# Empowering

VOL.1/ISSUE.1

# One of the Greenest Discoms in the Country?

the EV, Revolution in Delhi.

**Powering** the **G20 Summit.** 

YOUR QUARTERLY CONNECTION WITH





	Introduction	2
	No. 1 for Three Years	3
<b>S</b>	Golden Peacock Award	4
	One of the Greenest Discoms in the Country?	5
	Powering the EV Revolution in Delhi	6
	EV Consumption in BSES Areas	7
	Powering the G20 Summit	8
N	Community Engagement and CSR Initiatives —	9
	Media on BSES	11

# Introduction.

We are thrilled to announce the launch of our brand new quarterly newsletter, *Empowering Dilli*. This dedicated platformaimstokeepyou,ourvaluedstakeholders,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	Operation al Reliability (45 Marks)	Connection & other Services (10 Marks)	Metering, Billing & Collection (35 Marks)	Fault Rectificatio & Grievanc Redressal (10 Marks)	e Grade (100 Marks)	Change in Grade from FY22	
1	Delhi			BRPL	A+	А	A	+	B+	A+	1	
2		Delh	i		BYPL	A+	А	, A	<b>`</b>	В	A+	1
		3	Dell	ni	TPDDL	A+	А	А	B+	A+	T	
		4	Uttar Pr	adesh	NPCL	A+	A+	A+	A+	A+	1	
		5	Andhra P	radesh	APCPDCL	A+	B+	B+	A	А	1	
		6	Andhra P	radesh	APEPDCL	A+	A	В	A	А	++	
		7	Andhra P	radesh	APSPDCL	A+	В	B+	А	А	+	
		8	Mahara	shtra	AEML	A+	А	В	В	А	+	
		9	Mani	pur	MSPDCL (SCS)	A+	A	B+	B+	А	1	
		10	Tamil N	Nadu	TANGEDCO	A+	A	B+	A+	А	1	



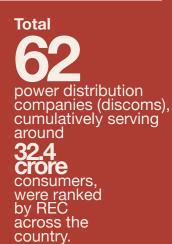
CONSUMER SERVICE RATING OF DISCOMS (CSRD)

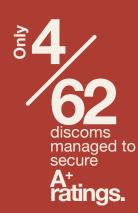
REPORT Fy 2022-23

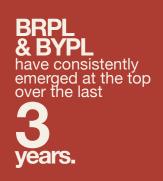


BRPL and BYPL Set Benchmark with A+ Ratings in REC's Third Nationwide Consumer Service Ratings of Discoms

In the third edition of the Consumer Service Rating of Discoms' (CSRD) 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.







2022-23

3

## key highlights.

CSRD Report rigorously rated DISCOMs on four broad parameter, further divided into 23 subparameters.

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

partial list

	BRPL	BYPL	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



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.

National

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 +~143

of green power is likely of be operationalised

taking the BSES green power portfolio to

MM

~50%

• **1250 MW** of proposed green power tie-up by **FY 2026–27** will take green power in the long-term power portfolio to



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

58% of its long-term power

One of the **Greenest discoms** *in the coutry.* 

Green power portfolio contributors –

FY 2026-27:

M



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

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

10%

6%

546 N

215

FY 2026-27:

