

BSES
BSES Rajdhani Power Limited



**CITIZEN'S
CHARTER**



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FROM THE DESK OF HEAD, CUSTOMER CARE

Dear Customer,

It is my privilege to welcome you to the BRPL family.

At BRPL, we are committed to achieve and sustain leadership in power distribution and provide you, our customers, quality and reliable services.

This booklet has been designed to give you a glimpse into our services. It will guide you on various aspects related to electricity usage, billing, payment, as well as safety guidelines. We recommend you to go through the same and hope you will find it useful.

We will always be happy to hear from you. You may write to us at brpl.customercare@relianceada.com or utilize any of the contact channels provided in this booklet to do so.

We look forward to a long and happy association with you

Yours sincerely,



Dipankar Majumdar
Customer Service & Business Development
BSES Rajdhani Power Ltd

No Queues, No Waiting:

Switch to Simplicity with BSES WhatsApp Services!

Now Avail Over 25 BSES Services from
the Comfort of Your Home

Wide Range of
Services Related To:

- New Connection
- Billing
- Payments
- Meter Reading
- Complaints
- Customer Help Desk
(CHD Services)
- And Much More!



Choose Your Language:

Available in English & Hindi

To get started, simply send "Hi" to



88009 19123

Or click on the link given below

<https://wa.me/918800919123?text=Hi>

Here's how Your House Gets Powered

In July 2002, the erstwhile Delhi Electricity Supply Undertaking (DESU) was divided, or unbundled as it is technically described, into three entities – Genco (power generating company), Transco (power transmission company) and Discoms (power distribution companies).

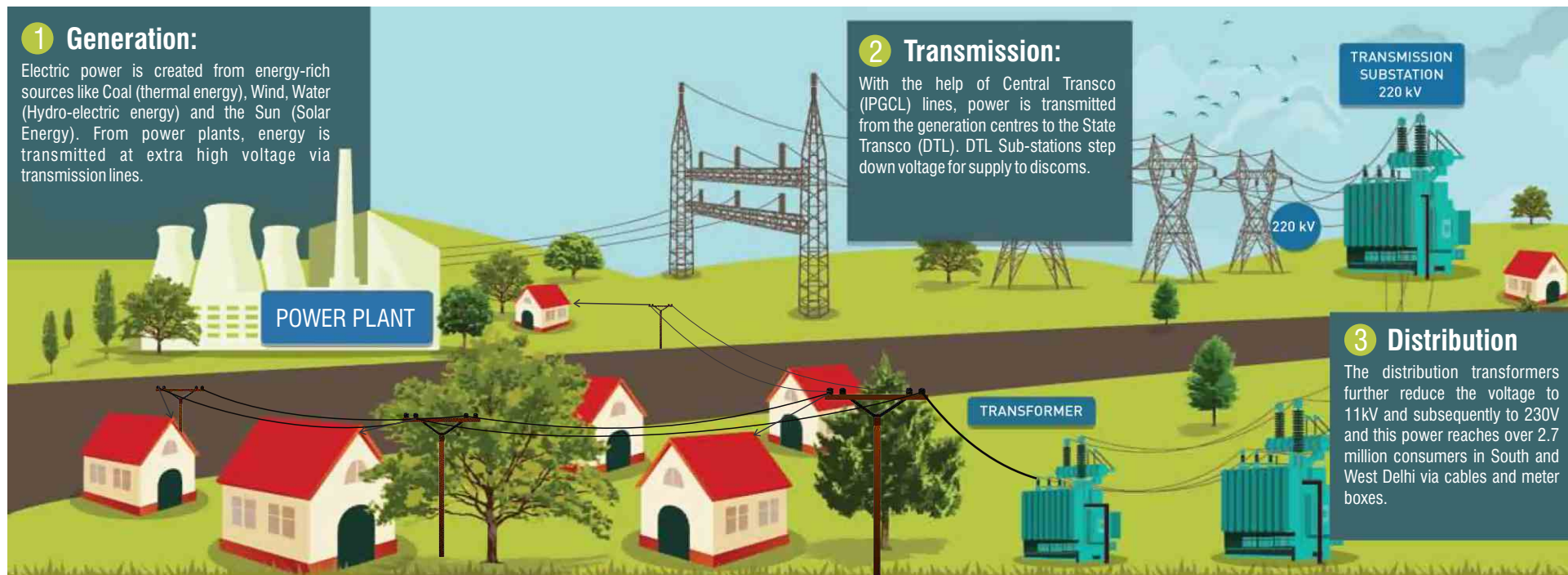
It was only the distribution part of the electricity business that was privatized. The task of power generation and transmission remained in the hands of the government controlled entities – Genco and Transco. For distribution purposes, Delhi was divided into five zones, three of which were privatised. BSES assumed

charge of two of these zones. Thus were born BSES Rajdhani Power Limited and BSES Yamuna Power Limited.

BSES brings electricity to your homes, but it is not responsible for generation and transmission. BRPL distributes power after sourcing it from many generating stations spread across the country.

- A Genco generates power and steps it up to 33/66 kV and then to 220 kV before sending it to Transco.
- B Transco receives power at 220 kV and steps it down to 66/33 kV before sending it to discoms.
- C Discoms (BSES) receive power at 66/33 kV and step it down further to 11 kV before feeding it to the distribution transformers.
- D Finally, thousands of BSES' distribution transformers step the power down to 0.4 kV and reaches it to your homes.

HOW POWER IS GENERATED AND DISTRIBUTED



Profile Overview

July 1, 2002 marked a watershed moment in Delhi's "power" history. It was the day, the Government of Delhi unbundled the integrated power utility and privatized its distribution wing as part of its power sector reforms agenda. It marked curtains for the legacy of Delhi Vidyut Board (DVB) and its predecessor – the Delhi Electricity Supply Undertaking (DESU). The mantle was now handed over to BSES Rajdhani Power Limited (BRPL), BSES Yamuna Power Limited (BYPL) and Tata Power Delhi Distribution Limited (TPDDL).

Delhi's tryst with power privatization has not only shown brilliant results operationally – a fact recognized by experts both nationally and internationally. During the last 16 years, BRPL has been striving to bring Delhi' power distribution on par with the best of global cities.

About us

BSES Rajdhani Power Limited (BRPL) is a joint venture between Reliance Infrastructure Limited and Govt of NCT of Delhi with a 51%:49% shareholding. BRPL, along with its sister company BSES Yamuna Power Limited (BYPL), supplies electricity to two-thirds of the national capital.



BSES Rajdhani Power Limited (BRPL) supplies reliable power to an area spread ~ 700 sq. kms with a customer density of ~3100 per sq km. Its over 2.7million customers are spread across 23 divisions across South and West Delhi.

Vision



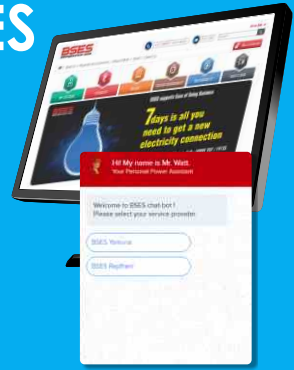
- To be amongst the most admired and most trusted integrated utility companies in the world.
- To deliver reliable and quality products and services to all customers at competitive costs, with international standards of customer care- thereby creating superior value for all stakeholders.
- To set new benchmarks in: standards of corporate performance and governance, through the pursuit of operational and financial excellence, responsible citizenship and profitable growth.

