

# BSES Yamuna Power Ltd.

July-2020



EDUCATION



HEALTHCARE



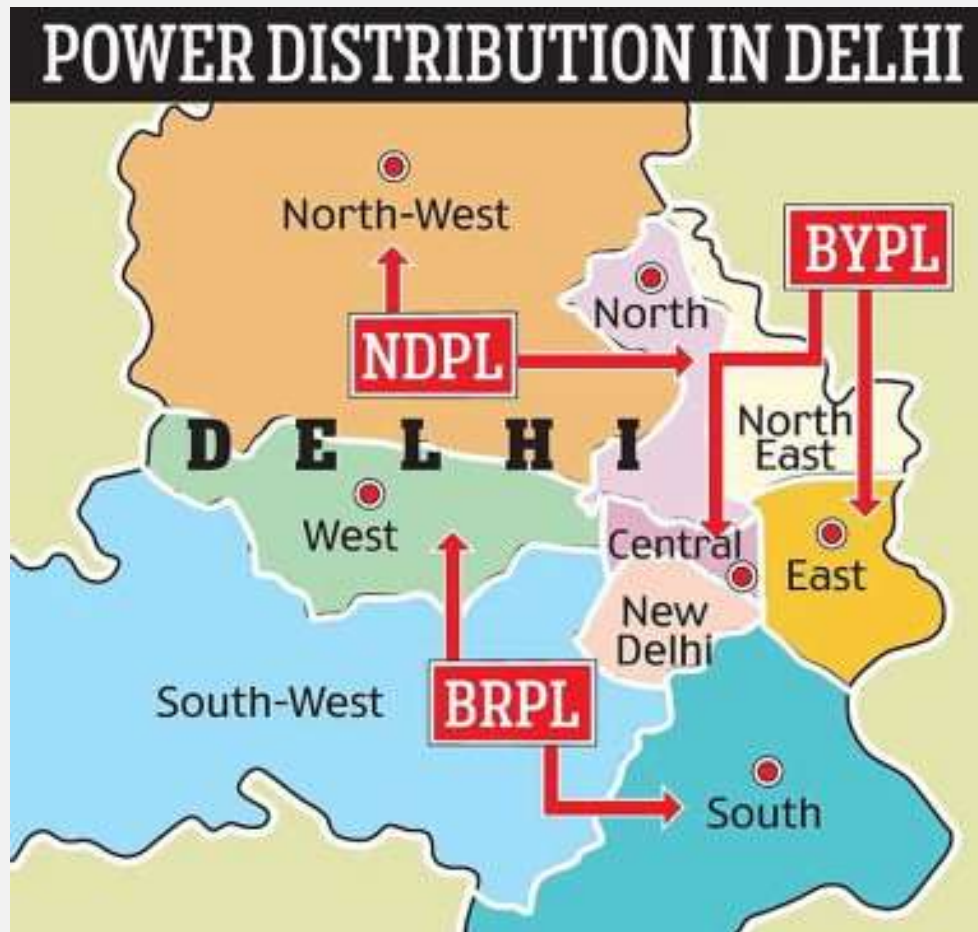
MANUFACTURING



INNOVATION



## BYPL – A Snapshot



# Discom Profile



**51 : 49 Joint Venture**  
RInfra & GoNCTD formed on 1<sup>st</sup> July  
2002



**Per Capita Consumption**  
3,800kWh/year

**Consumers**  
1.73 million

**AT&C Losses**  
8.65%

**Peak Load**  
1653 MW

**Consumer Density**  
8,656 / Sq Km

**Energy Requirement**  
7183 Mus (PA)



License for distribution and retail supply of electricity in East and part of Central Delhi

**One of the most Successful Public Private Partnership**  
AN ISO 9001:2015 ISO 14001:2015 & BS OHSAS 18001:2007 Certified Organization



# ISO Certifications



## ISO 9001:2015

Is a **Quality management system** of an organization which:

- a) Demonstrate its ability to provide services that meet customer & applicable statutory requirements.
- b) Aims to enhance customer satisfaction through the effective application of the system, including processes.



## ISO 14001:2015

Is an **Environmental management system** of an organization which:

Demonstrate its ability to manage its environmental responsibilities in a systematic manner.



## OHSAS 18001:2007

**Occupational Health and Safety Management Certification** is an international standard which provides a framework to identify, control and decrease the risks associated with health and safety within the workplace.



## ISO: 27001:2013

Is an **information security management system (ISMS)** of an organization which:

Demonstrate its ability to manage the security of assets such as financial information, intellectual property, employee details or information entrusted by third parties.

*ISO Certification is a seal of approval from a 3rd party body that a company runs to one of the internationally recognised ISO management systems.*

# Our Vision – Mission - Values

## VISION



- ❖ To be amongst the **MOST ADMIRABLE, TRUSTED and INTEGRATED** utility Company.
- ❖ **RELIABLE and QUALITY** products and services
- ❖ **INTERNATIONAL STANDARDS** of customer care
- ❖ **SUPERIOR VALUE** for all stakeholders
- ❖ Set new **BENCHMARKS** in corporate performance

