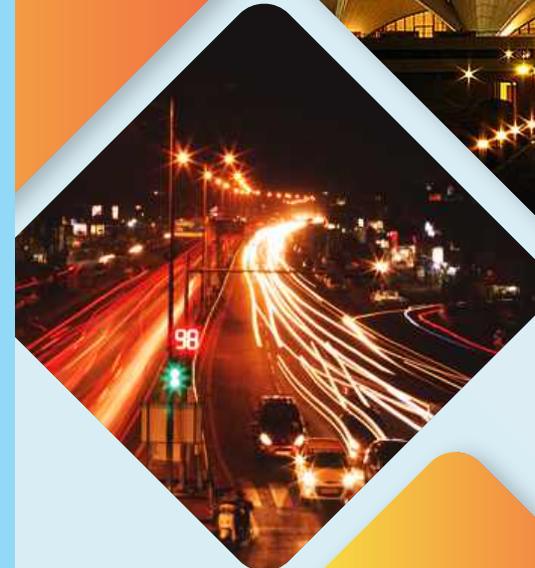
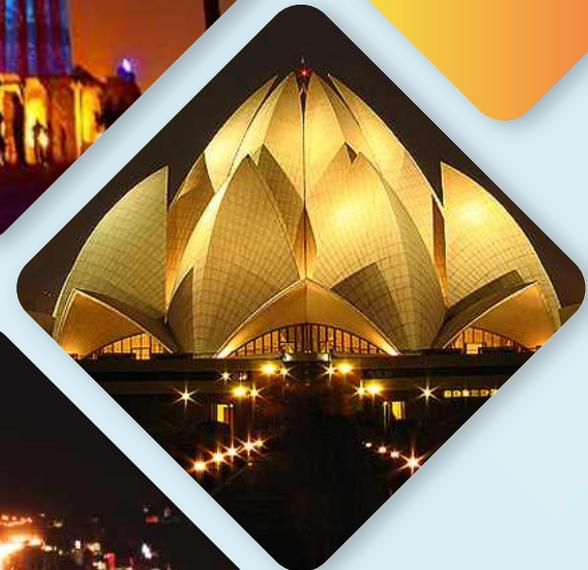


BSES
BSES Rajdhani Power Limited



BSES
BSES Rajdhani Power Limited

Regd. Off: BSES Rajdhani Power Limited
BSES Bhawan, Nehru Place, New Delhi - 110019
CIN No U40109DL2001PLC111527
Web: www.bsedelhi.com

 www.facebook.com/bsedelhi  <https://twitter.com/BSEDELHI>

**CONSUMER
INFORMATION
BOOKLET**

FROM THE DESK OF HEAD, CUSTOMER CARE

Dear Consumer,

It is my privilege to welcome you to the BRPL family.

At BRPL, we are committed to achieve and sustain leadership in power distribution and provide you, our consumers, quality and reliable services.

This booklet has been designed to give you a glimpse into our services. It will guide you on various aspects related to electricity usage, billing, payment, as well as safety guidelines. We recommend you to go through the same and hope you will find it useful.

We will always be happy to hear from you. You may write to us at brpl.customercare@relianceada.com or utilise any of the contact channels provided in this booklet to do so.

We look forward to a long and happy association with you

Yours sincerely,



Dipankar Majumdar
Head, Customer Care
BSES Rajdhani Power Ltd

Here's how Your House Gets Powered

In July 2002, the erstwhile Delhi Electricity Supply Undertaking (DESU) was divided, or unbundled as it is technically described, into three entities – Genco (power generating company), Transco (power transmission company) and Discoms (power distribution companies).