Mission



- To attain global best practices and become a world-class utility.
- To provide uninterrupted, affordable, quality, reliable, safe and clean power to our customers.
- To achieve excellence in service, quality, reliability, safety and customer care.
- To earn trust and confidence of all customers and stakeholders by exceeding their expectations, and make the company a respected household name.
- To work with vigor, dedication and innovation keeping total customer satisfaction as the ultimate goal.
- To consistently achieve high growth with the highest levels of productivity.
- To be a technology driven, efficient and financially sound organization.
- To be a responsible corporate citizen nurturing human values and concern for society, the environment and above all, people.
- To contribute towards community development and nation building.
- To promote a work culture that fosters: individual growth, team spirit and creativity to overcome challenges and attain goals.
- To encourage ideas, talent and value systems.
- To uphold the guiding principles of trust, integrity and transparency in all aspects of interactions and dealings.

Go Digital: Avail BSES services on the go



In BRPL' continued efforts for making the consumer engagement more interactive & the experience even more enriching; it has taken to digital in a big way. As part of these efforts and incorporating your feedback, BSES has revamped its website, making it even more user friendly and easier to navigate.

Today, you can connect with the discom and avail several services from the comfort of your home and office using mobile app, website and social media tools like Facebook, Twitter and You Tube. For your convenience, we also have a virtual assistant – Mr. Watt on the website, which will assist you avail many of the services.

Services available online, include:

- Request Appointment or Apply Online for New Connection, Name Change, Address Correction, Load Change & Category Change
- Update registration details
- Manage your multiple CA numbers under a single User ID
- View consumption details
- Download bills
- Pay bills
- Payment history
- Register & track complaints
- Personalized energy saving tips
- Energy usage calculator



Special Facilities Available for Senior Citizens

BRPL empowers its senior citizen consumers through its convenient and easy to use online services such as New Connection, Load/ Name/Category Change Request, Instant Payment, Billing & Payment etc on its website www.bsedelhi.com & mobile app (BRPL Power App). They can avail these services from the comfort of their homes. Additionally, BRPL provides a host of services through its WhatsApp No. (+91-8800919123), which is the most widely used communication channel.


Moreover, ensuring convenience & hassle-free services, senior citizen consumers are provided with priority support & quick resolution of their queries when visiting our CHDs or DSK' / calling on our toll-free helpline no.19123 / or mailing us at brpl.customercare@relianceada.com.



You need not visit a BSES office for availing a service!!

You can do so from the comfort of your home using digital self-service touch points like the BSES Website, BRPL Power App, WhatsApp, Email, Call Center and SMS

Online Services	Website	App	Email	WhatsApp	CallCenter	SMS Services
Bill Information	✓	✓	✓	✓	✓	✓
Pay Bill	✓	✓	✓	✓		✓
Bill Explanation			✓	✓	✓	
Billing & Meter Related Complaint	✓	✓	✓		✓	✓
Register for eBill	✓	✓	✓	✓	✓	✓
Register Load Change Request	✓	✓			✓	
Register New Connection Request	✓	✓		✓	✓	
Call Back Request	✓	✓				
No Supply Complaint	✓	✓	✓	✓	✓	✓
Outage Update	✓	✓	✓	✓	✓	✓
Share Feedback	✓	✓	✓	✓	✓	✓

Website	www.bsesdelhi.com	
BSES Mobile App	Download from Google Play Store/App store	
Email	brpl.customercare@relianceada.com	
Call Center	19123 (Tollfree)	
	Say Hi on 8800919123 for a list of services	View & Pay Bills
		Bill Explanation
		Apply for New Connection
		No Supply Complaint

Ease of Doing Business

BRPL has been simplifying procedures and tailoring its services in line with 'Ease of doing business'. Today, it just takes seven days and 2 documents to get a new electricity connection. That's not all, you can apply, upload documents and even pay from the comfort of your home or office.



As part of these efforts, the discom also provides Digi Seva Kendras (DSK) services - State-of-the-art centres modeled on the line of Passport Seva Kendras. These DSKs offer quick, convenient and hassle free single window services to consumers, who can apply for a host of services.



**BIJU
DIGI SEVA
KENDRA**
QUICK | CONVENIENT | HASSLE FREE

BSES
BSES Rajdhani Power Limited

**7 days & 2 documents
is all it takes to get
an electricity connection**

Easy to apply:

Apply Online Pay Online Get Connection

Log-on to www.bsesdelhi.com
or call : 19123

BSES supports
Ease of Doing
Business

Don't use a DG set, take a Tatkal' electricity connection

Use of DG sets increases pollution. In the wake of rising pollution, the Environment Pollution Control Authority (EPCA) had banned their use in during winters. It may do so again. BSES consumers need not worry. You can get a prompt and hassle-free temporary electricity connection in just a day for functions/ marriages/ religious gathering / e rickshaw charging and many other. It is cheaper, safer, noise free and pollution free. Let's join hands to fight pollution, together.



SAVE TREES SWITCH TO E BILLS

It is estimated that one tree is cut for every 3000 paper sheets. Now you can contribute to our effort to go green. Simply subscribe to eBill & SMS alerts through our website or App. Key benefits of this environment friendly step:

- Access on the go - anytime, anywhere
- Convenient storage & retrieval
- No waiting - secure & faster delivery
- Receive important alerts



Help Us To Help You!

How we aim to handle your complaints

We are keen to listen to you and to find out what you think of us. This escalation matrix, not only informs you on how to register a complaint, but also on how it be handled at our end.

We always strive to attend to your complaints and grievances speedily and to the best of our abilities. However, if you are dissatisfied on account of any reason whatsoever, please do let us know. It will help us to improve our services further.



Customer Grievance Redressal Mechanism:

For any query / grievance, you may contact us using any of the following options:

- 24 Hrs. Call Center No. 19123
- Customer Care Timing (Mon -Fri 09:30 AM to 05:30 PM & Sat - 09:30 AM to 01:00 PM)
- Email - brpl.customercare@relianceada.com
- www.bsedelhi.com
- BRPL Power App

Escalation matrix:

- 01** Customer Care Officer (Mon -Fri 09:30 AM to 05:30 PM & Sat - 09:30 AM to 01:00 PM) Business Manager/Circle Head (with prior appointment through Customer Care Officer/Business Manager)
- 02** Head-Customer Care: BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi-110019, Email - brplhead.customercare@relianceada.com
- 03** Internal Grievance Redressal Cell (ICGRC) Website : <https://icgrcbrpl.bsedelhi.com/> Contact No.: 011-49107924
- 04** Consumer Grievance Redressal Forum (CGRF), Sub-Station Building, Sector V, Push Vihar, New Delhi – 110 017, Telefax: 29564400, Email: cgrfbrpl@gmail.com
- 05** Electricity Ombudsman: B-53, Pashchimi Marg, Opp. Tagore International School, Vasant Vihar, New Delhi-110057. Tel: 011-26144979, Email: elect_ombudsman@yahoo.com

Important Advisory!