## MISSION



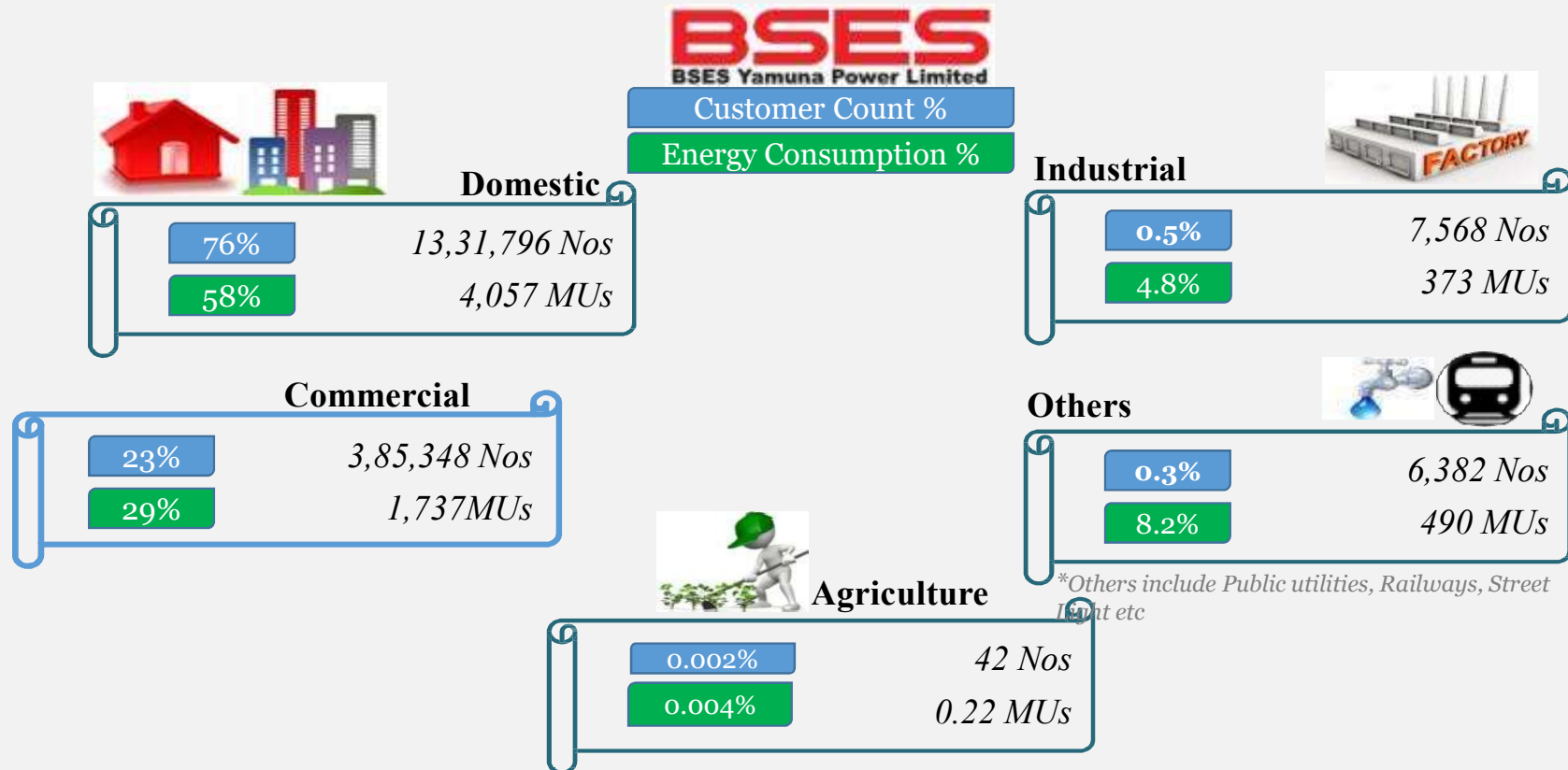
- ❖ To attain **GLOBAL BEST PRACTICES & become a WORLD-CLASS UTILITY**
- ❖ To work with vigor, dedication and **INNOVATION**, with total customer satisfaction as the ultimate goal
- ❖ To consistently achieve high growth with the highest levels of **PRODUCTIVITY**
- ❖ To be a **TECHNOLOGY DRIVEN**, efficient & financially sound organization.

## VALUES



- ❖ Strive for **CUSTOMER SATISFACTION**
- ❖ Strive for **OPERATIONAL EXCELLENCE**
- ❖ Build “**ONE BSES**”
- ❖ **VALUE INTEGRITY and ZERO TOLERANCE FOR BREACH OF ETHICS**
- ❖ Proactively pursue **SAFETY**
- ❖ Strive to be recognized as an **EXEMPLARY CORPORATE CITIZEN**

