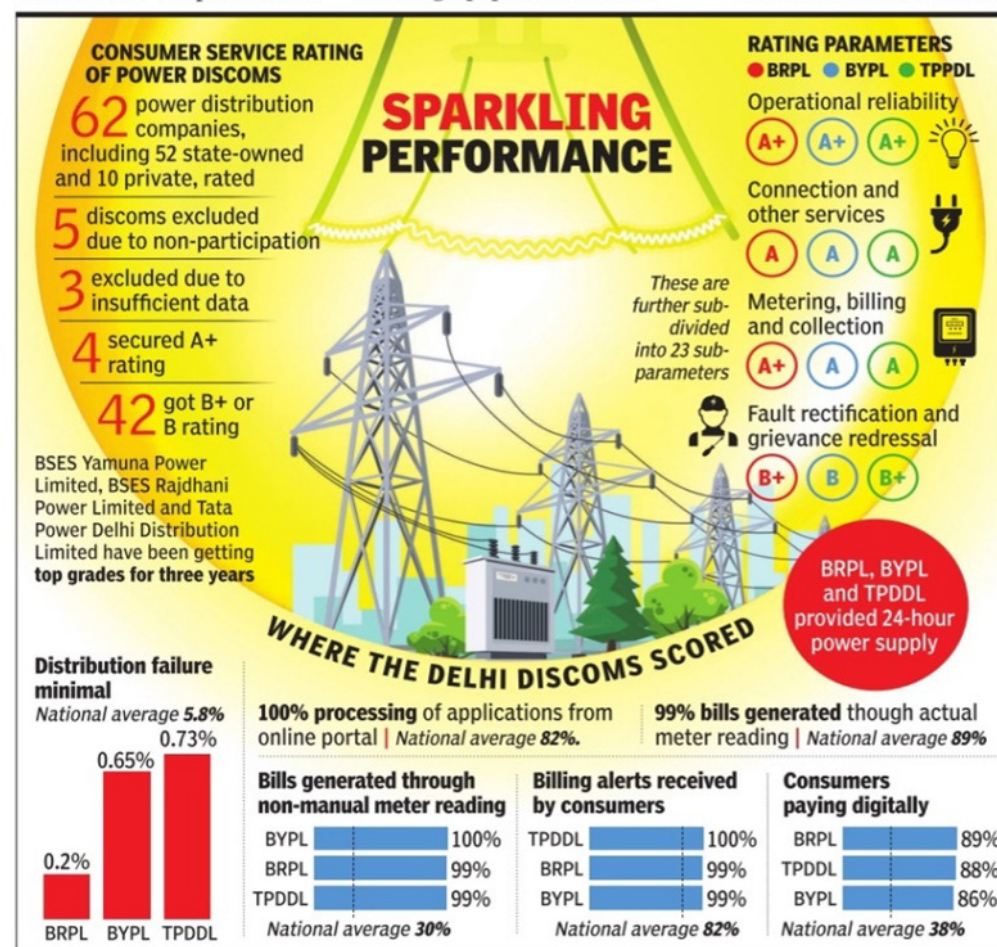
While four discoms secured

A+ rating, eight got A, 23 got B+, 19 got B, four got C+, three got C and one power distribution company got D rating.

According to an official, the survey creates a set of parameters related to quality and reliability of electricity supply and consumer services, tracks performance of discoms over a period, develops a spirit of healthy competition among them and nudges them to assess gaps.

According to the report, in "operational reliability", the ministry of power, while assessing the performance of discoms, looked at the number of hours of power supply, interruption index and distribution failure rate. Alignment of regulations with the best industry practices, applications processed online, and average deviation from SOP in processing connections were assessed for "connection and other services". For "metering, billing and collection", the discoms were rated for average days taken for replacement of defective meters, bills generated based on actual reading, bills from non-manual meter reading, consumers receiving billing updates on mobile and the percentage of digital bill payments. For "fault rectification and grievance redressal", the survey looked at the number of consumers registered for 24x7 customer care, average waiting time, consumers receiving outage related updates and grievance redress.

Officials said the three Delhi discoms were not only able to supply power 24 hours, but they also kept distribution failure rate at the minimum.