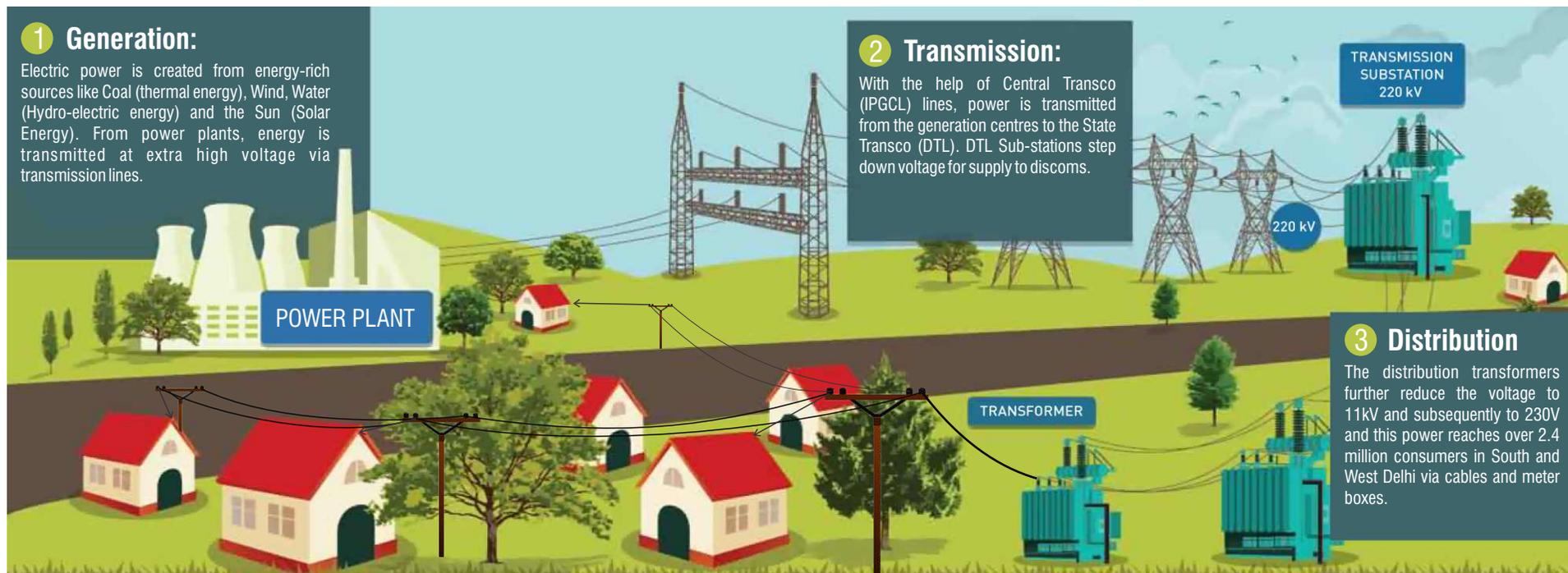
It was only the distribution part of the electricity business that was privatized. The task of power generation and transmission remained in the hands of the government controlled entities – Genco and Transco. For distribution purposes, Delhi was divided into five zones, three of which were privatised. BSES assumed

charge of two of these zones. Thus were born BSES Rajdhani Power Limited and BSES Yamuna Power Limited.

BSES brings electricity to your homes, but it is not responsible for generation and transmission. BRPL distributes power after sourcing it from many generating stations spread across the country.

- A Genco generates power and steps it up to 33/66 kV and then to 220 kV before sending it to Transco.
- B Transco receives power at 220 kV and steps it down to 66/33 kV before sending it to discoms.
- C Discoms (BSES) receive power at 66/33 kV and step it down further to 11 kV before feeding it to the distribution transformers.
- D Finally, thousands of BSES' distribution transformers step the power down to 0.4 kV and reaches it to your homes.