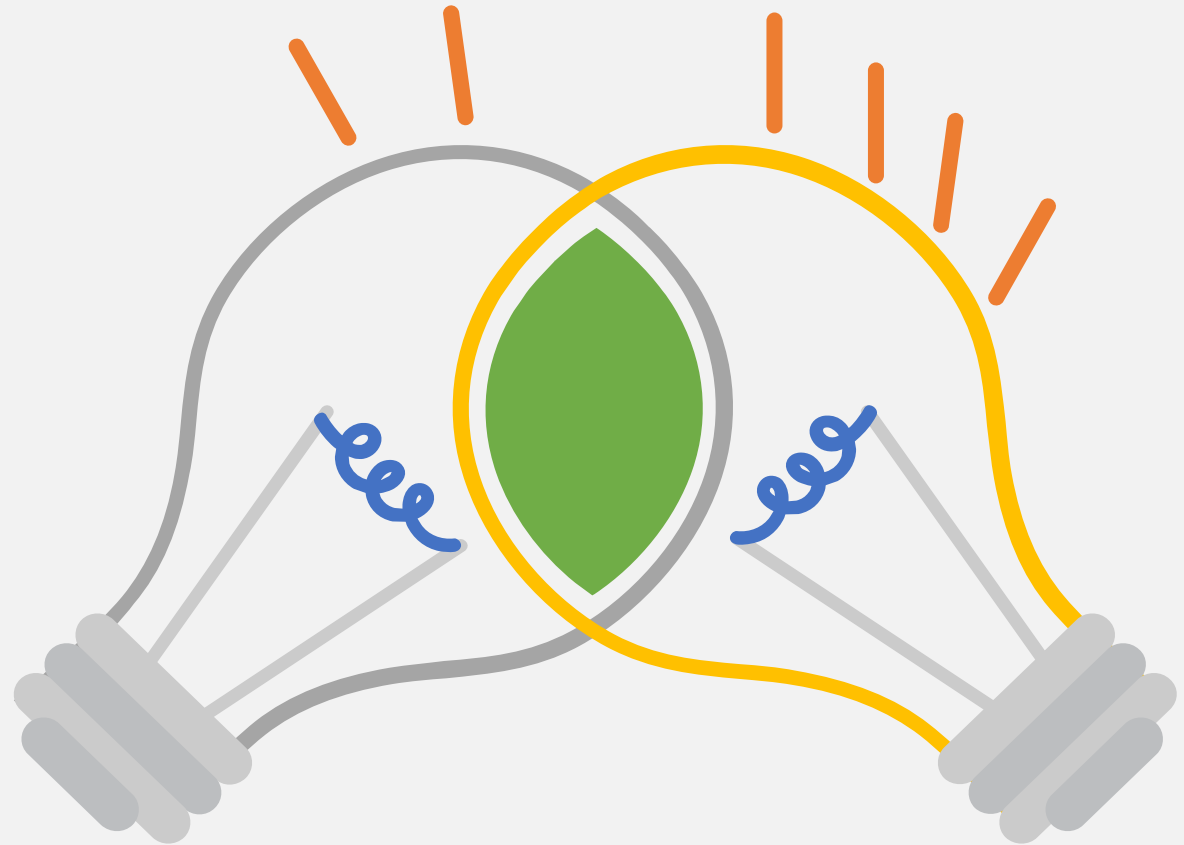
# Customer Profile (FY20)



Total Customers : 1.73 million ; Energy Billed : 6,657 MU

Skewed Customer Mix with majority of 'Domestic' customers pertaining to the **Lower Income Strata.**

**Legacy.....**



## Power Scenario in Delhi: Prior to Reforms in 2002



- ? **High Technical & Commercial losses** of the tune of over 50% of Input
- ? **Substantial Govt. Subsidies** outgo of ~Rs 1,500 Cr p.a. towards Revenue Gap
- ? **Pathetic Network condition**
- ? **Billing Receivables** of over ONE Year outstanding
- ? **Poor Condition of Consumer Records**
- ? **Absence of “Customer Service”** with regular black-outs > 6-8 hours



### Investment

- ✓ **Investment** needed to improve Network



### Efficiency

- ✓ **AT&C loss reduction** and sector efficiency improvements required



### Best practices

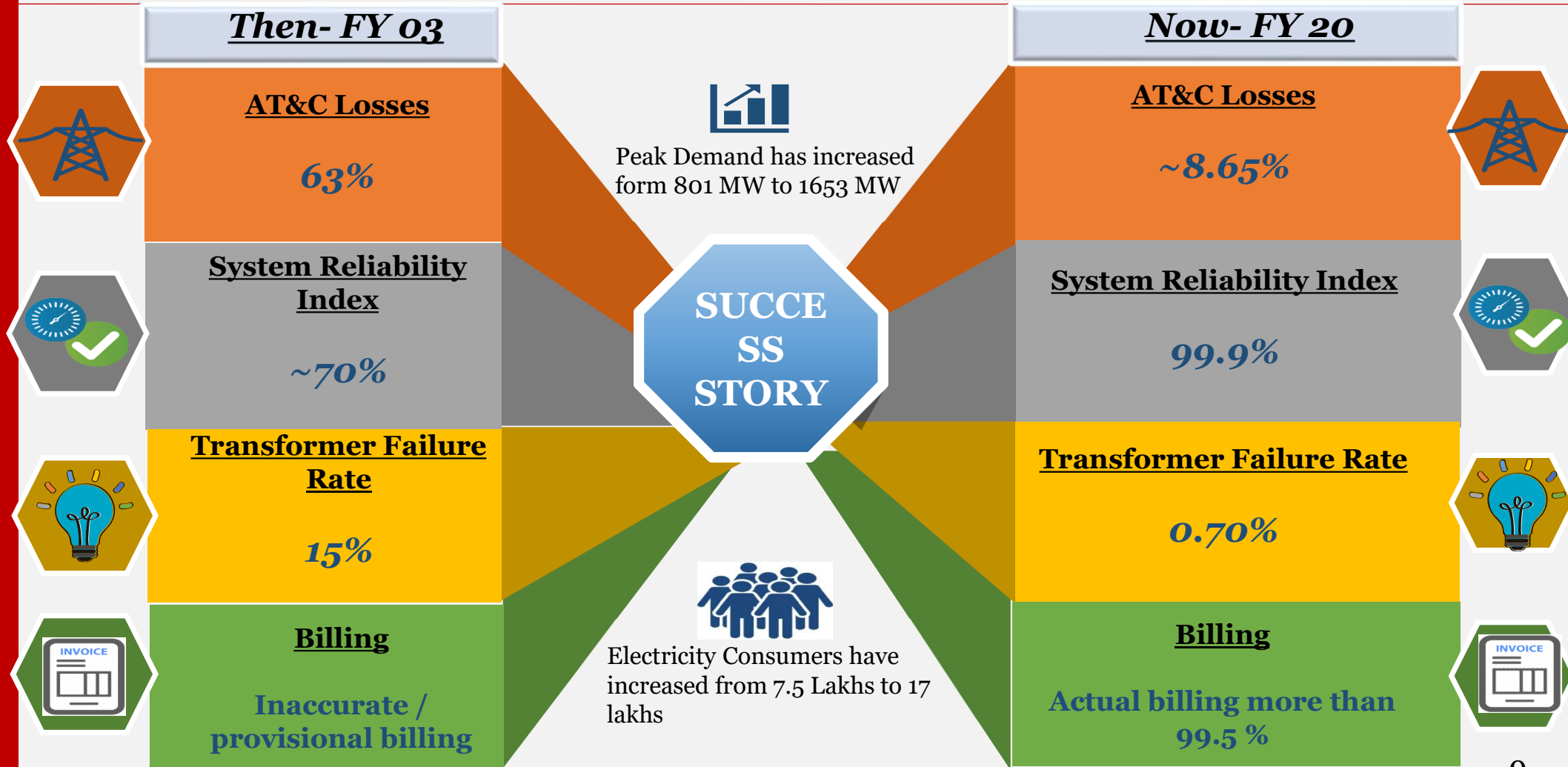
- ✓ **Introduce Best Practices**, enhancing employee skill sets and morale

