

Consumer (Sex Disaggregated) Satisfaction Survey (FY 23-24)



Why this initiative?

- Survey is conducted under Business Ready (B-Ready) Framework.
- BRPL has conducted this survey on the direction of Ministry of Power.
- Major focus of this survey are the organization with Female Ownership.

Business Ready Framework

Business Ready (B-Ready) is the world bank new flagship report to benchmark the business environment across the countries. The report assesses the regulatory framework and public services directed at firms, and the efficiency with which regulatory framework and public services are combined in practice. Accordingly, the MoP, GoI requested the Delhi DISCOMs to conduct a sex disaggregated consumer satisfaction survey mainly focusing the organization with female ownership.



Approach

- All commercials and industrial (C&I) Consumers having sanctioned load more than 100 kW considered.
- Government consumers are excluded from this survey.
- Total of 1638 C&I connections were identified for the survey.
- A google form comprising the questionnaires was shared with the consumers through online mode (E-mail, WhatsApp etc) as per the convenience of the consumers.
- The response to the questionnaire is compiled
- Follow up calls were made to the consumers in case of delay in receipt of response from the consumers.
- In case the consumer does not feel safe to click on the link of google form, field executives were assigned who visited the site of the consumers and collected the response through physical mode.
- Out of the 1638 C&I Connections, BRPL was able to collect response from 1561 consumers and 77 consumers denied to response to the questionnaire of the survey.

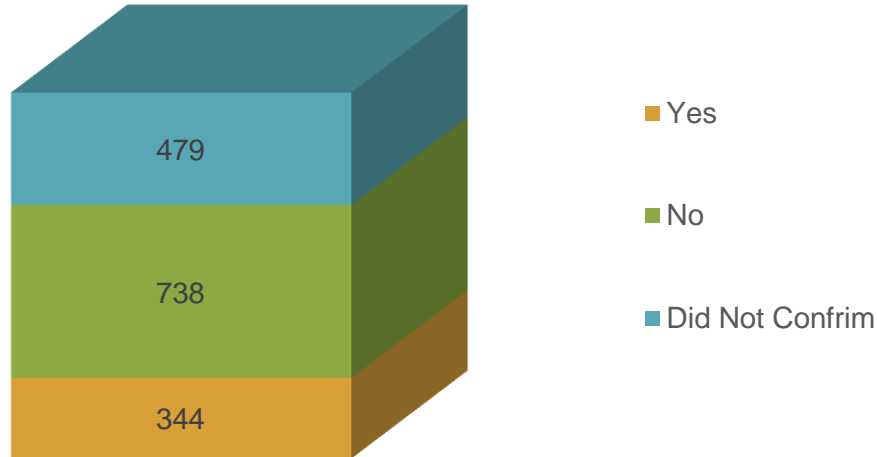
Questionnaires





Whether the establishment is fully or partially owned by a Female?

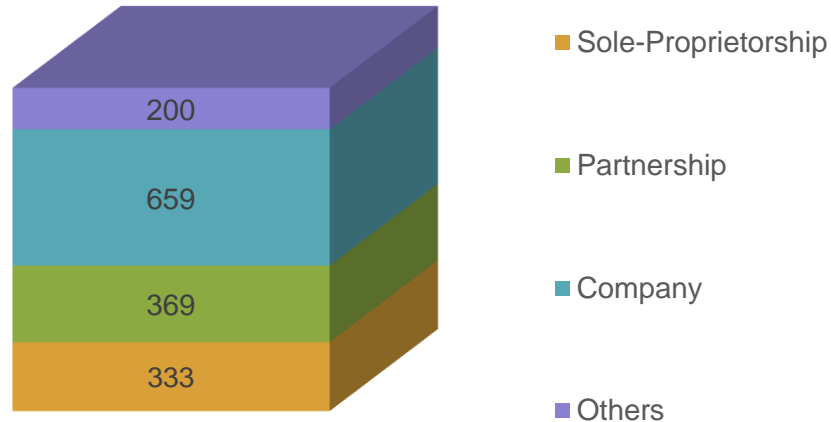
Total Response received : 1561





What is the ownership type of the connection?