HOW POWER IS GENERATED AND DISTRIBUTED



Profile Overview

July 1, 2002 marked a watershed moment in Delhi's "power" history. It was the day, the Government of Delhi unbundled the integrated power utility and privatized its distribution wing as part of its power sector reforms agenda. It marked curtains for the legacy of Delhi Vidyut Board (DVB) and its predecessor – the Delhi Electricity Supply Undertaking (DESU). The mantle was now handed over to BSES Rajdhani Power Limited (BRPL), BSES Yamuna Power Limited (BYPL) and Tata Power Delhi Distribution Limited (TPDDL).

Delhi's tryst with power privatization has not only shown brilliant results operationally – a fact recognized by experts both nationally and internationally. During the last 16 years, BRPL has been striving to bring Delhi' power distribution on par with the best of global cities.

About us

BSES Rajdhani Power Limited (BRPL) is a joint venture between Reliance Infrastructure Limited and Govt of NCT of Delhi with a 51%:49% shareholding. BRPL, along with its sister company BSES Yamuna Power Limited (BYPL), supplies electricity to two-thirds of the national capital.



Panning a geographical area of around 750 sq kms, BRPL is the largest of the three private distribution companies (discoms) in Delhi. The company supplies electricity to over 24 lakh consumers, covering a population base of over 92 lakhs in South and West Delhi.

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 costs, with international standards of customer care- thereby creating superior value for all stakeholders.
- To set new benchmarks in: standards of corporate performance and governance, through the pursuit of operational and financial excellence, responsible citizenship and profitable growth.

Mission



- To attain global best practices and become a world-class utility.
- To provide uninterrupted, affordable, quality, reliable, safe and clean power to our customers.
- To achieve excellence in service, quality, reliability, safety and customer care.
- To earn trust and confidence of all customers and stakeholders by exceeding their expectations, and make the company a respected household name.
- To work with vigor, dedication and innovation keeping total customer satisfaction as the ultimate goal.
- To consistently achieve high growth with the highest levels of productivity.
- To be a technology driven,

efficient and financially sound organization.

- To be a responsible corporate citizen nurturing human values and concern for society, the environment and above all, people.
- To contribute towards community development and nation building.
- To promote a work culture that fosters: individual growth, team spirit and creativity to overcome challenges and attain goals.
- To encourage ideas, talent and value systems.
- To uphold the guiding principles of trust, integrity and transparency in all aspects of interactions and dealings.

Go Digital: Avail BSES services on the go

In BRPL's continued efforts for making the consumer engagement more interactive & the experience even more enriching; it has taken to digital in a big way. As part of these efforts and incorporating your feedback, BSES has revamped its website, making it even more user friendly and easier to navigate.



Today, you can connect with the discom and avail several services from the comfort of your home and office using mobile app, website and social media tools like Facebook, Twitter and YouTube. For your convenience, we have also introduced a virtual assistant – Mr Watts on the website, which will assist you avail many of the services.

Services available online, include:

- Apply for a new and temporary connections
- Register & track complaints
- Name change / address correction
- Load / category change
- Pay bills
- Download bills
- Payments history
- View consumption
- Personalised energy saving tips
- Energy usage calculator



Ease of Doing Business

BRPL has been simplifying procedures and tailoring its services in line with 'Ease of doing business'. Today, it just takes seven days and 2 documents to get a new electricity connection. That's not all, you can apply, upload documents and even pay from the comfort of your home or office.



As part of these efforts, the discom is also rolling-out Digi Seva Kendras (DSK) - state-of-the-art centres modeled on the line of Passport Seva Kendras. These DSKs offer quick, convenient and hassle free single window services to consumers, who can apply for a host of services.



Don't use a DG set, take a Tatkal' electricity connection

Use of DG sets increases pollution. In the wake of rising pollution, the Environment Pollution Control Authority (EPCA) had banned their use in during winters. It may do so again. BSES consumers need not worry. You can get a prompt and hassle-free temporary electricity connection in just a day for functions/ marriages/ religious gathering / e rickshaw charging and many other. It is cheaper, safer, noise free and pollution free. Let's join hands to fight pollution, together.