### Customer Satisfaction

- ✓ **Enhance consumer satisfaction**



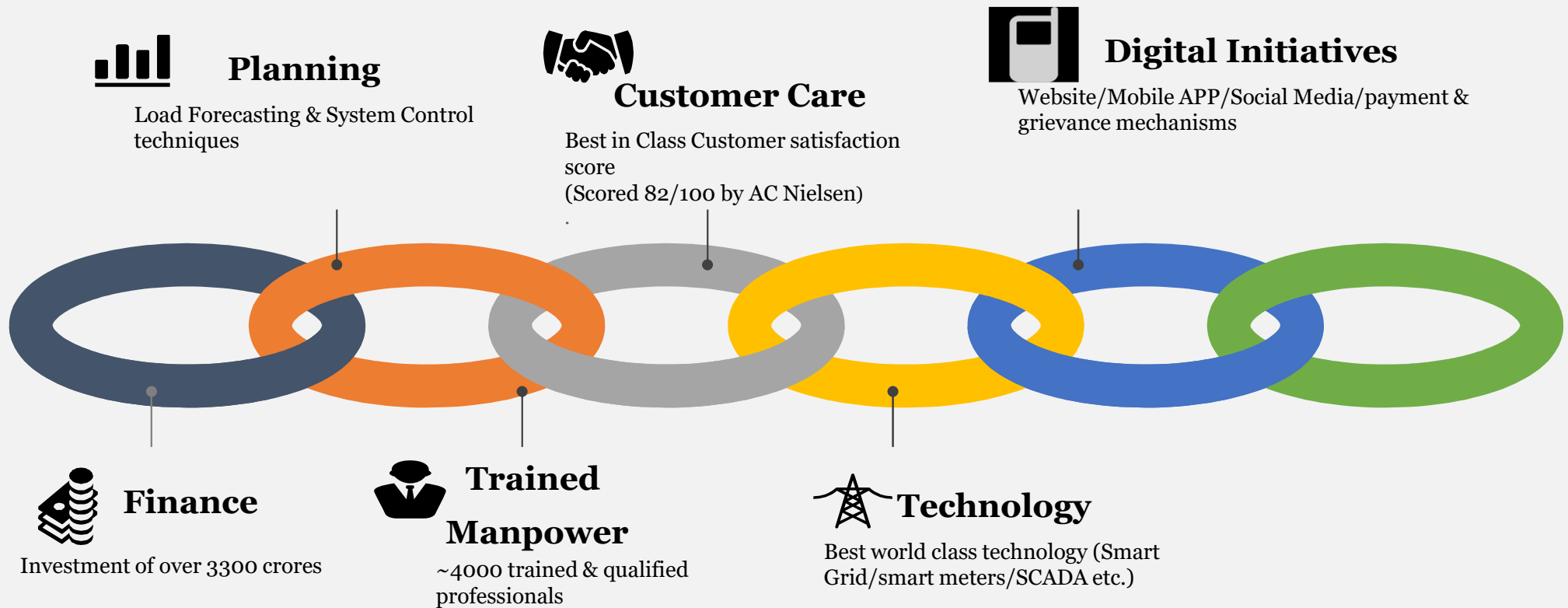
# Transformation Story



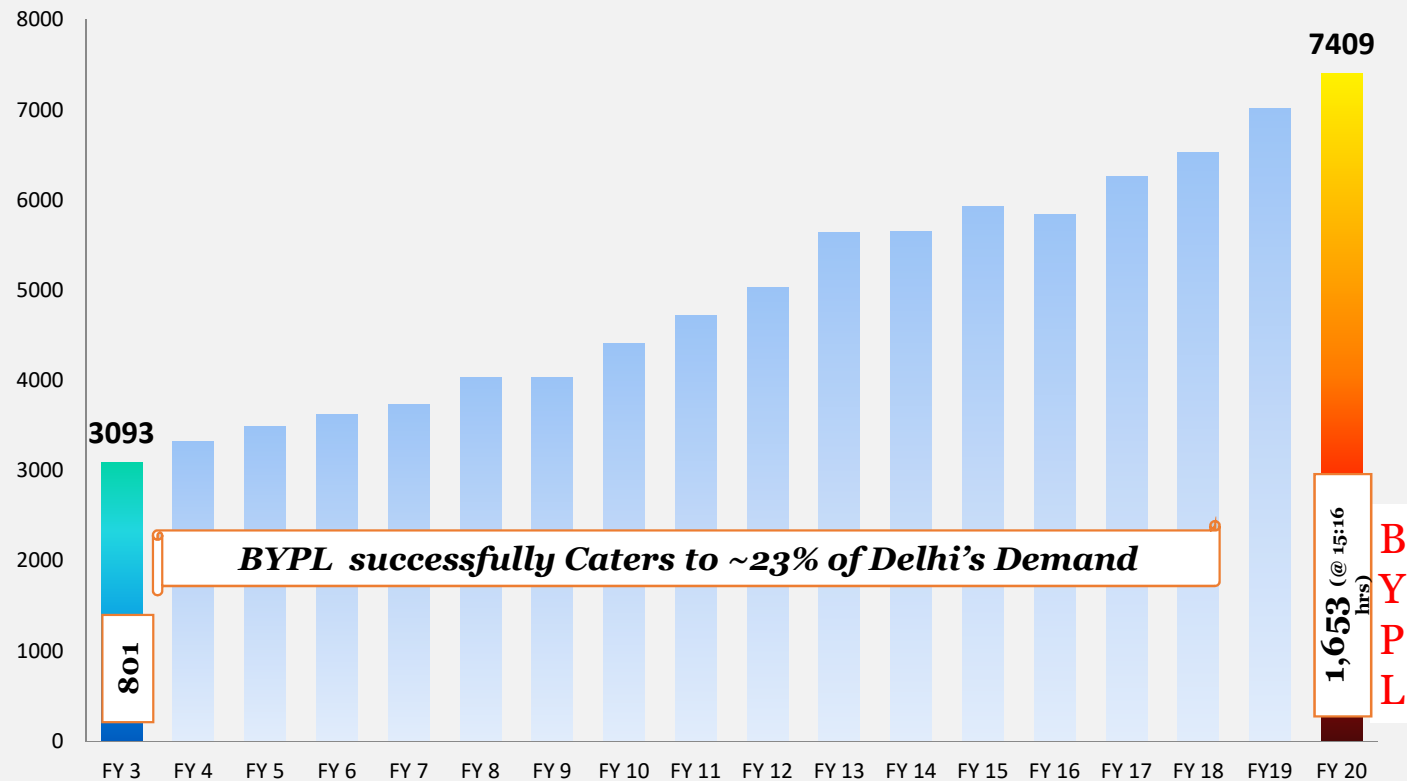
**Journey...