**BEWARE OF
FRAUDULENT
CALLS & MESSAGES
REGARDING PAYMENT
OF ELECTRICITY BILLS!**



Pay your electricity bills only through a host of bonafide digital platforms like WhatsApp, BSES Website, Mobile App and E Wallets



BSES WhatsApp : Simply type “Hi” and send it to 8800919123



Mobile App* : BRPL Power App



Website* : www.bsesdelhi.com



E Wallets : Paytm, PhonePe, Google Pay, Amazon Pay



QR Code : Printed on the Bill



Pay now option : Printed on E Bill



SMS : SMS Link

***Payments can be made through Net Banking (IMPS / NEFT/RTGS),
BBPS, UPI QR Code & Credit / Debit Cards**

What we need to know...

For a faster resolution, while registering a complaint, please provide the following information:

- Your name, address, phone number and CA number.
- Details about the grievance

It will be extremely helpful in case you have any documentation which can explain the background of your grievance. This will help us address the same expeditiously.

Payment options

You can make payment of your BRPL' electricity bills using convenient online and traditional options. BRPL has been the forefront of promoting digital payments. Now, you can make payment of your electricity bill anytime-anywhere through BSES' mobile App, website and chat bot using convenient options like:

- Debit/Credit Cards
- Net Banking (RTGS/NEFT)
- E wallets (Paytm, PhonePe, Amazon, Google Pay etc.)
- UPI
- ECS/NACH
- Bharat QR Code -Bharat Bill Payment System
- Advance Payment (pay online or visit your division office)



Traditional payment options

Apart from the online options, you can also pay your electricity bill conveniently at over 2000 locations through options like:

- BSES bill payment centres
- BSES drop boxes
- Bill payment kiosks
- Bank branches (Bank of Baroda and Punjab National Bank)
- Cheque in mail facility.

You can get a list of these options and branches / outlets by logging onto www.bsesdelhi.com or calling our 24 x 7 helpline numbers 19123.

GO CASHLESS!

Pay your electricity bill
Online & through
Mobile App

Its convenience at
your fingertips



Your electricity bill

Here is a snap shot of the electricity charges as approved by the Delhi Electricity Regulatory Commission (DERC) as per their tariff order dated September 30, 2021.

TARIFF SCHEDULE FY 2021-22

Sr. No.	CATEGORY	FIXED CHARGES	ENERGY CHARGES				
1	DOMESTIC						
1.1	INDIVIDUAL CONNECTIONS		0-200 Units	201-400 Units	401-800 Units	801-1200 Units	>1200 Units
A	Upto 2 kW	20 Rs./kW/month	3.00 Rs./kWh	4.50 Rs./kWh	6.50 Rs./kWh	7.00 Rs./kWh	8.00 Rs./kWh
B	> 2kW and ≤ 5 kW	50 Rs./kW/month					
C	> 5kW and ≤ 15 kW	100 Rs./kW/month					
D	>15kW and ≤ 25 kW	200 Rs./kW/month					
E	> 25kW	250 Rs./kW/month					
1.2	Single Point Delivery Supply for GHS	150 Rs./kW/month	4.50 Rs./kWh				
2	NON-DOMESTIC						
2.1	Upto 3kVA	250 Rs./kVA/month	6.00 Rs./kVAh				
2.2	Above 3kVA	250 Rs./kVA/month	8.50 Rs./kVAh				
3	INDUSTRIAL	250 Rs./kVA/month	7.75 Rs./kVAh				
4	AGRICULTURE	125 Rs./kW/month	1.50 Rs./kWh				
5	MUSHROOM CULTIVATION	200 Rs./kW/month	3.50 Rs./kWh				
6	PUBLIC UTILITIES	250 Rs./kVA/month	6.25 Rs./kVAh				
7	DELHI INTERNATIONAL AIRPORT LTD. (DIAL)	250 Rs./kVA/month	7.75 Rs./kVAh				
8	ADVERTISEMENT & HOARDINGS	250 Rs./kVA/month	8.50 Rs./kVAh				
9	TEMPORARY SUPPLY						
9.1	Domestic Connections including Group Housing Societies	Same rate as that of relevant category	Same as that of relevant category without any temporary surcharge				
9.2	For threshers during the threshing season	Electricity Tax of MCD : Rs. 270 per connection per month	Flat rate of Rs. 5,400 per month				
9.3	All other connections including construction projects	Same rate as that of the relevant category	1.30 times of the relevant category of tariff				
10	CHARGING STATIONS FOR E-RICKSHAW/E-VEHICLE ON SINGLE POINT DELIVERY/ SWAPPING OF BATTERIES						
10.1	Supply at LT	-	4.50 Rs./kWh				
10.2	Supply at HT	-	4.00 Rs./kVAh				

Things to remember:

- In conformity with the DERC guidelines, your electricity bills are delivered to your address or email id prior to the due date on the basis of your preferred mode of communication registered with us. Registered consumers will also receive the bill details (along with the payment due date) through SMS on their registered mobile number. In case of any query, please refer to the 'Know Your Bill' section of this booklet.

- You can register for e-bills and SMS alerts by logging on to your personalised "MyAccount" section on BSES' website or mobile app.
- In case your bill is provisional due to any reason, do not worry. It will be rationalised in the subsequent month. You can also note down the meter reading (and take its snapshot) and share it with the executive at BSES' Customer Care Centre/ Divisional / Sub-Divisional Office. If the reading is in accordance to the reading pattern, it will be corrected on-the-spot. Otherwise, the executive at the customer care centre will schedule a visit of a meter reader to get the meter reading done and subsequently a fresh bill will be generated.
- You must make the payment through Credit/Debit card at least three working days before the due date to avoid late payment surcharge in your subsequent bill.
- On-line payment through Debit /Credit Cards involves processing charges (0.85% + service tax, as applicable) on the bill amount by the merchant banker and will be debited to your card/account , in case the bill amount is more than Rs.5000/-.
- BSES customers are permitted to make 4 transactions per card per month.
- Cash payment can be done only upto Rs. 4000/- for Electricity bill. All payments above Rs. 4000/- are to be made through cheque or Demand Draft (Pay Order) or Electronic modes like online banking / Credit or Debit Card or E wallets like Paytm, Amazon Pay etc.
- Bill payment upto Rs. 50,000/- can be paid in cash at select bank branches of Bank of Baroda and Punjab National Bank.
- While writing a cheque /DD in favour of BSES Rajdhani Power Limited for Bill Payment /New Connection. Always quote your 9 digit CA number –"BRPL CA No.123456789" and avoid writing only "BRPL" on the cheque.
- In case your cheque is returned unpaid / dishonored by bank, cheque return charge (presently Rs. 200/-) will be imposed and action will be taken under section 138 of the Negotiable Instruments Act 1881 + GST.
- If a payment by the consumer through cheque gets dishonored for the second time in a consecutive period of twelve month, the payment for next six billing cycles, shall be received only by Demand Draft or electronic mode.

Frequently Asked Questions

New Connection

How to register for a New Connection?