SAVE TREES SWITCH TO E BILLS

It is estimated that one tree is cut for every 3000 paper sheets. Now you can contribute to our effort to go green. Simply subscribe to eBill & SMS alerts through our website or App. Key benefits of this environment friendly step:

- Access on the go - anytime, anywhere
- Convenient storage & retrieval
- No waiting - secure & faster delivery
- Receive important alerts



Help Us To Help You! How we aim to handle your complaints

We are keen to listen to you and to find out what you think of us. This escalation matrix, not only informs you on how to register a complaint, but also on how it be handled at our end.

We always strive to attend to your complaints and grievances speedily and to the best of our abilities. However, if you are dissatisfied on account of any reason whatsoever, please do let us know. It will help us to improve our services further.



Customer Grievance Redressal Mechanism:

For any query / grievance, you may contact us using any of the following options:

- 24 Hrs. Call Center No. 011-39999707/19123
- Customer Care Timing (Mon -Fri 09:30 AM to 05:30 PM & Sat - 09:30 AM to 01:00 PM)
- Email - brpl.customercare@relianceada.com
- www.bsedelhi.com
- BSES App

Escalation matrix:

- 01** Customer Care Officer (Mon -Fri 09:30 AM to 05:30 PM & Sat - 09:30 AM to 01:00 PM) Business Manager/Circle Head (with prior appointment through Customer Care Officer/ Business Manager)
- 02** Head-Customer Care: BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi-110019, Email -brplhead.customercare@relianceada.com
- 03** Consumer Grievance Redressal Forum (CGRF), Sub-Station Building, Sector V, Push Vihar, New Delhi – 110 017, Tel: 8468952631, 8468935702. Fax: 29564400, Email:cgrfbrpl@gmail.com
- 04** Electricity Ombudsman: B-53, Pashchimi Marg, Opp. Tagore International School, Vasant Vihar, New Delhi-110057. Tel: 011-26144979, Email:elect_ombudsman@yahoo.com

What we need to know...

For a faster resolution, while registering a complaint, please provide the following information:

- Your name, address, phone number and CA number.
- Details about the grievance

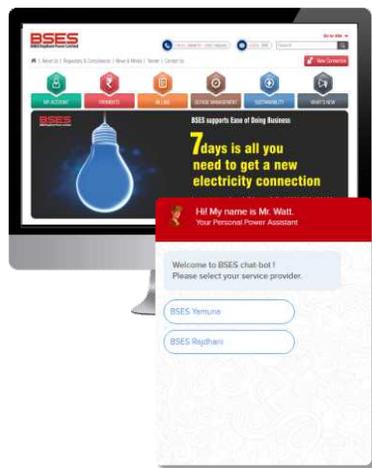
It will be extremely helpful in case you have any documentation which can explain the background of your grievance. This will help us address the same expeditiously.

Payment options

You can make payment of your BRPL' electricity bills using convenient online and traditional options. BRPL has been the forefront of promoting digital payments. Now, you can make payment of your electricity bill anytime-anywhere through BSES' mobile App, website and chat bot using convenient options like:

- Debit / Credit Cards (Visa, MasterCard, American Express, Diners and RuPay)
- Net Banking
- E Wallets
- UPI
- Bharat QR Code.

BRPL also regularly facilitates attractive wallet based cash back schemes for its consumers.



Traditional payment options

Apart from the online options, you can also pay your electricity bill conveniently at over 2000 locations through options like: • BSES bill payment centres • BSES drop boxes • Neighbourhood Oxigen outlets • ITZ cash Cards • Bill payment kiosks (8:00 am to 8:00 pm) • Bank branches (IDBI, Bank of Baroda and Equitas) • Cheque in mail facility. You can also opt for ECS/NACH.

You can get a list of these options and branches / outlets by logging onto www.bsedelhi.com or calling our 24 x 7 helpline numbers 19123/39999707.

GO CASHLESS!