**



# Business Transformation



# Peaks of Power Demand



**Delhi touched 7,409 MW**

*(02<sup>nd</sup> July'19 @ 15:35 hrs)*

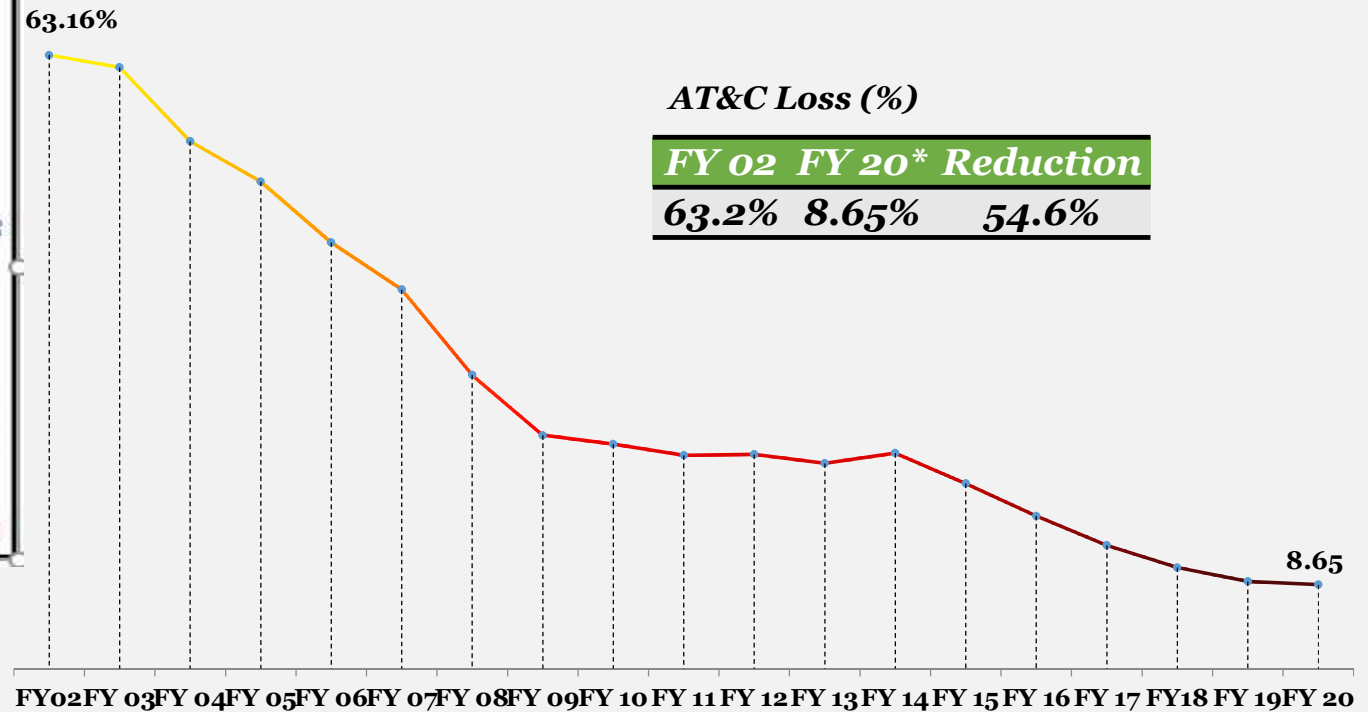
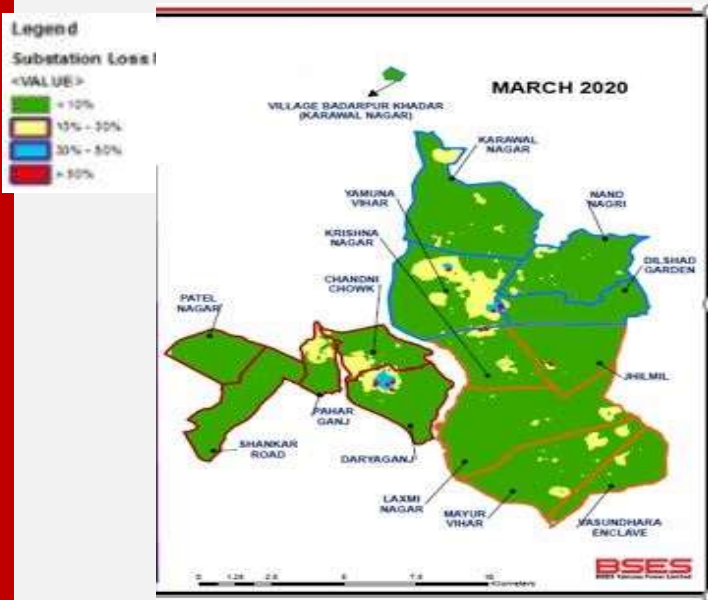
**Delhi Power Demand is:**

