

Supernergy

BSES
BSES Rajdhani Power Limited



...a joint venture with GONCTD



Nov - Dec 2010



BSES wishes you Happy Diwali, Eid Mubarak, Merry Christmas and a Happy New Year



Delhi Chief Minister releases BRPL' Citizen Charter



On September 16, the Delhi Chief Minister Smt Sheila Dikshit officially released BSES Rajdhani Power Limited's (BRPL) "Citizen Charter" in a simple ceremony organized at the Delhi Secretariat.

The BRPL Citizen's Charter lists our commitment to you - our 1.6 million consumers - and our endeavor to provide the highest levels of customer service. We strongly believe in empowering you and hence the Citizen Charter prominently mentions your rights to: Safety; Choice; Redressal; Education, Information, Quality services and Standardized services etc.

Some of the other useful information included in the Charter is: Service Standards Guidelines issued by DERC v/s BRPL's stringent timelines, Important contact numbers of BRPL officials, Reduction of AT&C losses from a high of 51.54% in 2002 to 19.03%; New services launched for customers; Safety tips: Importance of installing a ELCB; Caution against Imposters etc

For your copy, contact BRPL' Customer Care Officer (CCO) or log-on to www.bsesdelhi.com

Call or log on for BRPL "Door Step Service"

All our services and offerings are designed, keeping you in mind. Our revolutionary "Door Step Service"(DSS), lets you apply for a host of BRPL services, including: new Connections, Load Enhancement/Reduction, Name Change, Address Correction Category/Tariff Change etc from the comfort of your home.

Register your BRPL DSS request either by calling 399-99-707 or log on to www.bsesdelhi.com.

On receipt of your request, our trained BRPL representative will visit your residence to facilitate you to complete the required

commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline.

On completion of documentation your request will be processed within the stipulated timeframe.

Powering research - BRPL partners IIT Kanpur

BSES Rajdhani Power Limited (BRPL) and the renowned Indian Institute of Technology (IIT) Kanpur have entered into a Memorandum of Understanding (MoU). The primary focus of this Industry-Institution Collaboration Initiative partnership will be to further optimize and improve the quality of power delivery to the consumers through research in the realm of power distribution. This will enable BRPL to get expert help in innovatively resolving complex technical issues faster and more efficiently.

In addition, IIT-Kanpur will also train BRPL engineers. The duration of the agreement will be for a period of three years initially.

With this MOU, perhaps for the first time; an agreement with such a wide-scope has been signed between a distribution utility and a premier engineering institute in the country.

South Delhi gets 1st e-charge port



To fuel the use of environment friendly electric vehicles, BRPL has started setting-up electric charge ports infrastructure

at various vantage points across South and West Delhi.

On September 9, Mrs Barkha Singh, MLA and Chairperson, Delhi Commission of Women, inaugurated the first such BRPL electric charge port facility at BRPL' office in R K Puram.

A second e-charge port was inaugurated in Lodhi Colony, close to J L Nehru Stadium by Mr. Neeraj Basoya, MLA.

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