

Supenergy

BSES
BSES Rajdhani Power Limited

...a joint venture with GONCTD

Jan - Feb 2010

CEO Message

Dear Consumer,

On behalf of BRPL, I take this opportunity to wish you and your families a joyous and prosperous 2010. In the coming year, we begin another journey of challenges and changes which we hope will have a positive impact on your aspirations from us.

The year 2009 saw Delhi in general, and BRPL in particular, cross several important milestones. For one, Delhi was able to meet the maximum power demand of 4408 MW - its highest ever. BRPL also registered a maximum power demand of 1851 MW - our highest ever - during the summer of 2009 - up 10% over the previous high of 1680 MW in 2008.

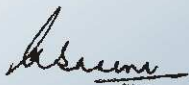
The year also saw BRPL reduce its AT & C losses to a record 20.9% - an over 59% reduction from its opening high of 51.54%. Reduction in AT & C losses, along with Capital Expenditure, Loan Repayment and payment of E Tax to the MCD has saved the Delhi government a staggering Rs 8540 crores in the last 7 years. Apart from making additional funds available with the Delhi Government for providing better social welfare measures, AT & C loss reduction has also resulted in tariffs remaining stable for the consumers.

Going forward, not only will we continue to deliver and improve our customer centric initiatives, we will also redouble our efforts towards ensuring 24 x 7 power supply.

We are accorded a much higher focus on supply side management and improving the Outage Management System (OMS) and SCADA interface. In our quest to improve the last mile customer interface, we are also working to enhance employee morale, motivation and training. Our focus would be to strengthen consumer/stakeholder satisfaction levels and we are putting in place a series of measures to restore your confidence in our systems and procedures.

We reiterate our commitment to better understand your needs and concerns in order to bring about continuous improvements in our service deliverables. With your continued feedback and support, I am confident that our quest for improvement and re-engineering will result in higher quality of services.

Thank you



Gopal K Saxena
CEO, BRPL



We are listening...dial
BRPL - 39999707



ELCB - A small price to pay for safety and peace of mind

It is now mandatory for all consumers, with an electricity connection of 5 kW and above, to install an Earth Leakage Protective Device (ELCB).

ELCB, a simple yet useful device that 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. ELCB also detects faulty and inter-mixing of internal wiring - preventing potential wastage of electricity.

Section 61A of the Indian Electricity Rules, 1956, makes it mandatory for all consumers, having an electricity load of 5 kW and above, to have an ELCB installed at their premises. All existing consumers having a sanctioned load of 5 kW and above are also requested to have an ELCB installed within the stipulated time frame of 2 months notified by BRPL.

This is a very small price to pay for safety and peace of mind.

Powering Dwarka

Living up to its commitment to keep pace with Delhi's continuous development, BRPL is all set to commission its 71st Grid in its licensed area spanning 750 sq Kms, in January 2010. This 66/11 KV Grid Sub Station being commissioned in Sector 12 Dwarka incidentally is the fourth Grid in this fast developing sub-city. The other three Grids are - G-2 at Naserpur, G-5 at Sector-5 and G-6 at Sector 9.

This next generation and state-of-the-art Grid sub station has a capacity of 20 x 20 MVA, which will be further expanded by 20 MVA in the near future. The Grid constructed a cost of around Rs 14 crore, will not only further improve the power situation in Dwarka and adjoining areas, but also ensure that the thousands of professionals residing in Dwarka, but working in the NCR region have 24 x 7 power to come home to. It will also ensure that the path taken by thousands of athletes and visitors to the Commonwealth Games 2010 remains lit up.

BRPL gets thumbs up from Bhagidari participants

Delhites continue to repose full faith and satisfaction in the performance of BRPL. An overwhelming majority of the participants in the October 29 - 31, 2009 Bhagidari workshop organised at the Delhi Secretariat for South and South West Circles rated BRPL as the number 1 civic agency in terms of satisfaction levels.

Of all the civic agencies that participated in the workshop including "Electricity and Power", MCD, Delhi Jal Board, Transport and Delhi Police, a whopping 65% of the participants gave positive feedback about BRPL. Only 1.69% of the respondents gave an unsatisfactory feedback about the company.