

SYNERGY

BSES
BSES Rajdhani Power Limited

a joint venture with GONCTD

August 2013

BRPL wishes you a Happy Independence Day!

CEO Message



Dear Consumer,

BRPL has completed 11 successful years of its operations in Delhi on July 1, 2013 and I want to take this opportunity to thank you for your support and feedback.

These 11 years have seen BRPL crossing several milestones, even while facing unprecedented challenges. This has not been an easy journey but our efforts have so far brought about major transformation in Delhi's power distribution.

BRPL, today, stands as an example of how a private sector can bring about a remarkable transformation on several critical parameters in an otherwise ailing power distribution sector.

In the last decade, we initiated several consumer friendly measures and deployed modern technologies to enhance consumer satisfaction. More lately, we adopted monthly billing cycle from March, 2013 for all our consumers, thereby facilitating you to plan your monthly budgets better. BRPL is incidentally the first discom in Delhi to do so and among a very few in India to give actual reading based monthly bills.

This transformation is being noticed nationally and internationally, and has enabled BRPL to take successful steps in the field of national and international consultancy. After engaging with Rockson Engineering Company Ltd., an EPC major in Nigeria, the company also bagged a consultancy project as part of a consortium in Ethiopia to turn around the distribution sector. Closer home, we are consulting *Uttar Haryana Bijli Vitran Nigam* to help them modernize their operations.

Having said that, despite bringing about significant operational efficiencies, BRPL, like other Delhi discoms continues to struggle financially. This is because the cost of power has still not been adequately compensated through timely tariff and cost reflective revisions by DERC.

Though we have traveled a great deal of distance in these last 11 years, we are aware that with the ever rising power demand, a few pockets in our network need improvement. In our journey of challenges, victories, lessons and changes, we will continue to improve our services, as we have always done in the past.

Sincerely,

Gopal K Saxena

BRPL employees contribute for Uttarakhand relief operations

This year, heavy torrential rain, cloud burst and massive landslides have caused unprecedented destruction in Uttarakhand in recent memory. Large tracks of land have been ravaged; houses swept away, lives lost and scores rendered homeless; besides destruction of property on a large scale.



Empathising with the affected families, BRPL employees did their bit to show solidarity with those affected. They contributed their one-day's basic salary – collecting Rs 19.5 lakh for the cause.

Senior BRPL officials presented a cheque of Rs 19.45 lakh to the Hon'ble Chief Minister of Delhi, Smt Sheila Dikshit.

At your service – 24 x 7

BRPL is committed to provide its over 18 lakh consumers' reliable power supply. Though BRPL is fully geared-up to meet the power demand in its licensed area, at times though, our efforts are constrained due to factors, many of which are beyond our control.

However, we remain alert and seek your support, while we attend to your calls. In case you have any electricity supply related issues, you can reach us in multiple ways

	BRPL
Call 24 x 7	399 99 707
SMS	Type BSES RP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-07
IVRS	Call 399 99 707 from your registered contact no and press 1 for 'no supply' and choose option 2 for IVRS based services. Your request will be automatically registered. If you are not calling from a registered no, please punch the CA/ CRN no for registering the request.

Register for SMS Alerts and Bill on Email

Help us serve you better! Please register your mobile number and email id for handy SMS alerts on billing, payment details and 'Bill on Email'. Alternatively, call our 24x7 helpline number 399-99-707, or write to us at brpl.customer@relianceada.com.

Send in your feedback to Corporate Communications, BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi 110019

For more information visit our website www.bsesdelhi.com or call +91 11 300-99-999

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