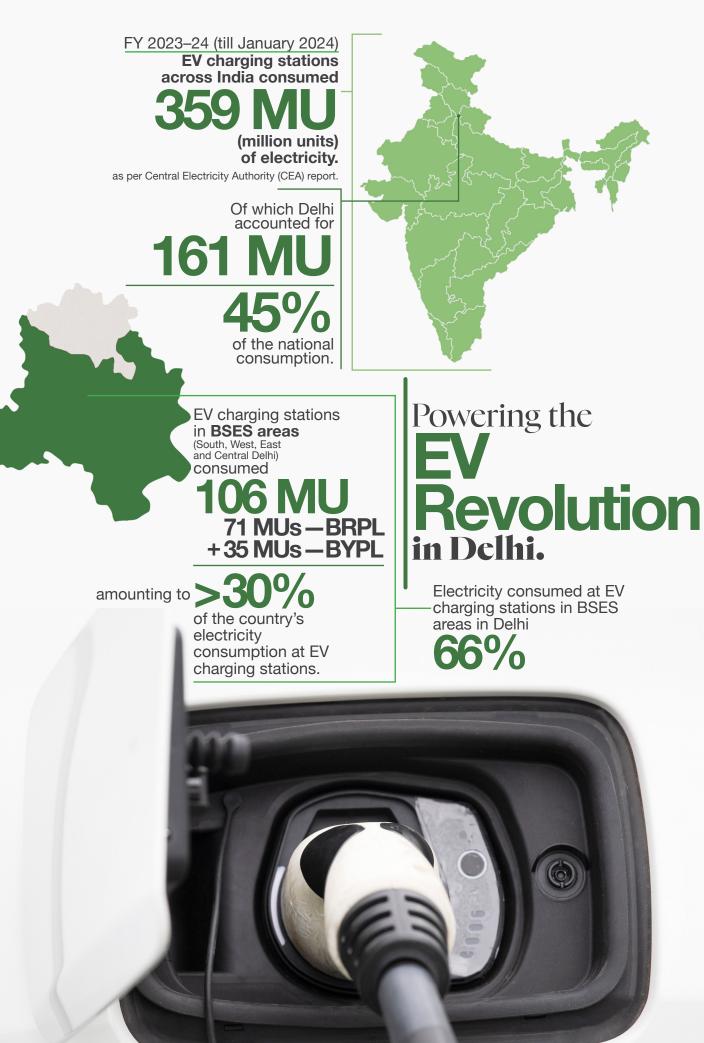
10%

|5%

GREEN REV

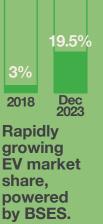
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BSES has been playing a major role in powering the EV revolution in the national capital. The fast growing network of EV charging points and battery swapping stations is powering this shift and BSES is driving this through active private partnership.

No. of Locations



Charging Category

**Private** 

**Total** 

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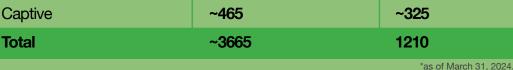
installed at over

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

BSES plans to install

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

**Public EV Charging Points** ~1643 444 (178 battery charging stations, often co-located at EV charging stations) **Battery Swapping** ~226 1331 ~445







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

No. of Charging Points

# 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.

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## 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.











C S R



## 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

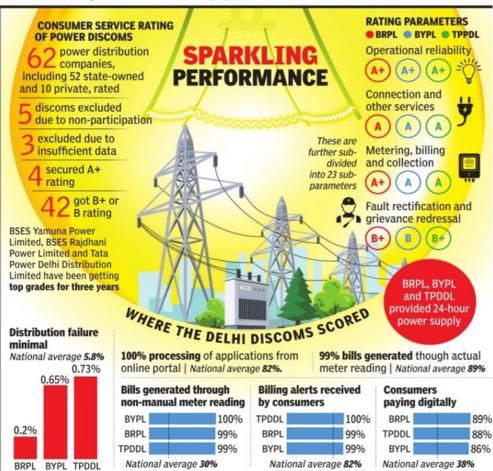
**New Delhi:** The city's private power distribution companies have again emerged at the top in the latest consumer service ratings for discoms.

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 Limited 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 dis-

coms 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,

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.

## Making Hay, And Power, While The Sun Shines

Delhi Is Yet To Warm Up To Idea Of Generating Solar Energy At Home. Those Who Have Are Happy, But Challenges Remain

Jag Me Delbi: ne up to Ro

dires when systems for power systems Delbi fister Policy, mulder the Rs 3.25 aut on the solar po-ent on the solar po-

#### TIMES Special

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#### HOW A SOLAR PANEL WORKS A solar part energy top ins a large number of solu soluce the flow of electric and the solar TAPPING THE SUN z CHALLENGES RESPONSE SO FAR WHAT SETTING SOLAR PANELS MAY COST YOU DISCOM \$55,000 130,000 36/000 4.000 70,000 145.000 54,000 6.000 1.05.000 ₹18,000 per km 2,20,000 63,000 8.000 149.000 R9,000 per kW 72,000 81,000 2,75,000 10.000 191000 3,30,000 2.39.000 10,000 Eabsidy as per Belhi Solar Policy (set to be solifice) 185,000 90.000 10.000 2.85.000 6.40.000 10.000 131.000 495,000 1.08.000 30.000 177000 117000 85 mil 129 or

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#### E-vehicles in city use 55% of country's **ECS** power

New Delhi: Delhi is among the leaders in electric vehicle (EV) adoption in India. According to a report by Central Electricity Authority (CEA), the city con-sumed 55% of the total power consumed at EV charging sta-

tions in the country. According to the CEA's re-port for FY 2022-23, the EV charging stations (ECS) across India consumed 205 million units of electricity. Delhi accounted for over 55% of this consumption, utilising 113.4 million units.