Total Response received : 1561





How satisfied are you with the overall quality of electricity services provided by DISCOM?

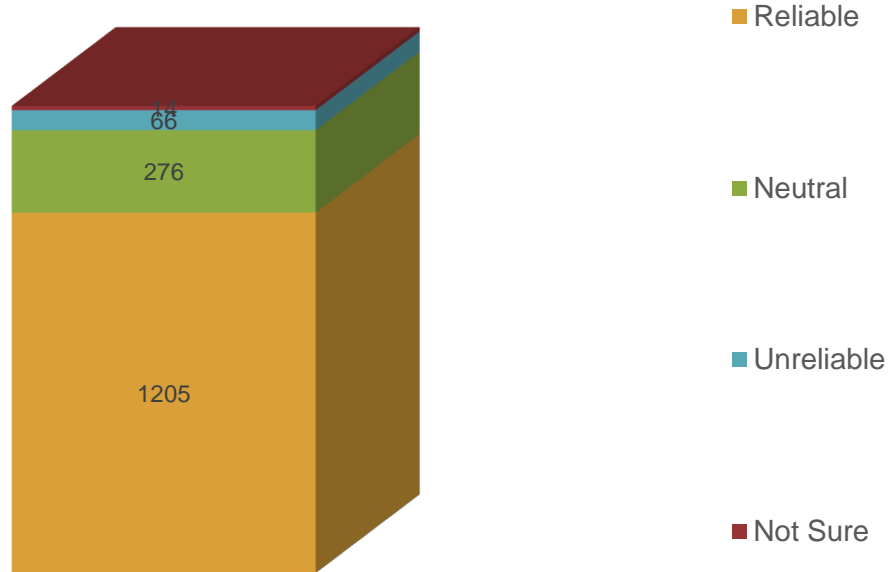
Total Response received : 1561





How would you rate the reliability of electricity supply in your area?

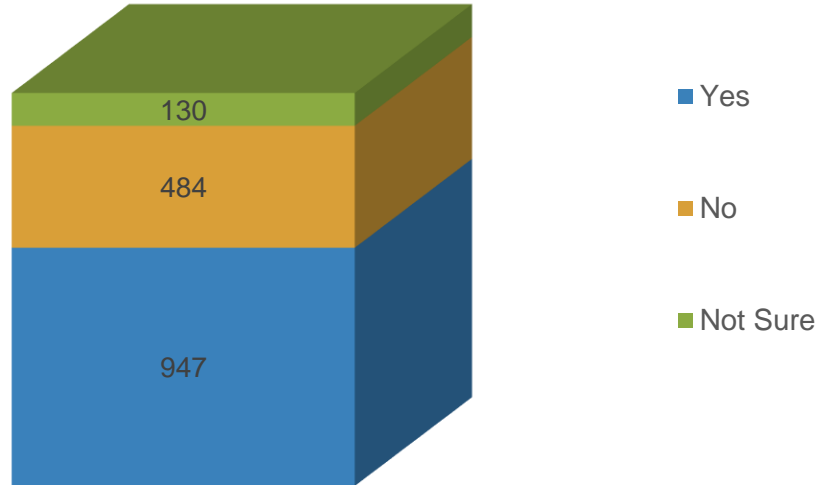
Total Response received : 1561





Have you experienced any power outages in the past six months?