To register a new connection request, consumers may use the following options

- “Connection Services - New Connection” through BRPL website <https://www.bsesdelhi.com/web/brpl/home>
- Call (24x7 Helpline number) : 19123 (Toll-free)
- BRPL Power App
- Simply say “Hi” on WhatsApp No.+91-8800919123

Documents required for New Connection*:

- 1. Passport size photograph of the applicant:** One recent passport size photograph to be submitted online. However, no photograph is required at Digi Seva Kendra as application process will be completed digitally
- 2. Fire clearance / Lift safety certificate (wherever applicable):** If height of the building is more than 15M, a fire clearance certificate is a must. Similarly, a lift safety certificate is mandatory for an elevator.
- 3. Proof of identity of the applicant:** Any of the following documents will be accepted as a proof of identity:-
(i) Electoral Photo identity card (ii) Valid Passport (iii) Valid Driving license (iv) Ration card with applicant photograph (v) Aadhar card (vi) PAN card (vii) Photo identity card issued by any government agency; (viii) If the applicant is an organization, certificate of incorporation/ registration issued by the Registrar and proof of authorization /resolution of Board for authorizing the person.
- 4. Proof of ownership or occupancy of the premises:** Any of the following documents will be accepted as the proof of ownership or occupancy of premises
(i) Certified copy of the title deed (ii) Certified copy of the registered conveyance deed (iii) General Power of Attorney (GPA) (iv) Allotment /possession letter (v) Valid lease agreement along

with undertaking that the lease agreement has been signed by the owner or his/her authorized representative; (vi) Mutation certificate issued by a government body such as the local revenue authority or the municipal corporation or land owning agencies like the DDA/L&DO (vii) Sub-division agreement

5. **In case the applicant is not the sole owner of the premises:** A no objection certificate (for seeking electricity connection) has to be obtained from the co-owner with his/her valid ID proof.
6. **Other Documents-applicable for selected consumer category* :**
 - a. **Industrial:** Valid Industrial License/Factory License/ Lal Dora Certificate in case of a rural village
 - b. **Agricultural Consumers:** i. Certificate of residence from the Block Development Officer ii. No Objection Certificate from the Development Commissioner/Block Development Officer, Delhi Jal Board for tube wells
 - c. **Non-domestic for Khokhas and Temporary Structure:** i. Teh Bazaari Receipt Number ii. No Objection Certificate for Khokha /Temporary Structure for single delivery supply iii. Guarantor BRPL bill along with ID proof and undertaking

Please Note: Technical feasibility shall have to be examined for release of a connection. Connection can be sanctioned only if found to be feasible

*For more information & detailed checklist, visit the "Apply Online" - New Connection section on our website www.bsedelhi.com

Name Change

When do I have the name transferred?

If there is any change in the ownership/ tenancy / occupancy, you are required to apply for a name change.

What is the procedure and documents required for name change?

Applying for a name change is very easy. To register for a name change request; please visit our website and proceed as per the instructions provided under the "**Connection Services -Change Request**" section. Alternatively, you can also register a request through our 24x7 helpline number 19123.

Load / Category Change

How can I reduce my load / change category?

Applying for load reduction or category change is easy. To register a request; please visit our website and proceed as per instructions provided under the “**Connection Services -Change Request**” sections. Alternatively you may choose to register a request through our 24x7 helpline number 19123.

Billing, Dispatch & Payment

How are bills delivered?

All our bills are dispatched sufficiently ahead of the due date so as to reach you on time. All registered consumers will also get SMS alerts. For consumers, whose E-mail ID is registered with us for e-bill service, shall receive e-bill on their registered Email ID, which can also be paid online .To receive e-bills, please register on our website www.bsesdelhi.com/web/brpl >Billing > Register

How to get a Duplicate Bill?

Simply say “Hi”, & send it to BSES Rajdhani Power WhatsApp Number +91-8800919123 through your registered mobile number.

What are the payment options available?

Please refer page no 14 & 15 for payment conveniences

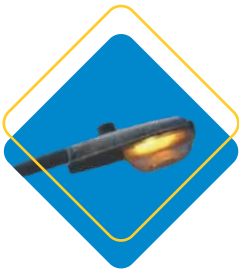
Should you need any further assistance with your queries / concerns, write to us at brpl.customer@relianceada.com or call us at our 24x7 helpline number 19123 (Toll-Free)



PROBLEM IN STREET LIGHT?

Follow the process below to register your complaint...

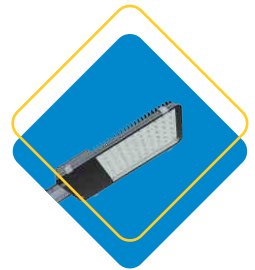
WHICH ONE IS IT?



**SODIUM LIGHT
(YELLOW)**



**HALOGEN LIGH
(YELLOW)**



LED (WHITE)

REGISTER YOUR COMPLAINTS@

1

**Sodium & Halogen
Street lights**

(south and west delhi)

Call BRPL: 19123/011-49516707

2

**LED Street lights
(south and west delhi)**

SDMC / EESL: 1800 180 3580

or 7827999111 / 7827999222

3

**LED Street lights
(North MCD area)**

TPDDL: 1800 4199 744

KNOW YOUR BILL

BSES Rajdhani Power Limited

Bill of Supply for Electricity

Due Date: 06-07-2018

1 Billing Address

2 Meter No. (KWH)

3 Billing Details (Consumption)

4 Bill Amount Payable (₹ 3920.00)

5 Past Dues / Refunds / Subsidy

6 Important Message

7 Payment slip

8 Energy Charge

9 Bill amount payable

10 Customer Complaint Management

11 Pay your electricity bills conveniently

12 Contact details

- 1 Details of connection and consumer particulars**
Find your account related details i.e Name, address, Mobile Number, E Mail Id, Division Name, Bill Month, Bill Date, CA Number, Meter Number, MDI, Sanctioned Load, Bill basis, Bill Month, Tariff Category etc in this section
- 2 Meter Details**
Details of Meter i.e Meter No., Previous Reading & Current Reading details, Unit Consumed, No. of days billed etc
- 3 Bill calculation**
This section covers in detail your bill amount calculation for the current month. Find the billing details i.e Fixed charge, slab wise reading, Energy Charges, Surcharge, Electricity tax, PPAC Arrears/ Refunds if any, Late Payment Surcharge (LPSC), Rebate/ Subsidy, Net Amount Payable
- 4 Payable Bill Amount**
Find the total Amount to be Paid with due date
- 5 Security Deposit**
Amount of Security deposit with BSES Rajdhani Power Ltd and details of Interest on Security Deposit, 6 % for Interest on Security deposit for last FY
- 6 Last Payment details**
Find your last payment details
- 7 Important message**
- 8 Category wise existing tariff structure**
- 9 Details of Last Six Bills**
- 10 Consumer Grievance Redressal Mechanism**
- 11 Multiple Payment options**
- 12 Contact details**
Contact details of Business Manager, Commercial Officer, Customer Care centers , 24X7 Help line number and Address of nearest Customer care & payment centre

How is your bill prepared

- Consumption Units** : Current Reading – Previous Reading = Units Consumed for the No. of days billed
- Fixed Charges** : The fixed amount charged for the billing period according to the load, applicable rate and slab

$$\text{Sanctioned load} \times \text{Slab} \times \text{Applicable tariff}$$

- Slab-wise Energy Charges** : Energy charges are calculated based on the slab price applicable for the units consumed in the billing period

$$\text{Units consumed} \times \text{Applicable tariff}$$

Slab Calculation (sample illustration): The slab calculation is done on the basis of actual number of days in the bill month. If the billing period is 31 days and covers 19 days of February and 17 days of March respectively with total consumption of 556 units, please find the slab wise calculation for reference:

