

**BRPL' Mundka Grid commissioned
Power supply to improve in West Delhi**

Constructed at a cost of around Rs 20 core, BRPL' state-of-the-art 66/11 – 50 MVA Grid sub station in Mundka will power the growing electricity demand of numerous residential and commercial establishments in West Delhi. It will benefit a population of over 2.5 lakh residing in Mundka and surrounding areas. Depending on the load growing of the area, the capacity of the Grid can be further increased by 25 MVA.

The present distribution load of the area is around 122 MVA. With the commissioning of this Grid, the installed distribution capacity of the area will increase to 195 MVA, enough to take care of the present and future needs of the area.

**Register 'No Supply' complaint through
Helpline No, IVRS, SMS and Mobile App**

Call 24x7 399 99 707

From your registered phone number call 399 99 707
• For 'No Supply', press 1 and choose 2 for IVRS
• Your request will be automatically registered • If you are not calling from a registered CA number, please punch your CA number, your request will be registered

IVRS

SMS

Type BSESR <SPACE> NC <SPACE> Type 9 digit CA Number and SMS to 5 61 61 07

Download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Click on the App. Select Service. Register Request/ Complaint

Mobile APP

Reasons for Outages

BRPL strives to provide you un-interrupted power supply. Our efforts at times get constrained due to factors, many of which are beyond our control. They include:

- (i) Low frequency in the Grid; (ii) Breakdown of equipment at the generating units; (iii) Low generation on account of fuel shortages at generating stations (iv) Breakdown / capacity constraints of transmission lines and equipment; (v) Over loading of the distribution system due to power-theft; (vi) Breakdowns at the distribution level due to illegal encroachments (vii) Local faults and (viii) Planned shut downs for preventive maintenance for system improvement

Due to the nature of the power business in India, it can take a discom a minimum of 24 hours to arrange additional power under certain contingencies.

**Training imparted to over 325 RWA
nominated electricians**



BRPL routinely organises electrician training programs. The key objective for these programs is to train and educate neighbourhood electricians; especially those nominated by RWAs.

Recently, two training programs were organised in Safdurjung Enclave and Vikaspuri. Over 325 electricians were trained on various issues relating to internal house wiring, electrical safety, prevention of short circuits and electrical fires, importance of installing Earth Leakage Circuit Breakers (ELCB's), and its various functions.

**BSES Mobile App: Register 'No Supply' complaints,
Pay Bill and avail 'Door Step Services'**

Consumers can download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Presently this App is only for Android phones.



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