Areas in BSES Rajdhani Po Areas in BSES Rajdbani Po-wer Limited (BRPL) recorded the highest consumption of electricity at EV stations, rea-ching 47.1 million units. EV charging stations in Tata Po-wer Delhi Distribution Limi-ted (TPDDL) areas saw a con-sumption of 40 million units and the charging stations in BSES Yamuna Power Limited (BYPL) areas recorded a con-sumption of 26 million units. The three discoms provide

electricity to different parts of the city.

The numbers demonstrate Delhi's eagerness to lead Indi-a's EV transition and the role being played by the discoms. By playing an active role in bu-ilding and promoting EV infrastructure, we are setting the stage for a sustainable future, said a senior discom official.

By 2030, the Government of India aims for a 30% EV penet-ration, while the Delhi govern-ment's objective is to ensure that 25% of all new vehicle registrations in the city are elec-

tric vehicles by 2024. Since August 2020, Delhi bas registered over 1,20,000 EVs. The city has 2,794 public charging points, 1,550 private charging points and 256 batte-ry swapping stations. TNN

#### BSES to facilitate installation of 900 EV charging points

New Delhi: Delhi will get 446 more electric vehicle charging points at 193 public places in the coming six months.

"BSES will facilitate the installation of additional 900plus charging points over the next few months, and the company is in talks with several partners to expand the charging infrastructure further. Of these charging points, 446 will be public and 441 private," a senior discom official said.

"The remaining points will come up in BSES offices," he added.

According to officials, the 446 charging points will come up in Nehru Place, Nizamuddin, Sarita Vihar, Saket, Vasant Kunj, Punjabi Bagh, Dwarka, Mayur Vihar phase I and II, Karkardooma, Shahdara, Karol Bagh and IP Extension.

The Delhi government's EV policy aims to accelerate the adoption of electric vehicles in the city to reduce air pollution and improve public health. The policy aims at having 25% of all new vehicle registrations in Delhi to be electric vehicles by 2024.

The BRPL and BYPL consumers can get a private EV charging point installed through the Switch Delhi portal at their homes, group housing societies, multi-storey apartment complexes, RWAs offices and commercial shops. For promotion of the private charging programme, the government is providing a one-time subsidy of Rs6.000 for the first 30,000 charging points, TNN

#### ving solar panels was the of to keep them clean. Dethe payment twice a yea the 2004 policy mak metering mecha-s users to export its energy in the Number of EV charging points, battery swapping stns to cross 5,000 mark soon

grid and he paid for it 2005 policy allowed one

Takes New Servois New Delich Theelectric volt-cle charging infrastructure is expanding at a fast rate in Delin with discoms setting up over 4.500 charging points and battery swapping faciliti-es across the city and hund-reds more to be installed by the end of this fiscal year. The number of charging points and hot fery swapping mark in the next few months in the national courdia, according facilities will cross the 5.00-mark in the next few months in the national capital, according to the second second second The two BSES discoms, BYPL and BRPL, have instal-led over 3.100 charging points and battery swapping stations at more than 1,200 locations across south, west, east, and contral Delhi. These include public and 485 (d5%) captive category (for internal Deet of

able to save a lot of



facilitate 1,200 EV over s. Of t

A Tata Power Delhi Distri bution Ltd (TPDDL) official said the discom had success fully installed over 1,550 EV charging reliate

at government and in nal agencies, the offi-adding that TPDDL h tated the setting vate, while 33

adding that TPDDL has tated the setting up of tery swapping centres. In 2023-24, the disco set a target to install 1 charging points, of wh have already been ins the official stated furth The charging poi BSES areas consume e MW of electricity th all 9 BES areas consume over W of electricity that y oss 130 MW in the next onths, the BSES spokes in stated. He said 64% ectricity consumption V charging points acr elhi was in BSES are

"The fast-growing networ? EV charging points and ba ry swapping stations is po ring this shift. The increas adoption of EVs in Delhi the potential to significan reduce pollution levels, a ressing a major environm tal challenge in the city." spokesperson added.