For example – **Total consumption Units = 556 units (U)**

Billing period	Month	February 2018	March 2019
09th FEB'2019 (previous meter reading) To 17th MARCH'2019 (current meter reading)	No. Of Days In Use	19	17
	Total Days in month	28	31
*Total energy consumed in units, during a billing period is charged as per the tariff rates prevailing against various slabs. (Kindly Refer Page No. 12)	Calculation for the first slab-1st 200 units	200/total days in month(28) x days in use (19) = Units entitled for first slab 135.714 (a)	200/total days in month(31) x days in use (17) = Units entitled for first slab 109.714 (b)
	Total billed units for the first slab	(a + b) = 245 Units Therefore, Energy Charges = Total billed units for first slab x applicable tariff*	
	Calculation for the second slab-next 200 units	200/total days in month(28) x days in use (19) = Units entitled for second slab 135.714 (c)	200/total days in month(31) x days in use (17) = Units entitled for second slab 109.714 (d)
	Total billed units for the second slab	(c + d) = 245 Units Therefore, Energy Charges = Total billed units for second slab x applicable tariff*	
	Calculation of the third slab	Calculation of Third Slab: 556(Total units consumed) – [(245 (First Slab Units) + 245 (Second Slab Units))] = 66 Units	
	Total billed units for the third slab	66 Units Therefore, Energy Charges = Total billed units for third slab x applicable tariff*	
	TOTAL ENERGY CHARGES	Sum of Energy Charges for all slabs = Total Energy Charges	

- 4. **Other Charges / Rebate** :(subject to change)
- 5. **PPAC- on fixed charge & on energy charges**: Power purchase adjustment cost, applicable on fixed and energy charges
- 6. **Surcharge** : Applicable on fixed and energy charges
- 7. **Electricity Tax** : As per applicable tariff, energy tax is leviable at 5% on (Energy Charges + surcharge on Energy Charges + PPAC on Energy Charges)
- 8. **Pension Surcharge** : 7% towards recovery of Pension Trust Surcharge of the erstwhile DVB employees/Pensioners as recommended by the Govt. of NCT Delhi

7% (Fixed charges + Energy Charges)
- 9. **LPSC**: Late payment surcharge is levied on the amount remained unpaid from relevant due date till the date of payment
- 10. **Subsidy** : as notified by Govt of NCT, Delhi
- 11. **Arrears**: Arrears reflected are previous billed current demand +/- adjustment remained unpaid and payable immediately

Total Charges (payable amount) + Past dues/Arrears- Rebate/Subsidy = Net Payable Amount

Provisional Bill: In case , for any reason , meter reading is not done during any billing cycle , a provisional bill shall be issued based on the consumption during the corresponding period in the previous year , when the readings were taken .If the said consumption details are not available , BRPL shall take an avg. consumption of preceding three billing cycles or the lesser period when readings were taken

Assessment Bill: (meter not recording/meter burnt cases): An assessment bill shall be raised for the period for which the defective/burnt meter remained on site, based on the estimated consumption by taking the consumption pattern of the consumer for the past 12 months prior to the period during which the meter remained defective. Where the recorded consumption of past 12 months is not available, the next twelve months consumption pattern of new meter would be considered for raising the assessment bill. This is in accordance to the DERC guidelines.

Important Information on MDI

BSES BSES Rajdhani Power Limited

Bill of Supply for Electricity Due Date (15 FEB): 06-07-2018

Sanctioned Load: 4.00 (KW)

Contract Demand: 4.00 (KW)

M ID: 2.00 (KW)

Power Factor: 1.000

Fuse No.: PUBF1135E1

Meter Reading Station: 126

Cycle No.: 23

Staff Category: CIVIL Staff (Account Type/DIV/DCS)

Customer Care Centre No. 899 76 82 4 96 99 97 07

Meter No. (WH No.)	SPM	Date of Meter Reading	Reading	Reading	Factor	Days	UNIT
40300917	R0014	16-06-2018	2968.00	18-05-2018	2076.00	1.00	892.00
40300917	K0W	16-06-2018	2.96	18-05-2018		1.00	2.96

- MDI is the maximum demand load recorded by the electricity meter in a particular billing period for a continuous period of 30 minutes.
- Licensee can change the sanctioned load on the

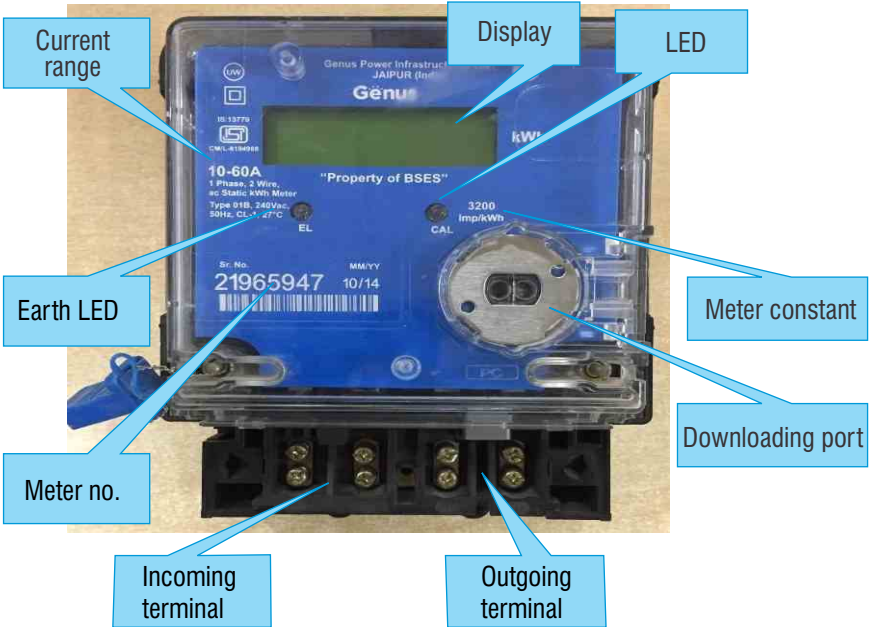
basis of average of highest Maximum Demand readings recorded as per billing cycle covering any four consecutive calendar months in the preceding financial year i.e. from 1st April to 31st March, rounded off to the lower integer.

- According to the existing DERC regulations, for domestic category consumers, the Discom will seek consent of the consumer for load reduction in case where the sanctioned load is more than 5 kW and the load shall be reduced automatically in case where the sanctioned load is upto 5 kW if no communication is received from consumers to retain the sanctioned load.
- In case of upward revision of sanctioned load or contract demand of consumer, the consumer shall be liable to pay the additional security deposit corresponding to additional load at prevailing rates of security deposit on the date of enhancement.
- The upward or downward revision of sanctioned load or contract demand as the case may be, shall be done once in a financial year and shall be made effective from 1st July of that financial year.

Know your meter

BRPL understands the need of safe & reliable metering for smooth running of the power distribution operations. For this, quality and capability of meters, method of meter reading and billing play a vital role. Our state of the art meters conform to stringent Indian & International specifications. Some interesting facts:

- No manual intervention as the meter reading is downloaded
- Pulse blinks 3200 times to record 1 unit
- Record energy with a precision of + 1%
- Pass stringent tests, including 29 tests as per IS standards, before being installed in the field
- Earth Leakage (EL) indication in case of earth leakage in wiring at the premises



Energy Conservation

Electricity is a scarce commodity, it must be used prudently. Doing so will not only help you conserve electricity, but also save money in the process. Here are some simple tips.

