

# SYNERGY

**BSES** Rajdhani Power Ltd  
Yamuna Power Ltd

...a joint venture with GONCTD

May - June 2009



Dear Consumer,  
Greetings,

We have great pleasure in informing you that during 2008-09, your company has been successful in achieving a significant reduction in AT&C loss levels. In BRPL, we have reduced the AT&C losses from 51 % in 2002-

2003 to 20% in 2008-2009, and in BYPL from 63 % to 23 %.

	BRPL	BYPL
Opening AT & C loss level (2002)	51%	63%
AT & C loss levels, end of 2007-2008	27.17%	29.80%
AT & C loss levels, end of 2008-2009	20% (provisional)	23% (provisional)
Reduction during FY 2008-2009	7% (approx)	6% (approx)
Reduction since takeover	31%	40%

To commemorate this achievement, we are shortly launching Door Step Service – an initiative that would ensure that all your requirements for New Connection, Load Enhancement, Load Reduction, Category Change, etc, are provided at your premises.

We are committed to provide uninterrupted, reliable and quality power supply during this ensuing summer, for which your company has made all the necessary arrangements.

Sincerely,

Arun Kanchan  
CEO

## Your Safety is in your own hands

Many people, knowingly or unknowingly, indulge in 'illegal' construction and extension of buildings, structures, projections, balconies, *chajjas* and boundary walls - in the process exposing themselves to the danger of electrocution.

For your safety, we appeal to each one of you to maintain a minimum distance between 1.2 meters and 3.7 meters from the electrical mains and installations (depending on their nature). Constructions underneath and near High Voltage (HV) and Extra High Voltage (EHV) lines and 'extensions' are also in complete violation of Rule 79 and 80 of the Indian Electricity Rules - 1956 and related provisions of the Indian Electricity Act 2003 (Section 53 and 68 (5) read with Section 161).

BSES appeals to the owners of such illegal constructions to take immediate remedial actions.

Life is precious. Take care!

## Meet Harish Chawla - New Chairman, BRPL CGRF



Meet Mr Harish Chawla, your new Chairman, Consumer Grievance Redressal Forum (CGRF), BSES Rajdhani Power Limited (BRPL). If you are residing in South or West Delhi, he is your first port of call outside BRPL' grievance redressal mechanism.

Friendly and affable, 62 years old Chawla, comes to the CGRF with 38 years of varied and rich experience in the power sector. Starting his career with the Punjab State Electricity Board in 1971, he has worked in several leading power utilities and organizations, both within the country and abroad.

An alumnus of two prestigious institutions - Thapar Engineering College, Patiala and Delhi College of Engineering, Harish Chawla, also has degrees in Law (from Delhi University), Telecom and Marketing.

Vested with the challenging responsibility of adjudicating disputes between the discom and its consumers, Mr Chawla says, "I want the judgments should be such that both sides should feel justice has been done". He says the common man should be made more aware about the CGRF. The consumer should know that he has access to an institution, which listens and resolves.

"I want the electricity consumers to come to us willingly and go back satisfied", Mr Chawla says, while urging consumers to "consume electricity honestly and legitimately". While appreciating the improvements in Delhi's power scenario, Mr Chawla believes there are many more miles to be covered.

But before you go knocking on Chawla Ji's door, please remember that you first need to exhaust all the available grievance redressal mechanisms set up by BRPL. BRPL consumers can reach Mr Harish Chawla at:


CGRF - BRPL, Sub Station Building, Sector V, Pushp Vihar, New Delhi - 110 017, Tel: 32978194 / 95, Fax: 29564400, Email: cgrfbrpl@rediffmail.com

## ICWAI's Cost Management award for BRPL

Eighty leading corporates compete and BRPL emerges the topper to bag the ICWAI instituted 6th 'National Award for Excellence in Cost Management - 2008' in the 'Private Service Sector - Large' category.

On 16 March 2009, Anurag Goel, Secretary, Ministry of Corporate Affairs, GoI, handed over this award to Amal Sinha, BSES' Chief Financial Officer, and Amarjeet Singh, Senior Manager, at a glittering ceremony at the Vigyan Bhawan.



 We are listening...dial  
BRPL - 39999707, BYPL - 39999808