Pay your electricity bill Online & through Mobile App

Its convenience at your fingertips



Your electricity bill

Here is a snap shot of the electricity charges as approved by the Delhi Electricity Regulatory Commission (DERC) as per their tariff order dated March 28, 2018.

Sr. No	Load	New Rates (w.e.f 1st Apr'18) (Rs./kW/month)	Energy Charges				
			w.e.f 1stApr'18				
1	Domestic		0-200	201-400	401-800	801-1200	>1200
			units	units	units	units	units
	up to 2 kW	125	3	4.5	6.5	7	7.75
	3 - 5 kW	140					
	6 - 15 kW	175					
	16 - 25 kW	200					
	> 25 kW	250					
CGHS	150	4.50 Rs/kWh					
2	Non-Domestic						
	Up to 10 kW	250	8.00 Rs/kVah				
	11 - 140 kW						
	> 140 kW						
	NDHT						

Things to remember:

- In conformity with the DERC guidelines, your electricity bills are delivered to your address or email id prior to the due date on the basis of your preferred mode of communication registered with us. Registered consumers will also receive the bill details (along with the payment due date) through SMS on their registered mobile number. In case of any query, please refer to the 'Know Your Bill' section of this booklet.
- You can register for e-bills and SMS alerts by logging on to your personalised "MyAccount" section on BSES' website or mobile app.

- In case your bill is provisional due to any reason, do not worry. It will be rationalised in the subsequent month. You can also note down the meter reading (and take its snapshot) and share it with the executive at BSES' Customer Care Centre/ Divisional / Sub-Divisional Office. If the reading is in accordance to the reading pattern, it will be corrected on-the-spot. Otherwise, the executive at the customer care centre will schedule a visit of a meter reader to get the meter reading done and subsequently a fresh bill will be generated.
- You must make the payment through Credit/Debit card at least three working days before the due date to avoid late payment surcharge in your subsequent bill.
- On-line payment through Credit/Debit Cards involves processing charges (0.80% + service tax, as applicable) on the bill amount by the merchant banker and will be debited to your card / account, in case the bill amount is more than Rs 5000/-.
- BSES customers are permitted to make 4 transactions per card per month
- Cash payment can be done only upto Rs. 4000/- for Electricity bill. All payments above Rs. 4000/- are to be made through cheque or Demand Draft (Pay Order) or Electronic modes like online banking /Credit or Debit Card or E wallets like Paytm, Mobikwik etc.
- Bill payment upto Rs. 50,000/- can be paid in cash at select bank branches of IDBI, Bank of Baroda and Equitas.
- While writing a cheque / DD in favour of BSES Rajdhani Power Limited for Bill payment / new Connection. Always quote your 9 digit CA number – "BRPL CA No. 123456789" and avoid only writing "BRPL" on the cheque.
- In case your cheque is returned unpaid / dishonored by bank, cheque return charge (presently Rs. 200/-) will be imposed and action will be taken under section 138 of the Negotiable Instruments Act 1881 + GST.
- If a payment by the consumer through cheque gets dishonored for the second time in a consecutive period of twelve month, the payment for next six billing cycles, shall be received only by Demand Draft or electronic mode

