

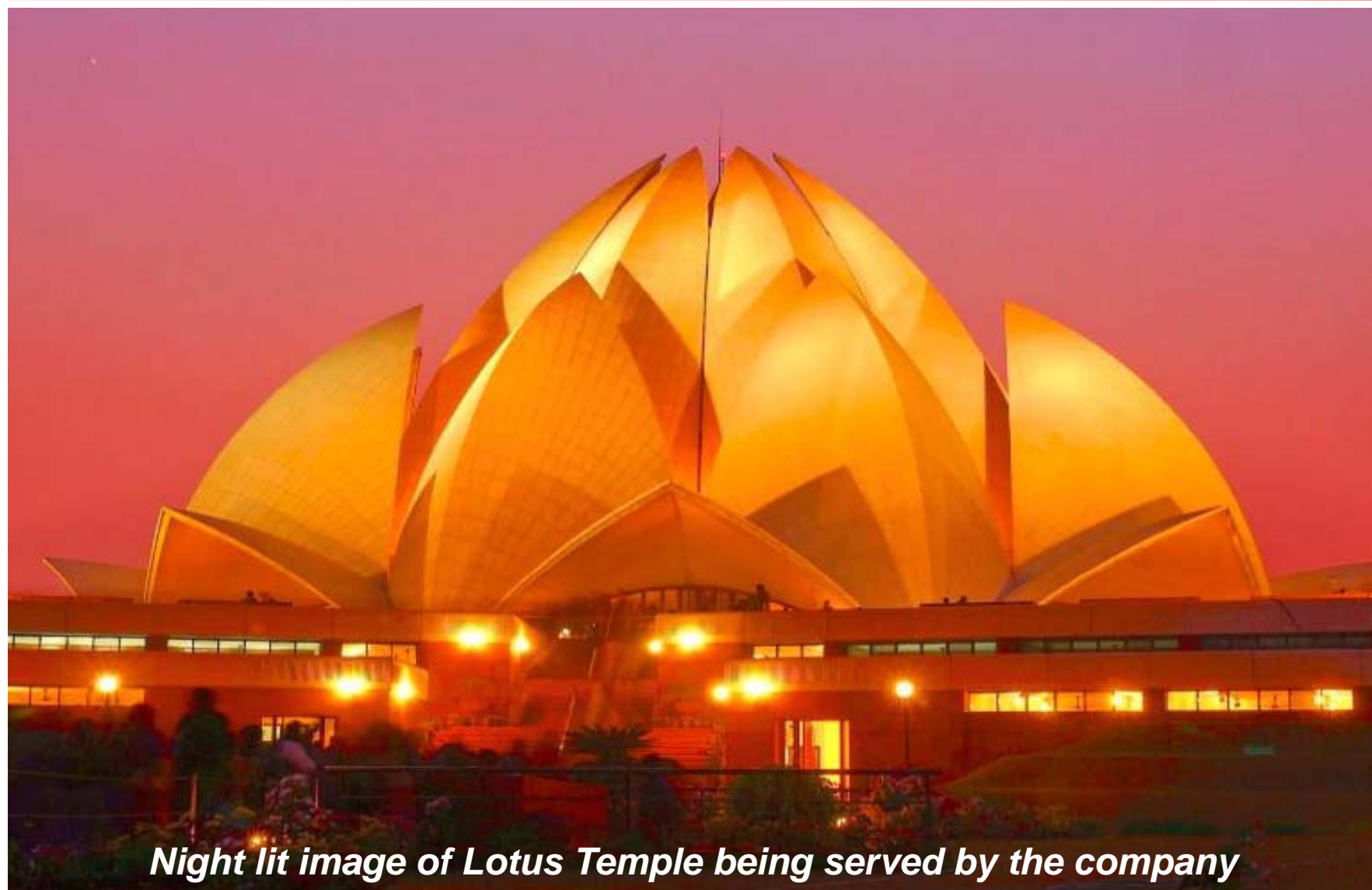
BRPL ... a journey of Operational Excellence

Yr 2002 - 2017



हर दिन रोशन, हर पल रोशन... दक्षिण-पश्चिम दिल्ली रोशन !

BSES Rajdhani Power Ltd. (JV of Reliance Infrastructure & Govt. of Delhi)



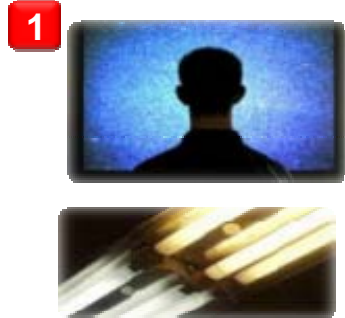
Night lit image of Lotus Temple being served by the company

BSES

Legacy...