- ❑ **Double of Mumbai, Chennai**
- ❑ **3 times of Kolkata**
- ❑ **1.2 times of all 8 UTs combined.**

**> 105 % growth in Peak Load served since privatization**

# Loss Reduction

- ❑ BYPL started with losses almost double the National Average in 2002; Highest amongst the Delhi discoms
- ❑ Currently operating at loss level of 9% ; nearly 14% below national average & comparable with other Delhi discoms



- ❑ Of the 14 divisions in BYPL
  - ✓ 10 divisions with losses (<10%)
  - ✓ 02 divisions with losses (10%-13%)
  - ✓ 02 divisions with loss levels (13%-19%)

**~54% reduction in losses post takeover against 20% rise in a decade up-to privatization**

\* Provisional ; Subject to DERC approval



# Multi-Pronged approach taken for Loss Reduction

## **Commercial Initiatives**

- ❖ Meter Relocation / Replacement based on Analytics and Aging
- ❖ Replacement of damaged /punctured AB Cable with Armoured cable.
- ❖ Strict Enforcement action; Continual effort for illegal cable removal
- ❖ Monthly Energy Audit at Feeders and Sub Stations level
- ❖ Analytics - Meter Downloaded Data.
- ❖ Eased out New Connection process to bring customers into billing net ; organised camps in theft prone area / JJ cluster.

## **Network Related Initiatives**

- ❖ Revamping of common metering places.
- ❖ Augmentation and addition of overloaded feeders and Txs.
- ❖ Addition of New Grids and 11 kV Substations.
- ❖ Making of LT end boxes.
- ❖ FPI Installation
- ❖ Hot Spot & Thermal Scanning. upto LT level .
- ❖ Partial discharge test to arrest joint failures.

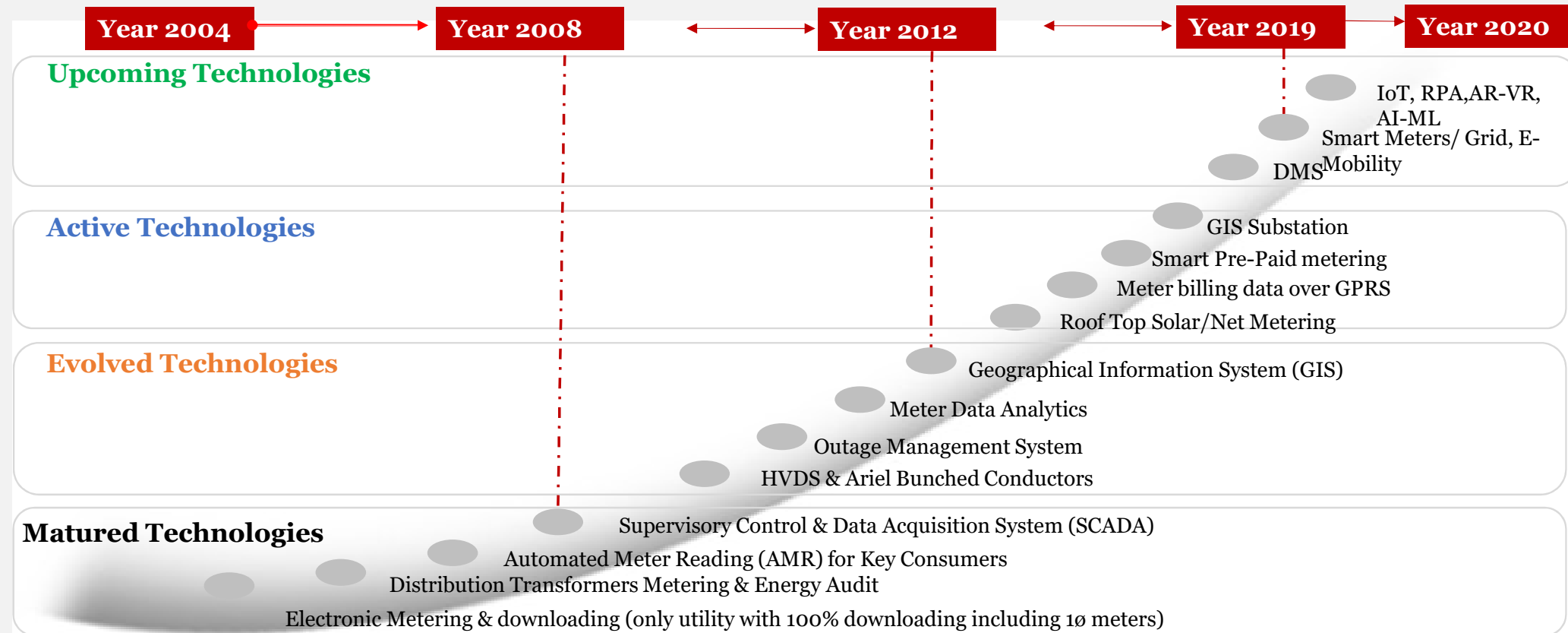
## **Specialized Initiatives**

- ❖ IGMS (Intelligent Group Metering System) to avoid S/L tampering
- ❖ Armoured Street light cable to curtail theft from street light.
- ❖ Armoured Cast tape on network span/ joints against cable puncturing.
- ❖ Odd hour Surveillance at high loss & critical pockets.
- ❖ Joint inspection by Enforcement & Division in certain critical pockets.
- ❖ Deployment of Lady Guards in enforcement & O&M.