BSES contributes in EV infrastructure in Capital STAFF REPORTER NEW DELHI

The BSES is leading the way, adoption of EVs and facilitat-ing the setting-up of the much-needed infrastructure in the Delhi. Sources said BSES has made a significant contribution by facilitation the installation of

Delhi. Sources said BSES has made a significant contribution by facilitating the installation of nearly 3,000 EV charging points at over 1,000 locations across Delhi. It is also walking the talk by deploying EVs into its own operations. The gentral government are collectively promoting the mass adoption of electric vehicles (EVs), accelerating the coun-try's shift towards a sustainable transportation model. As per the Central Electricity Authority (CEA) report, in FY 2022-23, the EV charging sta-tions across India consumed 205 Million Units (MUs) of electricity and Delhi account-ed for over 55% of this con-sumption. Both the povernments have

ed for over 55% of this con-sumption. Both the governments have set ambitious targets in line with global climate goals. By 2030, the Government of India aims for a 30% EV penetration, while the Delhi government's



objective is to ensure that 25% of all new vehicle registrations in Delhi are electric vehicles by 2024. Achieving these goals requires an active collaboration between public and private sector sector

between puolic and private sectors. The positive impact of these efforts is evident in the energy consumption at EV charging stations. As per the Central Electricity Authority (CEA) report, in FY 2022-23, the EV charging stations across India consumed 205 Million Units (MUS) of electricity. Impressively, Delhi accounted for over 55% of this consumption, utilizing 113.43 million units in 2022-23. This data indicates a growing accept tance and usage of electric

tance and usage of electric vehicles in the national capital.

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#### **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.

#### 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.

#### **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.

## **Control Room For Seamless Power Supply** Enhanced Flow From 3 Sources

Atul.Mathur@timesoroup.com

New Delhi: To ensure that there is no glitch in power supply at Pragati Maidan du-ring the G20 summit, BSES, the power distribution com-pany, has arranged enhanced electricity supply from three different sources. BSES offi-cials said a 24x7 control room was also being set up at Pra-gati Maidan, which would ha-ve a team of 20 experienced personnel to monitor the po-wer supply. New Delhi: To ensure that

personnel to monitor the po-wer supply. The heads of 29 largest economies of the world will be meeting for the G20 sum-mit at Bharat Mandapam, the convention complex at Pra-gati Maidan, on September 9-10 and several parallel mee-tings will also be taking place at the yenge. atthe

The power discom is ma-king an all-out effort to ensure a reliable and seamless power a reliable and seamless power supply during the summit. "BSES has enhanced the po-wer supply at the main venue in Pragati Maidan. The venue now benefits from three sepa-rate power sources to ensure reliability. To achieve this, we have laid three kilometres of cable connected to our ITPO grid to offer greater flexibili-ty." a BSES official said. "Additionally, the company has installed three 1,600 KVA distribution transformers to serve as a power supply back-up. The total installed capacity of BSES ITPO grid is 20 MVA

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 me-ans that in the highly unlikely event of one cable failing, the power supply will automati-cally and seamlessly switch to the second cable. If the second cable also fails, the system will switch to the third source, offi-cials explained. BSES has also spruced up its infrastructure – over 5,000 electricity poles, more than 280 distribution transformers and feature changeover systems or

distribution transformers and around 250 feeder pillars – on 55 roads. "A team of 250 BSES personnel has been working ti-relessly since January 2023 to complete the network impro-



said an official. vements,"

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 reli-able power supply during the summit and systems such as SCADA, DMS, and GIS will help facilitate real-time moni-toring of power supply for swift restoration in case of faults. "Through GIS map-ping, BSES has catalogued all of its distribution assets and of its distribution assets and consumer locations, inclu-ding the G20 venues. This will aid us in the quick identifica-tion of faults," said an official.