1

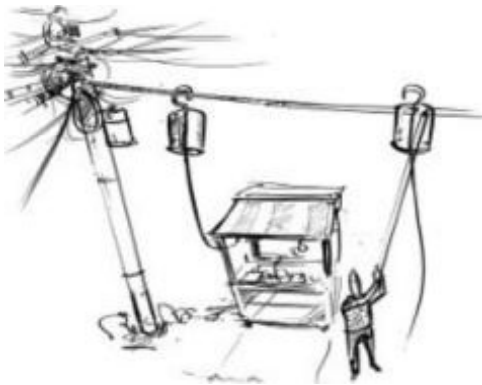
What Delhi Consumer was experiencing in 2002



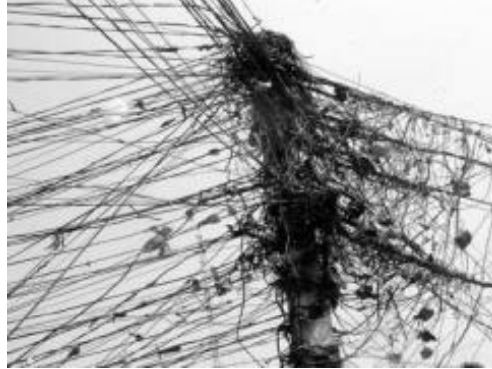
Real Customers Experiences

- 1) **Flickering of TVs & dim Tube lights**
(Poor quality supply resulting in flickering / dim lighting)
- 2) **“Voltage stabilizer” was an essential requirement**
(Under/over voltages damaging appliances)
- 3) **Long Queues for bill payment**
(a special day off for bill payment)
- 4) **Dim / ill-lit Streetlights** - *hazard to social safety*
- 5) **Constantly running Gensets causing air pollution**
(A Common sight at all marketplaces)
- 6) **“Linesman” being only touch point for customer**
(Virtually no customer care)

Delhi Power Situation in 2002



Extensive Theft



Age Old Network



Unprofessional Culture

.....inheritance marred with huge maladies

Equipment Burn outs



High Corruption



Poor Consumer Service

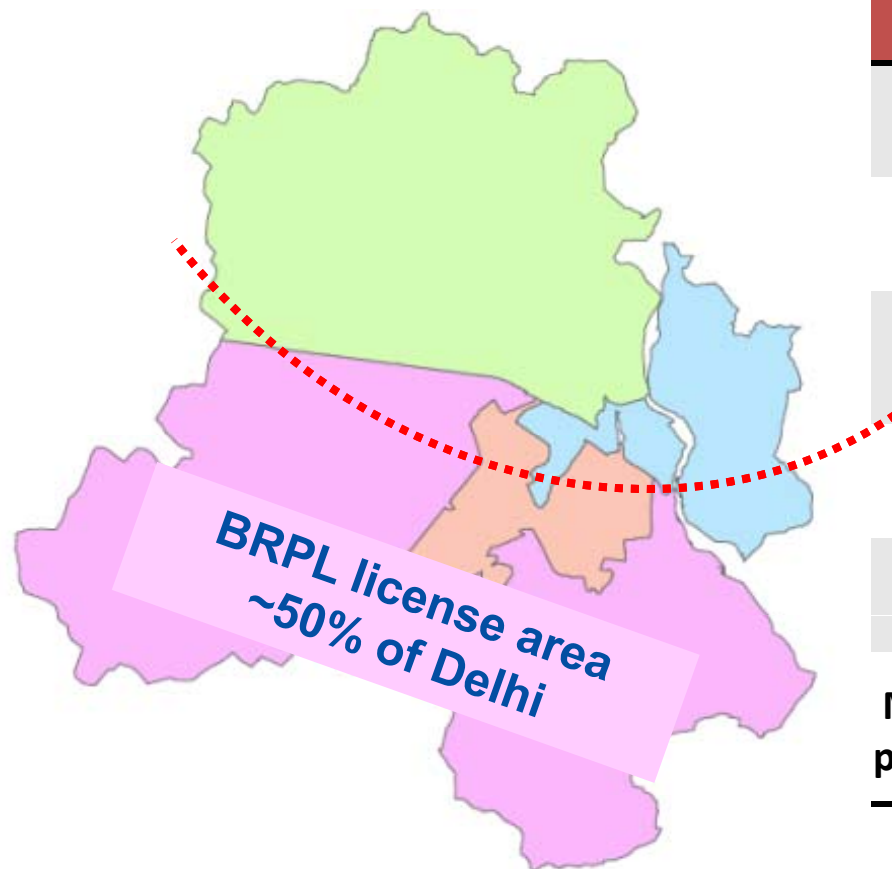


BSES

Discom's Profile

2

Profile



Particulars	UoM	As of FY17
Area	sq. km	750
Customer Base	Million	2.33
Customer Density	Cons/sq km	3,173
Peak Demand	MW	2,669
Energy Billed *	MU	11,189
Monthly consumption per customer	Kwh/ Month	392