## **Community Engagement Initiatives**

- ❖ Campaign Against Theft Programs
- ❖ Loss Based campaign – Sajha Prayas, Pragati, Nukkad Natak, Mashwara
- ❖ Medical Health Check-ups camps with free medicines.
- ❖ Children awareness campaign - Theft & Energy Conservation.
- ❖ Self defense training for girls.
- ❖ Vocational training for women.
- ❖ Remedial classes for children.

# Technology Upgradation over the years



**Technological innovation has been a regular feature**

# Customer Service.....

**BSES**  
**BSES App**  
**Features & Benefits**

- Register Complaints:
  1. No Supply
  2. Streetlight
  3. Emergency (Fire & Shock)
- Display/Intimation of shutdown/breakdown in the area along with expected restoration time
- Use "My Account" section to view past & current bill details, Pay electricity bill
- Bill payment facility through QR code & CA number
- Register for:
  1. New Connection
  2. Load Change
  3. Category Change
  4. Name Change
  5. Address Correction
- Check New Connection request status
- Verify the credentials of BYPL representative visiting consumer premises
- Get tips on important subjects like Energy Conservation, Electrical Safety, Energy Calculator, etc.

**Benefits to Consumers**

- ▶ Easy and Convenient to use
- ▶ View & pay your electricity bill on the go
- ▶ Instant registration of Complaints / Requests
- ▶ One Stop Solution

Download BSES App now  
**"Power in your pocket"**

Download on the Google Play | Download on the App Store

[www.bsesdelhi.com](http://www.bsesdelhi.com)



**BSES**

**NOW USE WHATS APP TO REGISTER YOUR 'NO CURRENT' COMPLAINTS**

BRPL (South and West Delhi)  
#NC <Space> 9-digit CA Number  
to 9999919123

BYPL (East and Central Delhi)  
#NC <Space> 9-digit CA Number  
to 8745999808

Example

Example

# Customer Service

*Now Customer can register his “No Supply” complaint through different platforms*

## Helpline

011-39999808  
#19122



## BSES Mobi App (Available for Android / iOS)



Type  
#NC<space>9  
digit CA No. &  
send it to  
**WhatsApp No.**  
8745999808



## Chatbot / Voicebot



## BSES website

[www.bsesdelhi.com](http://www.bsesdelhi.com)



Type BSESY<space>  
NC<space>9 digit CA No. &  
**SMS** it to 5616108



Complaint registration & status  
update available on our **IVRS**



Virtual meetings  
with Consumers



## Digital Presence: Services on Fingertips



>10 Lac My Account registrations

### BSES Website

- Online Payment
- Online Application
- Bill Details
- Outage Communication



~2,65,000 FB followers  
~14,000 Twitter followers  
~2500 followers in Youtube  
~800 followers in LinkedIn