KNOW YOUR BILL

1 Bill of Supply for Electricity

2 Meter No. (Mtr. No.)

3 Billing Details (Billed Consumption, Current Reading, Previous Reading, etc.)

4 Bill Amount Payable (Total Charges, Late Payment, etc.)

5 Amount not immediately payable

6 Important Message

7 Payment eSP

8 Tariff structure table (Residential, Commercial, Industrial, etc.)

9 Schedule of Time of Day (TOD) Tariff

10 Consumer Complaint Management

11 Payment Details (Group Head, Category, etc.)

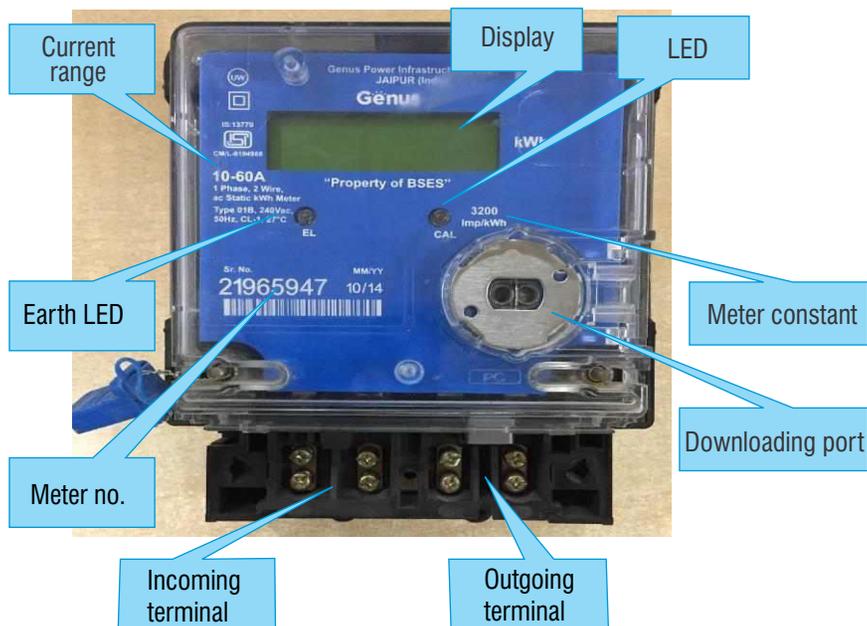
12 Contact Details (Customer Care, etc.)

- 1 Details of connection and consumer particulars**
Find your account related details i.e Name, address, Mobile Number, E Mail Id, Division Name, Bill Month, Bill Date, CA Number, Meter Number, MDI, Sanctioned Load, Bill basis, Bill Month, Tariff Category etc in this section
- 2 Meter Details**
Details of Meter i.e Meter No., Previous Reading & Current Reading details, Unit Consumed, No. of days billed etc
- 3 Bill calculation**
This section covers in detail your bill amount calculation for the current month. Find the billing details i.e Fixed charge, Energy Charges, Surcharge, PPAC Arrears/ Refunds if any, Late Payment Surcharge (LPSC), Rebate/ Subsidy, Net Amount Payable
- 4 Payable Bill Amount**
Find the total Amount to be Paid with due date
- 5 Security Deposit**
Amount of Security deposit with BSES Rajdhani Power Ltd and details of Interest on Security Deposit, 6 % for Interest on Security deposit for last FY
- 6 Last Payment details**
Find your last payment details
- 7 Important message**
- 8 Category wise existing tariff structure**
- 9 Details of Last Six Bills**
- 10 Consumer Grievance Redressal Mechanism**
- 11 Multiple Payment options**
- 12 Contact details**
Contact details of Business Manager, Commercial Officer, Customer Care centers , 24X7 Help line number & Address of nearest Customer care & payment centre

Know your meter

BRPL understands the need of safe & reliable metering for smooth running of the power distribution operations. For this, quality and capability of meters, method of meter reading and billing play a vital role. Our state of the art meters conform to stringent Indian & International specifications. Some interesting facts:

- No manual intervention as the meter reading is downloaded
- Pulse blinks 3200 times to record 1 unit
- Record energy with a precision of + 1%
- Pass stringent tests, including 29 tests as per IS standards, before being installed in the field
- Earth Leakage (EL) indication in case of earth leakage in wiring at the premises



Energy Conservation

Electricity is a scarce commodity, it must be used prudently. Doing so will not only help you conserve electricity, but also save money in the process. Here are some simple tips.