** Nos are provisional subject to DERC approval*

Licensed in 2002 for distribution of electricity to South & Western part of Delhi

BSES

Our Vision – Mission - Values



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



- ❖ To attain **GLOBAL BEST PRACTICES** and 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.



- ❖ **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**

Taking BRPL into the next orbit ...

Transformation

3

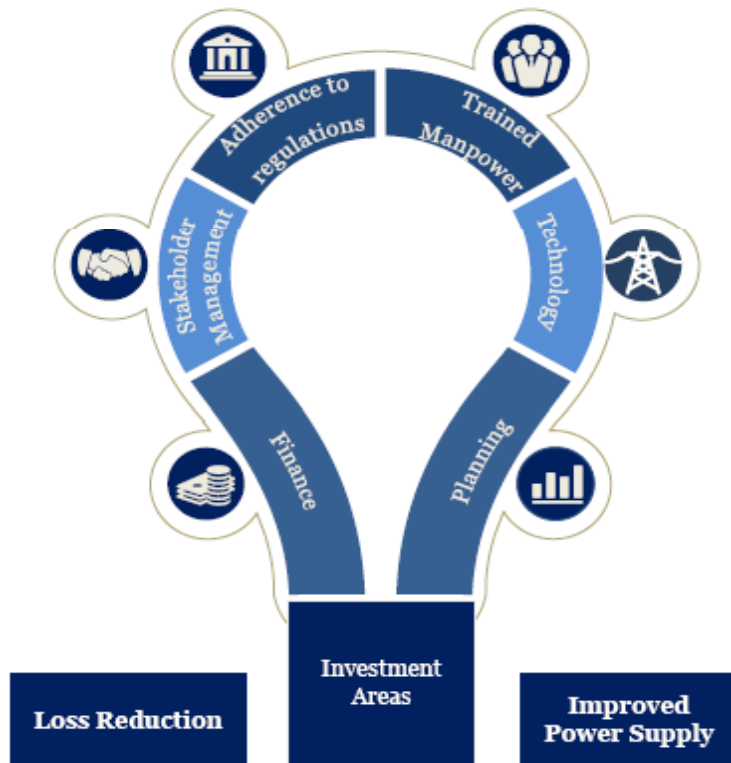
Our Success Pillars...



First Successful PPP worth emulating...