- One of the best energy-saving devices is the light switch. Turn off the lights when not required
- Avoid keeping electronic appliances in the standby mode. Switch them off from the main switch. Appliances on 'stand by' mode continue to be consume electricity
- Air conditioning accounts for the bulk of the power costs. For the most comfort at the least cost, set your AC thermostat at 25 degree C.
- Line windows and walls with plants to reduce air-conditioning costs. They insulate rooms from heat, leaving your air-conditioner less work to do – reducing energy consumption in the process.
- Use star rated appliances. Energy efficient appliances consume two to 10 times less electricity than older, more conventional models. Higher the rating, the more energy and money you save.
- Switch to LED - It is eight times more energy efficient than an incandescent bulb and twice energy efficient than a CFL.
- Switch off your computer when not in use - Because even when it's in the sleep mode, it is consuming electricity. The monitor uses more than half of the energy consumed. Turn it off even if you have to leave the computer on
- Place your refrigerator away from sunlight and walls - Make sure the refrigerator is placed away from any heat source including direct sunlight. Allow enough space around the refrigerator for continuous airflow. If the heat cannot escape, the cooling system will have to work harder and use more energy.



- Prevent 'Earth Leakages' - An 'earth leakage' leads to electricity wastage and worse; it can turn a simple energy into an object of dread –giving electric shocks, which sometimes can be fatal. Avoid mishaps with the use of Earth Leakage Protective Device (ELCB)
- Use a room heater with a thermostat. It will help prevent overheating, while maintaining your comfort and saving you money on your energy bills. Keep your the doors and windows closed when a heating appliance

Power Consumption Guide

Appliances	Load (Watt) (A)	No. of Appliances (B)	Consumption (Hr/day) (C)	Units/Month kWh (A)X(B)X(C) X 30/1000
CFL Light Bulb (Energy efficient)	15	4	6	11
LED Light Bulb (Energy efficient)	9	4	6	6
Bulb (Lamp)	100	4	6	72
Tubelight with Ordinary Choke (ISI)	49	4	6	35
Tubelight with Electronic Choke	40	4	6	29
T5 Tubelight (Energy efficient)	28	4	6	20
Refrigerator (250 Ltr.) 3*/5*	-	1	-	45/32
Ceiling Fan	80	1	8	19
Cooler (Water Pump)	200	1	8	48
Air Conditioner - Window 1.5 Ton	1861	1	8	447
Air Conditioner - Window 2.0 Ton	2561	1	8	615
Air Conditioner - Split 1.5 Ton	1696	1	8	407
Air Conditioner - Split 2.0 Ton	2110	1	8	506
Pump Motor (1 HP)	740	1	1	22
Washing Machine	500	1	1	15
Colour Television	120	1	6	22
Water Heater (Storage Type)	2000	1	1	60
Iron (Press)	500	1	0.5	8

Safety Tips

Observe these simple safety tips, to keep your friends and family safe!



Do's

- ✔ Carry out all electricity related work, only after switching off the power supply.
- ✔ In case of an electrical fire, immediately switch off the power supply and extinguish it using sand, carbon-dioxide or dry powder extinguishers. Do not use water.
- ✔ Provide effective earthing for all electrical appliances and install Earth Leakage Circuit Breaker (ELCB) to prevent electrical shocks.
- ✔ Old and damaged wiring, where insulation has worn out, should be immediately replaced.
- ✔ Properly earthed 3-pin plugs should be used for all electrical appliances.
- ✔ Electrical appliances should be kept away from damp and hot surfaces and also from flammable goods.
- ✔ Contact a qualified electrician, in case of dim or flickering lights, sparks and buzzing sounds from electrical appliances. They are signs of a potential hazard.
- ✔ Keep away from overhead electricity lines, cables and do not touch broken wires.
- ✔ Avoid joints in the wiring. All necessary joints should have proper taps / insulation.



Don'ts

- ❌ Don't go near any place where 'Danger'/Caution board is placed.
- ❌ Don't climb a tree that has power lines running through or near it.
- ❌ Never climb utility poles or play near fencing around sub-stations.
- ❌ Don't touch switches / plugs with wet hands.
- ❌ Don't fly kites near High Tension electrical wires.
- ❌ Don't use broken electrical fittings – replace them immediately.
- ❌ Don't use metallic wires, near electric cables, for hanging wet clothes.
- ❌ Don't use electrical appliance or talk on the phone during an electric storm.
- ❌ Don't insert wires directly into the plug socket, without a matching plug pin.
- ❌ Don't touch a bare wire i.e. without insulation. It may be live.
- ❌ Don't provide for a fuse on a neutral circuit.



Proper wiring helps you stay safe!

Faulty Internal wiring, besides being a serious safety hazard can also play havoc with your electricity consumption. Follow these simple dos and don'ts and enjoy years of trouble free living:

- Check your Electronic Meter's EL LED indicator. Glowing EL LED indicates one or more of the following: (i) Earth is being used as neutral; (ii) Neutral wire is touching the earth wire; (iii) Phase/Neutral wire is mixed with the neighbours phase/neutral wire.
- Incorrect house wiring may affect electrical safety and can cause fire and mishaps.
- As per Indian Electricity Act, 1956, ensure all electrical work, including addition, alteration and adjustment should be undertaken only by qualified and certified electrical contractors.
- Install an Earth Leakage Circuit Breaker (ELCB). This simple yet very useful device detects Earth Leakage in your house and thereby preventing major mishaps. It is mandatory for consumer, having an electricity load of 5 KW or more to install an ELCB.
- Each independently metered consumer load must be directly connected to the distributing mains, only through its respective meter. If you have more than one meter installed in your building, get a qualified electrician to check that the wiring in the building is segregated.

Earth Leakage Protective Device

Earth leakage, may turn simple everyday appliances into objects of dread – giving electric shocks, causing serious bodily injury, which sometimes can be fatal. These shocks and mishaps can be avoided by installing an Earth Leakage



Circuit Breaker (ELCB). This simple yet a very useful device detects even a small “current to earth” (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises / equipment, thus preventing serious mishaps. Another useful benefit of installing an ELCB is that it also detects faulty and inter-mixing of internal wiring. On detection, the ELCB immediately trips, thus preventing potential wastage of electricity and accidents.

Under Section 61 A of the Indian Electricity Rules, 1956, it is mandatory for all consumers, having an electricity load of 5 kW and above, to have an ELCB installed at their premises. In a recent order, the Delhi Electricity Regulatory Commission (DERC) has directed the Delhi discoms to ensure strict adherence to Section 61 A of the Indian Electricity Rules, 1956 and make the installation of an ELCB mandatory and a pre-requisite for providing a new connection.

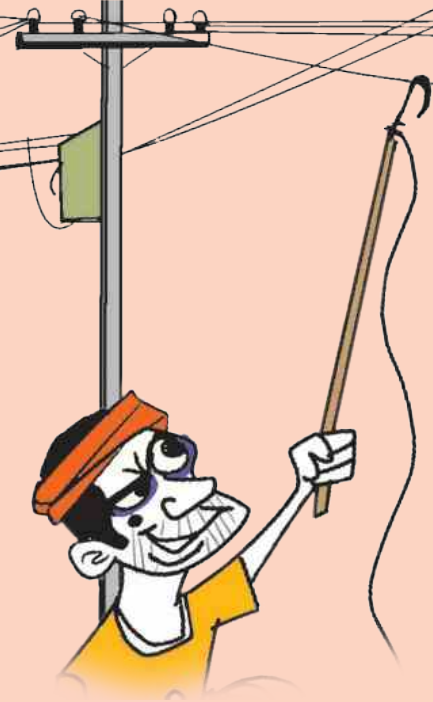
For your safety and security, shift your meter to an accessible place



In the interest of your own safety, we appeal to you – our esteemed consumers - to get your electricity meters voluntarily shifted to a safe, easily accessible and covered place outside the premises. For shifting their meter, consumers can call our helpline number 19123. We will help complete the meter shifting formalities quickly and at our cost.