- One of the best energy-saving devices is the light switch. Turn off the lights when not required
- Avoid keeping electronic appliances in the standby mode. Switch them off from the main switch. Appliances on 'stand by' mode continue to be consume electricity
- Air conditioning accounts for the bulk of the power costs. For the most comfort at the least cost, set your AC thermostat at 25 degree C.
- Line windows and walls with plants to reduce air-conditioning costs. They insulate rooms from heat, leaving your air-conditioner less work to do – reducing energy consumption in the process.
- Use star rated appliances. Energy efficient appliances

consume two to ten times less electricity than older, more conventional models. Higher the rating, the more energy and money you save.

- Switch to LED - It is eight times more energy efficient than an incandescent bulb and twice energy efficient than a CFL.
- Switch off your computer when not in use - Because even when it's in the sleep mode, it is consuming electricity. The monitor uses more than half of the energy consumed. Turn it off even if you have to leave the computer on
- Place your refrigerator away from sunlight and walls - Make sure the refrigerator is placed away from any heat source including direct sunlight. Allow enough space around the refrigerator for continuous airflow. If the heat cannot escape, the cooling system will have to work harder and use more energy.
- Prevent 'Earth Leakages' - An 'earth leakage' leads to



electricity wastage and worse; it can turn a simple energy into an object of dread – giving electric shocks, which sometimes can be fatal. Avoid mishaps with the use of Earth Leakage Protective Device (ELCB)

- Use a room heater with a thermostat. It will help prevent overheating, while maintaining your comfort and saving you money on your energy bills. Keep your the doors and windows closed when a heating appliance

Power Consumption Guide

Appliances	Load (Watt) (A)	No. of Appliances (B)	Consumption (Hr/day) (C)	Units/Month kWh (A)X(B)X(C) X 30/1000
CFL Light Bulb (Energy efficient)	15	4	6	11
LED Light Bulb (Energy efficient)	9	4	6	6
Bulb (Lamp)	100	4	6	72
Tubelight with Ordinary Choke (ISI)	49	4	6	35
Tubelight with Electronic Choke	40	4	6	29
T5 Tubelight (Energy efficient)	28	4	6	20
Refrigerator (250 Ltr.) 3*/5*	-	1	-	45/32
Ceiling Fan	80	1	8	19
Cooler (Water Pump)	200	1	8	48
Air Conditioner - Window 1.5 Ton	1861	1	8	447
Air Conditioner - Window 2.0 Ton	2561	1	8	615
Air Conditioner - Split 1.5 Ton	1696	1	8	407
Air Conditioner - Split 2.0 Ton	2110	1	8	506
Pump Motor (1 HP)	740	1	1	22
Washing Machine	500	1	1	15
Colour Television	120	1	6	22
Water Heater (Storage Type)	2000	1	1	60
Iron (Press)	500	1	0.5	8

Proper wiring helps you stay safe!

Faulty Internal wiring, besides being a serious safety hazard can also play havoc with your electricity consumption. Follow these simple dos and don'ts and enjoy years of trouble free living:

- Check your Electronic Meter's EL LED indicator. Glowing EL LED indicates one or more of the following: (i) Earth is being used as neutral; (ii) Neutral wire is touching the earth wire; (iii) Phase/Neutral wire is mixed with the neighbours phase/neutral wire.
- Install an Earth Leakage Circuit Breaker (ELCB). This simple yet very useful device detects Earth Leakage in your house and thereby preventing major mishaps. It is mandatory for consumer, having an electricity load of 5 KW of more to install an ELCB.
- Incorrect house wiring may affect electrical safety and can cause fire and mishaps.
- Each independently metered consumer load must be directly connected to the distributing mains, only through its respective meter. If you have more than one meter installed in your building, get a qualified electrician to check that the wiring in the building is segregated.
- As per Indian Electricity Act, 1956, ensure all electrical work, including addition, alteration and adjustment should be undertaken only by qualified and certified electrical contractors.

Safety Tips

Observe these simple safety tips, to keep your friends and family safe!