### Social Media

- Social CRM
- Complaint Resolution



>10 Lac Downloads

### BSES Mobile App

- Online Payment
- Complaint registration
- Bill Details

*Digital presence making Lives Easier*



## Bill Payment Options...



**BSES Counters**  
– Cash /Cheque/ Card



**Payment Kiosk (SDL)**



**Drop Box (Intera)**



**Bill Payments at BBPS Outlets**

**BYPL offers all-most all payment modes across all major platforms...**

## Emerging 'Prospects'

### Energy Efficiency With EESL

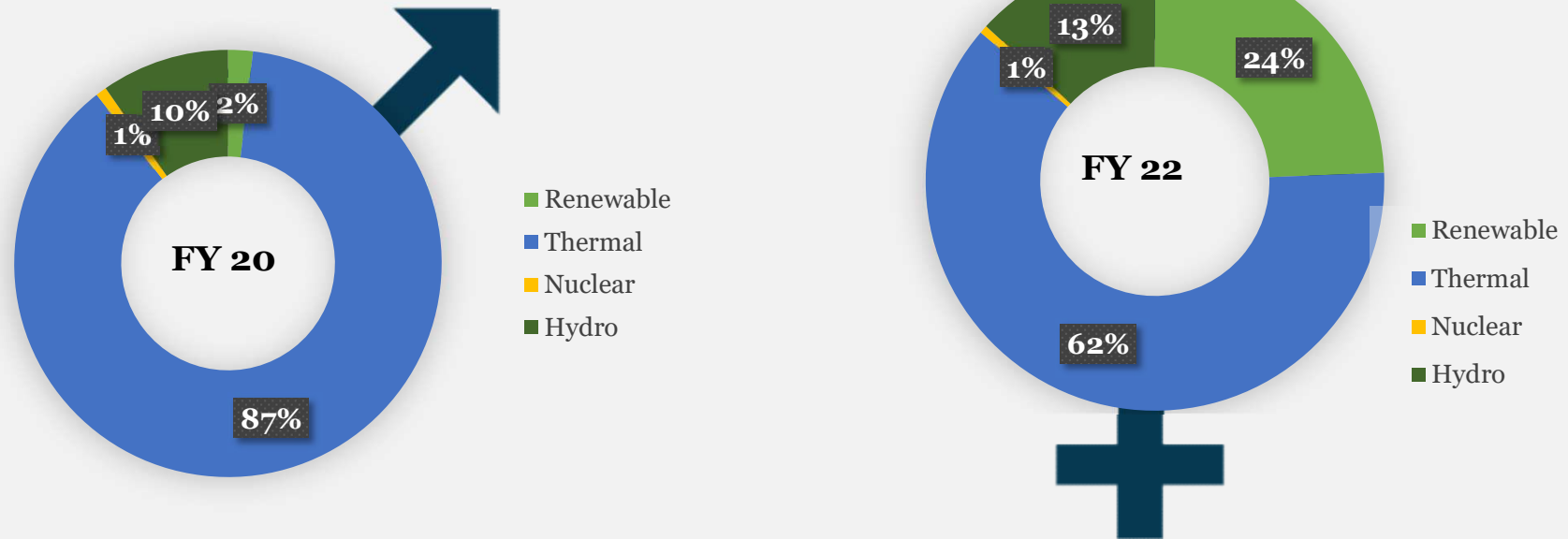


Tube lights	LEDs	Fans	Air Conditioners	Super Efficient ACs	
> 34,000	>2.1 million	3,000	>3,400	35	
Savings : 4 MU which translates to Rs 3 Crs (cumulative)					

### Roof Top Solar (RTS)

- ❑ Active participation in **MNRE's** initiatives for Solar Rooftop adoption
- ❑ Promotion of Net metering through the online portal at <https://www.bsesdelhi.com/web/bypl/renewable-energy>
- ❑ No. of net-meter installations is 535 and increasing as awareness has increased and Consumers are turning into Prosumers

## RE portfolio ---- A Sustainable Discom



Contributing towards Govt of India's ambitious RE target of 175 GW by 2022

# **Community Care– Everyone's Responsibility**

# Community Care



Vocational Training Class  
in progress



Mahila Shiksha Kendra  
Class in progress



Vocational Training – Certificate Giving &  
sewing machine distribution



Health Camps



Eye Screening Camps

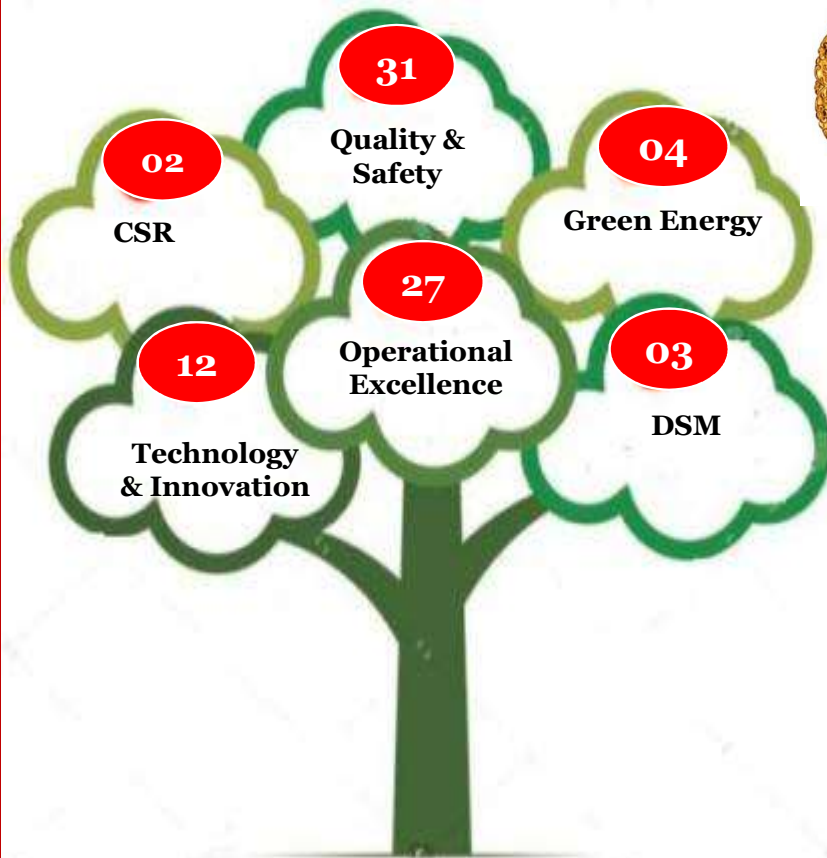


Ration distribution update 20APR2020 : Under BYPL SPARSH, dry ration was distributed to 100 people at Kabeer Nagar and 200 people at Rajeev Camp

Covid Care



# Rewards & Recognitions... *International & National Level*



**+75 Awards & counting...**



- ❖ **Golden Peacock Award-2020** for 'Innovative Product/Service' .
- ❖ **IMC- Ramkrishana Bajaj National Quality Award 2019.**
- ❖ **Smart City Empowering India Award 2020** for Best smart grid project by utility.
- ❖ **International Safety Award 2019** by British Safety Council.
- ❖ **ICQCC - 2019 (Japan).**
- ❖ **Golden Peacock Award 2019** for Occupational health and safety.
- ❖ **CII "Award for Excellence in Energy Management 2019"**
- ❖ **National Energy Conservation Award 2018**

## Actively supporting all Central / State Govt. Schemes...



Adopted 5S for offices/ location;  
Pledge for “Swacha Bharat”



Ranked #24 (2018) Vs  
#137 (2015)



Sold over 2 million LEDs



**PM Rooftop Solar  
Scheme**

**Mukhyamantri Kisan Aaye Badhotri Yojana  
(MKABY)**

*a solar energy scheme to increase farmers income*



**School Programs /  
Self-defence training**



**Gamut of digital payment  
options**



**Vocational training  
under CSR**

**BYPL is proud to serve the National Capital & look forward to a collaborative spirit to achieve the common objective in the interest of consumers of Delhi...**



**Thank You**