Shifting meter to an accessible place will help reduce:

- Threat of unauthorized persons from gaining access into your premises
- Incidence of provisional billing
- Time taken to identify meter/ premises during cases of sparking/other emergencies



Power Theft is a Social Menace!

The price is paid by honest consumers



+91 95550 10022

If you come across power theft, listen to your conscience and report it!

You can shoot the video / photograph and What's App it to BRPL along with the details of the premises on: **9555010022**

Your identity will be kept confidential.

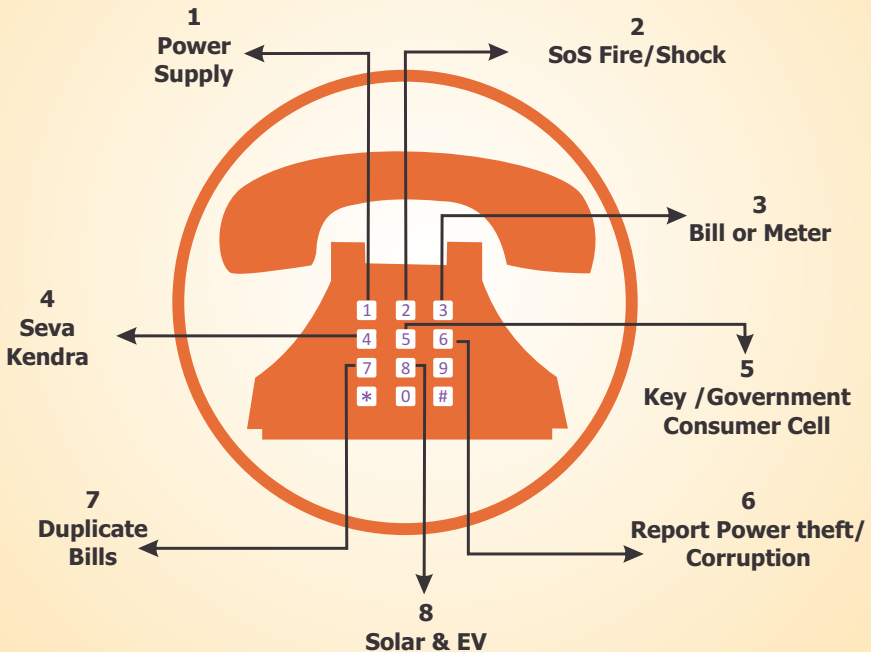
How to capture power theft? (The footage should capture the proof of power theft)

- Take Video / photo of illegal cable / wires from BSES pole / lines going to the premises
- Capture the address (landmark / BSES pole number) of the premises indulging in power

BSES

BSES Rajdhani Power Limited

Just dial 19123 and press...



save time, save fuel, save money
log on to www.bsesdelhi.com or
BRPL Power App



Customer Care Support

Connecting with BRPL for any query, complaint (including 'No Supply') or feedback is only a click away. You can do so any-time of the day or night through several convenient options, including:



MOBILE
BRPL Power App
Download from
Google App / App Store



WEBSITE
www.bsedelhi.com



EMAIL
brpl.customercare@relianceada.com



WHATSAPP
Simply say "Hi" &
send it to +91-88009 19123



FACEBOOK/TWITTER
[@bsedelhi.com](https://www.facebook.com/bsedelhi)



CALL CENTRE
19123 (toll-free)



EMERGENCY
(Fire & Shock)
011-49516707



REPORTING POWER THEFT
9555010022 



DIGI SEVA KENDRA
With prior appointment
through the call-centre /
mobile app



WALK-IN
Customer Care Centre /
Divisional Office

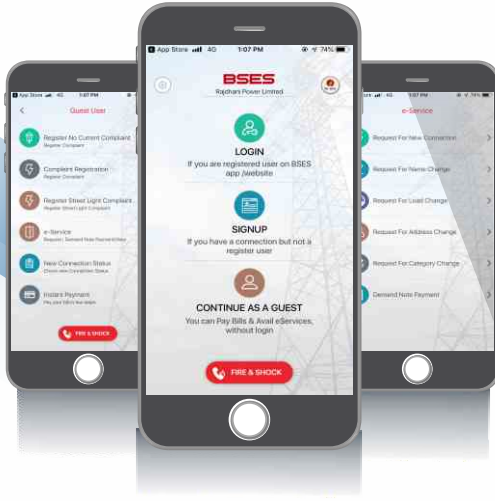
Help us serve you better! Leave your valuable feedback /
suggestion on our website www.bsedelhi.com

DERG Timeline For Various Services

S No.	Services	DERG Timeline (Working Days)
1	New Connection after application received	
i)	In case road cutting permission is not required	7
ii)	In case road cutting permission is required	15
2	Load Enhancement	
i)	In case road cutting permission is not required	7
ii)	In case road cutting permission is required	15
3	Load reduction of sanction load (effective from next billing cycle)	10
4	Category change (effective from next billing cycle)	10
5	Testing of meter after payment	15
6	Replacement of burnt meter	3
7	Final Bill (disconnection request)	5
8	Replacement of faulty meter (after declaring meter defective)	15
9	Billing Complaints	15
10	Name Change	2 Billing Cycle

OUR MOBILE APP GETS EVEN MORE POWERFUL. IT'S NOW THE 'BRPL POWER APP'!

Experience the power of new features and easier navigation!



Simply scan to download



New exciting features:

- Ask for 'Call Back'
- Report power theft
- Chat bot
- "No current" complaint registration with current status
- Quick access to "Fire & Shock" number in case of emergency

Other features:

- Know your account details
- View your bill & payment history
- Instant bill payment
- Check your energy consumption
- Apply for new connection & avail e-services
- Register your complaint
- Energy calculator
- Safety tips