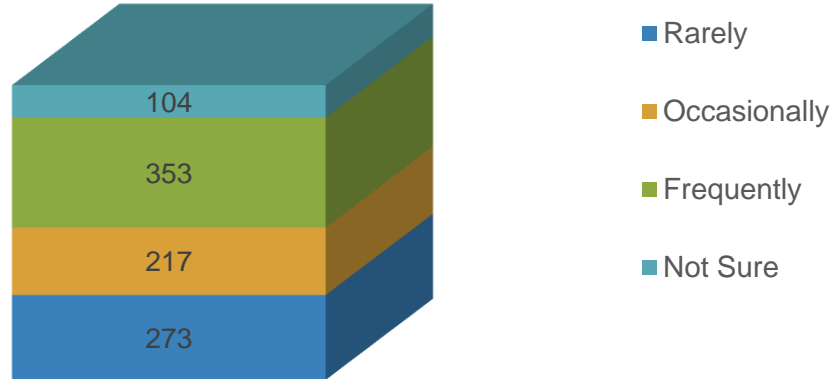
Total Response received : 1561





If yes, please specify the frequency of power outages:

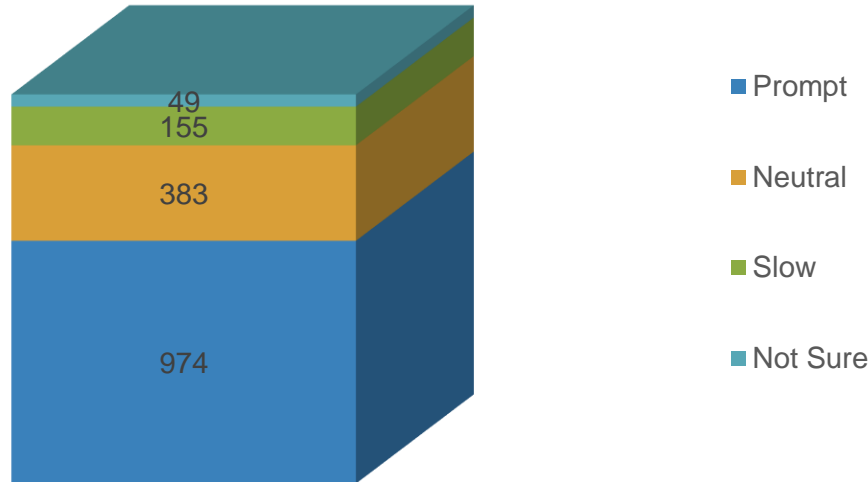
Total Response received : 947 (out of 1561)





How would you rate the response time of DISCOM in addressing power outages or electrical faults?

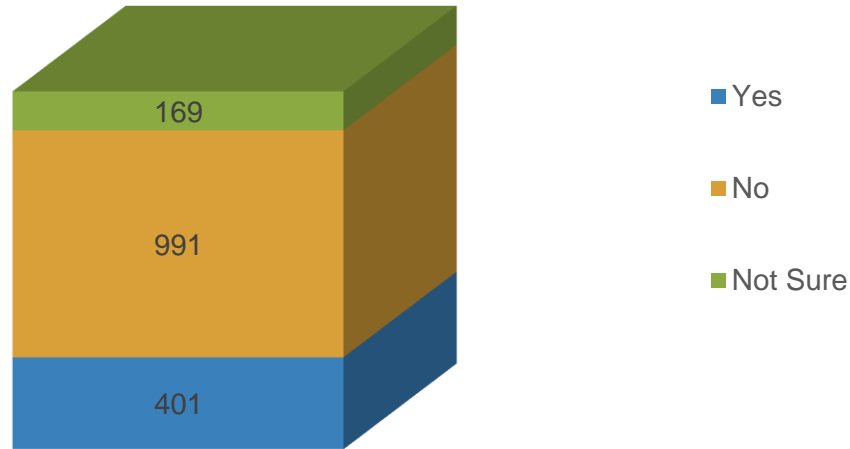
Total Response received : 1561





Do you experience fluctuations in voltage or frequent voltage drops?

