

# Synerg4

**BSES**  
BSES Rajdhani Power Limited

...a joint venture with GONCTD

Jan - Feb 2012

## CEO's Message



Dear Customer,

On behalf of each and everyone at BRPL, I take this opportunity to wish you - our customers - all the very best for 2012.

The year 2011 was an eventful one for the Delhi Discoms. The demand for power during the summer of 2011 in Delhi soared to 5028 MW in August; a rise of nearly 7 %.

Despite the power procurement costs rising nearly 200% since July 2002- we have been able to provide you virtually uninterrupted power supply by maintaining a reliability of 99.7 %. This reliability comes at a cost due to the spiraling increase in prices of coal, gas and transmission. Since the tariff had not been corrected in the last five years, your Discom has had to rely heavily on borrowings to continue meeting these rising costs; which is a national problem.

The subsequent default in payments on account of under recovery of costs also affects the viability of the generation companies, the fuel suppliers and the project financers - the banks -who are in turn unable to provide secure returns on your investments.

Now, however, various institutions like the Planning Commission, the Forum of Regulators and the Appellate Tribunal of Electricity are alive to the dangers of artificial suppression of tariff.

In 2011, Delhi saw a tariff increase in August. This step, though bold, was not enough as Discoms continue to incur a cash loss of nearly Rs 2 on every unit of energy supplied, because the cost of power purchased has not been adequately compensated in the past few years.

While you may have read reports on the financial problems faced by your Discoms, let me assure you that we are working together with our various stakeholders for resolving the crisis to prevent the return to the deplorable power situation that existed in Delhi and now witnessed in many places in the country and areas adjoining Delhi.

We reiterate our resolve to serve you better and consolidate our relationship. I would once again express my gratitude for your continued support.

With warm regards,

Gopal K. Saxena

## BSES offers largest Network of e-charge ports for electric vehicles

Auto Expo is here and many manufacturers will be showcasing their eco-friendly electric cars. Did you know BSES has the largest network of e-charge ports set-up in the country? It has over 50 e-charge ports across South, West, East and Central Delhi, set-up in association with Mahindra REVA, so you no longer have mileage anxiety.

## Duplicate Bill only a SMS Away

Need a duplicate electricity bill. Simply SMS! That's right! You can request for a duplicate BRPL electricity bill by simply SMSing your CA Number. All you have to do is:

Type BSES <SPACE> BILL <SPACE> 9 digit CA Number and SMS to 5-54-54-64

Not only will the duplicate bill be couriered free of charge within a stipulated timeframe, your request will also be recorded and an acknowledgement number sent through a return SMS.

## Answering Consumers Queries: Discoms on 'AIR'

Starting October 28, 2011, CEO's and senior officials of BRPL, BYPL and NDPL have started going on 'AIR' to answer queries from listeners across Delhi and even outside. In a bid to reach-out to their consumers, the Delhi discoms are jointly participating in an interactive consumer awareness program on Delhi Power issues. Titled 'Dilli Rahe Roshan', the program is being aired on prime-time (between 6:30 pm to 7 pm) every Friday, on AIR FM - Rainbow (102.6 MHz).

The weekly program informs the listeners about the various distribution issues. It also shares the improvements and developments that have taken place in the Delhi power distribution sector during the last 9 years.

The public awareness campaign has been designed as an infotainment, which includes customers' feedback on their experiences with their respective discoms.



We are listening...dial  
BRPL - 399-99-707