BRPL Commercial Office Contacts

Division	Address	Contact No.
Alaknanda	BSES Customer Care Centre, E-Block Greater Kailash-2, near Gurudwara, New Delhi - 110048	1149209299
Dwarka	C-2C, Pocket 12, Janakpuri, near Agarwal Bhawan, New Delhi - 110058	1149209460
Hauz Khas	A-1/27, Safdarjung Enclave, near Green Field School, New Delhi - 110029	1149207965
Jaffarpur	220 KV Grid Sub Station, Najafgarh, opposite Delhi Jal Board Office, New Delhi - 110043	1149209169
Janak Puri	G-8, Maya Enclave, Hari Nagar, near Hari Nagar Clock Tower, New Delhi - 110064	1149209110
Khanpur	BSES Sub-Station Southend Apartment MB Road, near Indian Oil Petrol Pump Pulprahladpur, New Delhi - 110044	1149107284
Mohan Garden	District Centre Janakpuri, beside Sub Registrar Office, New Delhi - 110058	1149107057
Mundka	Substation Building No 1, Main Rohtak Road, near Surajmal Stadium, New Delhi - 110041	1149107186
Najafgarh	220 KV Grid Sub Station, Najafgarh, opposite Delhi Jal Board Office, New Delhi - 110043	1149209164
Nangloi	Substation Building No 1, Guru Har Krishan Nagar, Paschim Vihar, opposite Gurudwara, New Delhi - 110087	1149209177
Nehru Place	E-Block , Substation Building, East of Kailash, behind Sapna Cinema, New Delhi - 110019	1149209038
New Friends Colony	BSES Sub-station Building, Community Centre, New Friends Colony, near New Friends Colony Police Station, New Delhi - 110065	1149209483
Nizamuddin	11 KV Sub-Station, Nizamuddin West, near HP Petrol Pump, New Delhi - 110013	1149209051
Palam	C-2-D, Janakpuri, Dabri More, Palam, near Orchid Hospital, New Delhi - 110058	1149209220
Punjabi Bagh	Road No- 22, East Punjabi Bagh, near Dhingra Park, New Delhi - 110026	1149209194
R K Puram	BSES Rajdhani Power Ltd. West Block, Sec-I, R.K Puram, near Sewa Bhavan, New Delhi - 110066	1149209060
Saket	Adhchini 33 KV Grid Building, Aurobindo Marg, near Hero Honda Showroom, New Delhi - 110017	1149209003
Chhattarpur	Adhchini 33 KV Grid Building, Aurobindo Marg, near Hero Honda Showroom, New Delhi - 110017	01149209005
Sarita Vihar	Sub Station No. - 6, MCIE, Near Badarpur Metro Station Gate. No. 2, New Delhi - 110044	1149209929
Tagore Garden	Tagore Garden, near Central Market, New Delhi - 110027	1149107559
Uttam Nagar	District Centre Janakpuri, beside Sub Registrar Office, New Delhi - 110058	1149209157
Vasant Kunj	Sector C- 9, Vasant Kunj, near Mother Dairy, New Delhi - 110070	1149107240
Vikas Puri	D BLOCK, Opposite Police Colony, Near Nalanda Apartment, Vikaspuri, New Delhi- 110018	1149209053

BRPL Operations & Maintenance Office Contacts

Division	Address	Contact No.
Alaknanda	G block, Kalkaji, BSES Complaint center, near Head Post Office-110019	9350130187
Dwarka	Neta ji, Subhash Apartment, Sec-13 Dwarka-110078	9350130485
Hauz Khas	Rbi Hauz Khas Complaint Center Near Laxman Public School-110016	9313553078
Jaffarpur	66 kv grid JaffarPur Near Jaffarpur Police Station Rawta Mode-110073	9310951430
Jaffarpur-Mitraon	66 KV grid Jaffarpur Near Jaffarpur PS, Rawta Mor. New Delhi-110073	9350130461
JanakPuri	B32, Mayapuri Ph-1, Near Metal Forging-110064	9350261211
Khanpur	Khanpur Complaint center, Near RPS colony, M.B road, Khanpur - 110062	9312667653
Mohan Garden	Substation No-2, Netaji Subhash Apartment, Near Shiv temple pocket-1 Phase -2 sector-13 Dwarka -110078	9312667184
Mundka	Bses office,opposite K-11 , Udyog Nagar- 110041	1149209418
Najafgarh	220 KV Building, Power House. Opposite DJB Office Najafgarh, New Delhi 110043	9313961874
Najafgarh-Chawala	Bhartal Sub Divn Office, Bhartal Village, Dwarka Sector 26. New Delhi 110077	8595416706
Nangloi	Bses office, Guru Harkishan Substation no 2, near Mota Singh School - 110087	9350261472
Nehru Place	W block, GK-1, Near Archana Complex -110048	8527509602
New Friends Colony	BSES O&M office ,near mother dairy, sukhdev vihar, New Delhi - 110065	9350261914
Nizamuddin	Division office O&M, Opp Sathya Sai, Pragati Vihar, Lodhi Road -110003	9312725624
Palam	Bses Building substation 1 & 2, sector 6 Dwarka, near Vrindavan Apartment-110075	9312667642
Punjabi Bagh	A6, Paschim Vihar, Opp DDA Market-110087	9313585044
R K Puram	Sector-9, RK Puram, Near Sangam Cinema-110022	9350261771
Saket	D-block, near Sai Mandir, Saket -110017	9350718378
Chhattarpur	60 Foota Road Chhattarpur Complaints Centre	9313872918
Sarita Vihar	H block , Sarita Vihar-110076	9312782581
Tagore Garden	B 3 Paschim Vihar, Near GD Goenka La Petite School-110063	8010584273
Uttam Nagar	DDA E-pocket, Binda pur, Uttam Nagar-110059	9310639832
Vasant Kunj-Urban	Aundhariya Bagh, Opp d-1, Vasant Kunj, near BSES Dispensary-110070	9312782432
Vasant Kunj-Rural	Bijwasan Complaint Center near Golok Dham Mandir-110061 E	9312667428
Vikas Puri	H-block, Vikaspuri, Near Gurudwara-110018	9313553186

BRPL Digi Seva Kendra Office Contacts

Digi Seva Kendra (DSK)	Serving Division	Address	Contact No.
Nehru Place	Alaknanda	BSES Bijli Digi Seva Kendra, 33 KV Grid Sarai Julena, Adjacent to Sukhdev Vihar Metro Station, New Delhi 110025	011-49107982
	Nehru Place		
	Nizamuddin		
RK Puram	Hauz Khas	BSES Bijli Digi Seva Kendra, 33 KV Grid, Near Sewa Sadan, West Block. SEC - I R.K Puram, New Delhi - 110066	011-49107441
	R.K. Puram		
Saket	Saket	BSES Bijli Digi Seva Kendra, 33 KV Grid, BSES Adchini New Delhi-11016	011-49107593
Vasant Kunj	Vasant Kunj	BSES Bijli Digi Seva Kendra, Near Sector A, Pkt C, Opposite D-1, Vasant kunj New Delhi 110070	011-49107507
Paschim Vihar	Mundka	BSES Bijli Digi Seva Kendra, Power House, A-1 Paschim Vihar, Next to Milansar Apartment, New Delhi-110063	011-49107457
	Nangloi		
	Punjabi Bagh		
Dashrath Puri	Palam	BSES Bijli Digi Seva Kendra, BSES G2 - Grid Dashrathpuri, Opp. Dashrathpuri Metro Gate no. 3, New Delhi-110045	011-49107395
	Dwarka		
Maya Enclave	Janakpuri	BSES Bijli Digi Seva Kendra, Hari Nagar, Maya Enclave Near Ghanta Ghar, Opposite Narayan Mandir, New Delhi-110064	011-49107520
	Tagore Garden		
Vikasपुरi	Mohan Garden	BSES Bijli Digi Seva Kendra, BSES Janakpuri District Centre Near Transport Authority New Delhi-110058	011-49207152
	Uttam Nagar		
Khanpur	Khanpur	BSES Bijli Digi Seva Kendra, 66 KV Grid, Malviya Nagar, M.B. Road Saket ND 110017	011-49109335

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WhatsApp Services



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Ask For Call Back



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BSES

BSES Rajdhani Power Limited

Regd. Off: BSES Rajdhani Power Limited, BSES Bhawan
Nehru Place, New Delhi - 110019, 24x7 Toll-Free Helpline number 19123
CIN No U40109DL2001PLC111527, Web: www.bsedelhi.com

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