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 Earth Leakage Circuit Breaker (ELCB) to prevent electrical shocks.
- ✔ Old and damaged wiring, where insulation has worn out, should be immediately replaced.
- ✔ Properly earthed 3-pin plugs should be used for all electrical appliances.
- ✔ Electrical appliances should be kept away from damp

and hot surfaces and also from flammable goods.

- ✔ Contact a qualified electrician, in case of dim or flickering lights, sparks and buzzing sounds from electrical appliances. They are signs of a potential hazard.
- ✔ Keep away from overhead electricity lines, cables and do not touch broken wires.
- ✔ Avoid joints in the wiring. All necessary joints should have proper taps / insulation.



Don'ts

- ✘ Don't go near any place where 'Danger'/Caution board is placed.
- ✘ Don't climb a tree that has power lines running through or near it.
- ✘ Never climb utility poles or play near fencing around sub-stations.
- ✘ Don't touch switches / plugs with wet hands.
- ✘ Don't fly kites near High Tension electrical wires.
- ✘ 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 touch a bare wire i.e. without insulation. It may be live.
- ✘ Don't provide for a fuse on a neutral circuit.



Earth Leakage Protective Device

Earth leakage, may turn simple everyday appliances into objects of dread – giving electric shocks, causing serious bodily injury, which sometimes can be fatal. These shocks and mishaps can be avoided by installing an Earth Leakage



Circuit Breaker (ELCB). This simple yet a very useful device detects even a 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 inter-mixing of internal wiring. On detection, the ELCB immediately trips, thus preventing potential wastage of electricity and accidents.

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. In a recent order, the Delhi Electricity Regulatory Commission (DERC) 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.

For your safety and security, shift your meter to an accessible place

In the interest of your own safety, we appeal to you – our esteemed consumers - to get your electricity meters voluntarily shifted to a safe, easily accessible and covered place outside the premises. For shifting their meter, consumers can call our helpline number 399 99 707. We will help



complete the meter shifting formalities quickly and at our cost.

Shifting meter to an accessible place will help reduce:

- Threat of unauthorized persons from gaining access into your premises
- Incidence of provisional billing
- Time taken to identify meter/ premises during cases of sparking / other emergencies

Do you know unplanned digging can cause fatal accidents and damage electricity cables leading to power cuts?

***If you come across digging or plan to dig,
Call BRPL' 24 x 7 'Dial n Dig' helpline***



1800-3000-9707

Partner BSES to ensure uninterrupted power supply and safety from fatal electrical shocks for yourself & fellow residents



Power Theft is a Social Menace!

Its price is paid by honest consumers



+91 95550 10022

If you come across power theft, listen to your conscience and report it!

You can shoot the video / photograph and What's App it to BRPL along with the details of the premises on: **95550 10022**

Your identity will be kept confidential.

How to capture power theft? (The footage should capture the proof of power theft)

- Take Video / photo of illegal cable / wires from BSES pole / lines going to the premises
- Capture the address (landmark / BSES pole number) of the premises indulging in power



Customer Care Support

Connecting with BRPL for any query, complaint (including 'No Supply') or feedback is only a click away. You can do so any-time of the day or night through several convenient options, including:



MOBILE
AppDownload from
Google App / App Store



WEBSITE
www.bsesdelhi.com



EMAIL
brpl.customercare@relianceada.com



WHATSAPP
Register 'No Supply' complaints
(Type #NC 9 digit CA No & send to 9999919123)



FACEBOOK/TWITTER
[@bsesdelhi.com](https://www.facebook.com/bsesdelhi.com)



CALL CENTRE
19123 (toll-free) / 39999707



EMERGENCY
(Fire & Shock)
1800 10 39707



REPORTING POWER THEFT
9555010022 



DIGI SEVA KENDRA
With prior appointment
through the call-centre /
mobile app



WALK-IN
Customer Care Centre /
Divisional Office