## BSES makes sanitary napkins accessible to needy

The lack of an adequate facility for menstrual hygiene is a problem that many adolescent girls and women face. Doing its bit, BSES is on a



mission to improve access to affordable and hygienic sanitary napkins for those in need. As a part of the effort, BSES has facilitated the installation of 20 automatic sanitary napkin vending and incinerating units across 9 government medical facilities

in south and west Delhi. Apart from this, BSES's self-help groups have stitched and distributed lakhs of pads in the last three years alone, making a significant difference in the lives of thousands of women. Menstrual hygiene is intrinsic to a woman's good health and wellbeing. BSES's goal is to empower women by providing them with easy access to sanitary products and safe disposal options, ensuring a healthier and cleaner environment for all.

## BSES launches training centre for visually impaired

BSES recently launched a specialised vocational training centre for visually impaired youngsters



between the ages of 16 and 35 in Najafgarh. Through this programme, participants will undergo comprehensive six-month training in various disciplines, including Computer Software - Data

Entry and MS Office, advanced computer courses, and English-speaking modules tailored for competitive exam preparations. In this programme, every enrolled aspirant will be mentored by seasoned professionals. Around 60 men and women, primarily from West Delhi, are now part of this transformative journey with BSES. This initiative resonates with the ethos of BSES as the discom also introduced electricity bills in Braille earlier this year.

## BRPL's 'Anokha Dhaga' empowers women

Nestled amidst South Delhi's Sangam Vihar, BSES Rajdhani Power Limited (BRPL) has launched "Anokha Dhaga", a unique handloom 'training' unit. Outfitted with a diverse range of spinning equipment, from the traditional Khadis to Tana-Bana and Charkhas, this



initiative underscores its dedication to promote self-sufficiency among the local communities, especially the women from the underprivileged backgrounds. The training programme aims to not only teach the intricate craft of creating exquisite bed sheets, suits, scarves, and stoles, but also impart an in-depth understanding of the entire value chain - from selecting the yarn, mastering handloom techniques, overseeing production to grasping the intricacies of marketing connections. Upon completing their training, these budding artisans will be ready to establish enduring livelihoods, thereby strengthening the community's economic foundation.

## Control Room For Seamless Power Supply

### Enhanced Flow From 3 Sources

Atul Mathur@timesgroup.com

**New Delhi:** To ensure that there is no glitch in power supply at Pragati Maidan during the G20 summit, BSES, the power distribution company, has arranged enhanced electricity supply from three different sources. BSES officials said a 24x7 control room was also being set up at Pragati Maidan, which would have a team of 20 experienced personnel to monitor the power supply.

The heads of 29 largest economies of the world will be meeting for the G20 summit at Bharat Mandapam, the convention complex at Pragati Maidan, on September 9-10 and several parallel meetings will also be taking place at the venue.

The power discom is making an all-out effort to ensure a reliable and seamless power supply during the summit. "BSES has enhanced the power supply at the main venue in Pragati Maidan. The venue now benefits from three separate power sources to ensure reliability. To achieve this, we have laid three kilometres of cable connected to our ITPO grid to offer greater flexibility," a BSES official said.

"Additionally, the company has installed three 1,600 KVA distribution transformers to serve as a power supply backup. The total installed capacity of BSES ITPO grid is 20 MVA now," the official added.

All three power sources for the Pragati Maidan grid now

feature changeover systems or multiple levels of automatic backup, which effectively means that in the highly unlikely event of one cable failing, the power supply will automatically and seamlessly switch to the second cable. If the second cable also fails, the system will switch to the third source, officials explained.

BSES has also spruced up its infrastructure - over 5,000 electricity poles, more than 260 distribution transformers and around 250 feeder pillars - on 55 roads. "A team of 250 BSES personnel has been working tirelessly since January 2023 to complete the network impro-



vements," said an official.

To tackle any unforeseen contingencies, BSES will also deploy quick response teams at strategic locations.

The discom has leveraged advanced technology for reliable power supply during the summit and systems such as SCADA, DMS, and GIS will help facilitate real-time monitoring of power supply for swift restoration in case of faults. "Through GIS mapping, BSES has catalogued all of its distribution assets and consumer locations, including the G20 venues. This will aid us in the quick identification of faults," said an official.