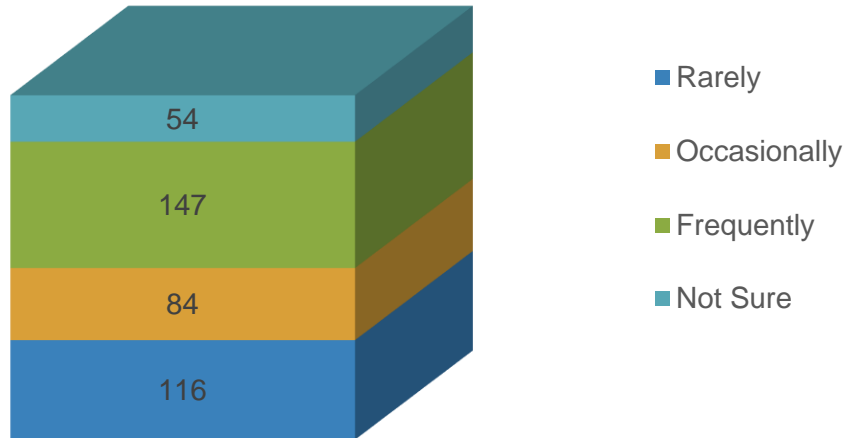
Total Response received : 1561





If yes, how often do you experience these fluctuations?

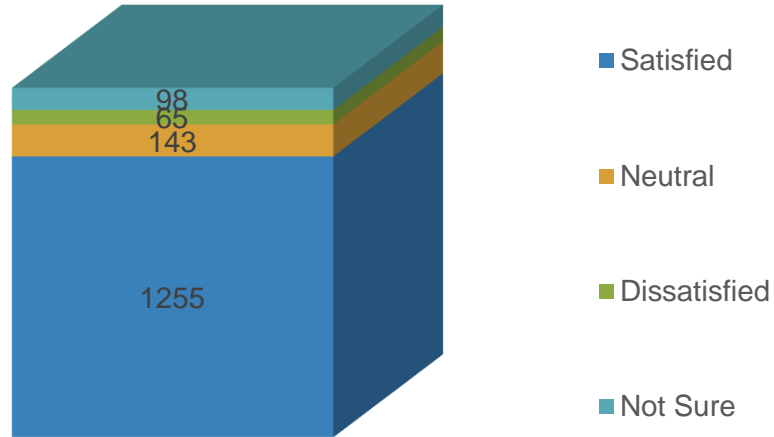
Total Response received : 401 (out of 1561)





How satisfied are you with the customer service provided by DISCOM regarding electricity-related issues?

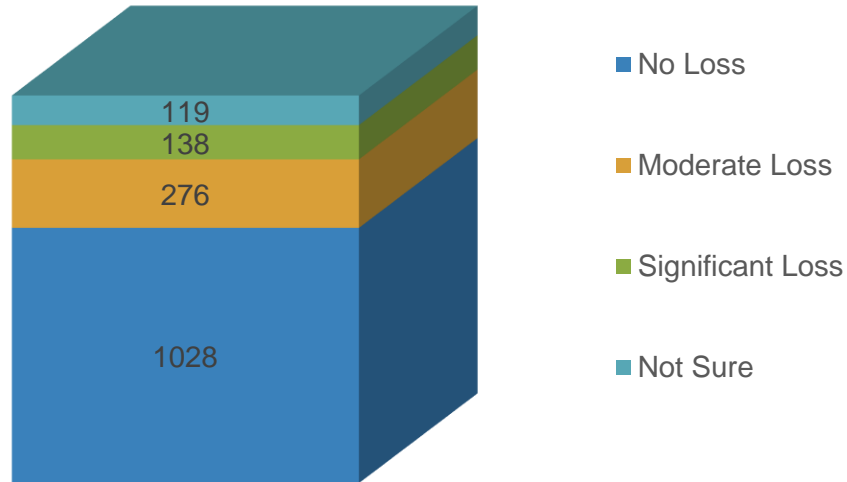
Total Response received : 1561





What are the losses to the establishment due to power outages?

Total Response received : 1561





THANKS!