BSES

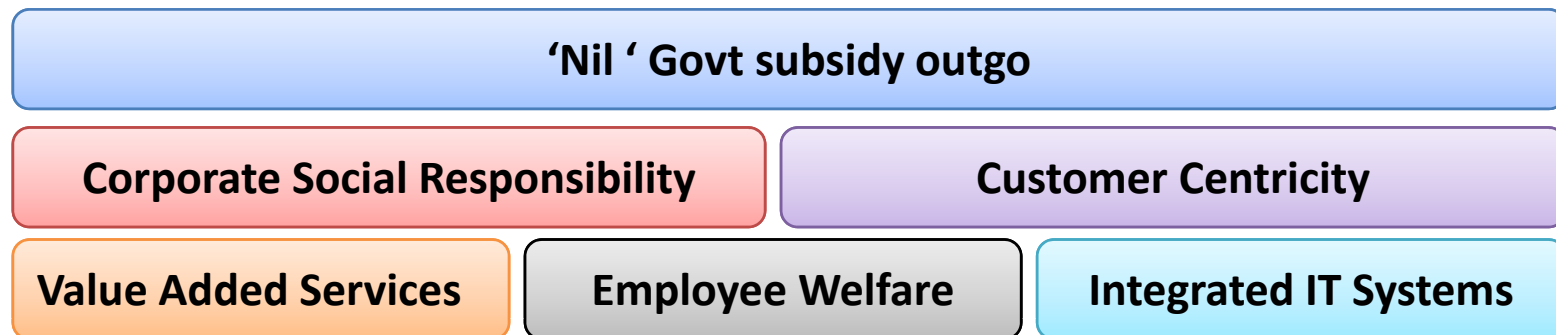
Complete Business Transformation



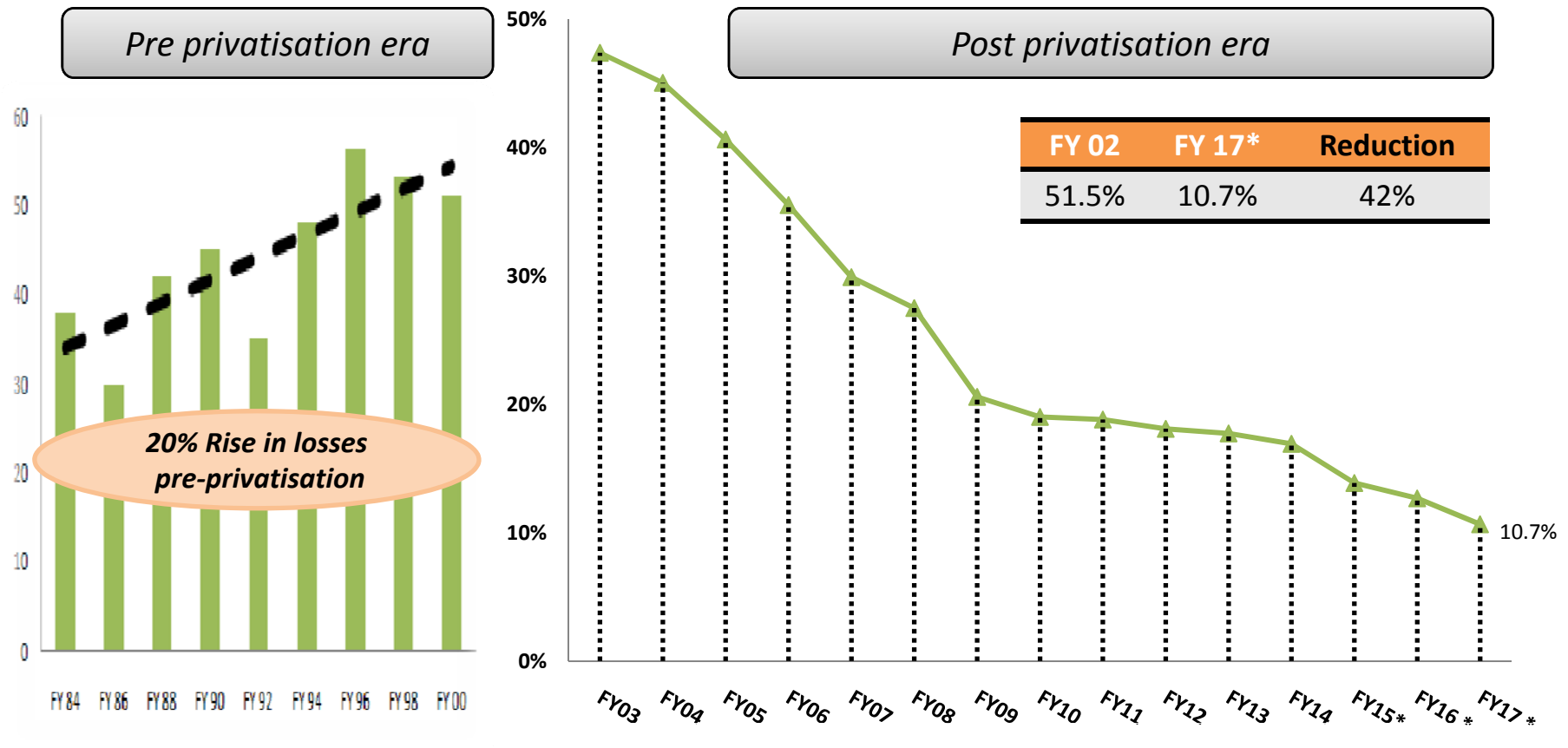
- ❖ **Trained Manpower**
 - *Qualified & Experienced professionals*
- ❖ **Technology**
 - *Best in class technology (SAP /GIS/ SCADA etc)*
- ❖ **Finance**
 - *Investment of >4,800 crs*
- ❖ **Stakeholder management**
 - *High Engagement levels & improved CSI index*
- ❖ **Regulations**
 - *Adhered to all the DERC and GOI regulations*

Complete Business Transformation

Parameter	THEN (Prior Year 2002)	NOW (Year 2017)
AT&C Losses	>53%	~11%
System Reliability Index	~70%	> 99.7%
Customer Base	9.7 Lakhs	23.3 Lakhs
Subsidy Outgo	Rs 1,200 Cr p.a	NIL*



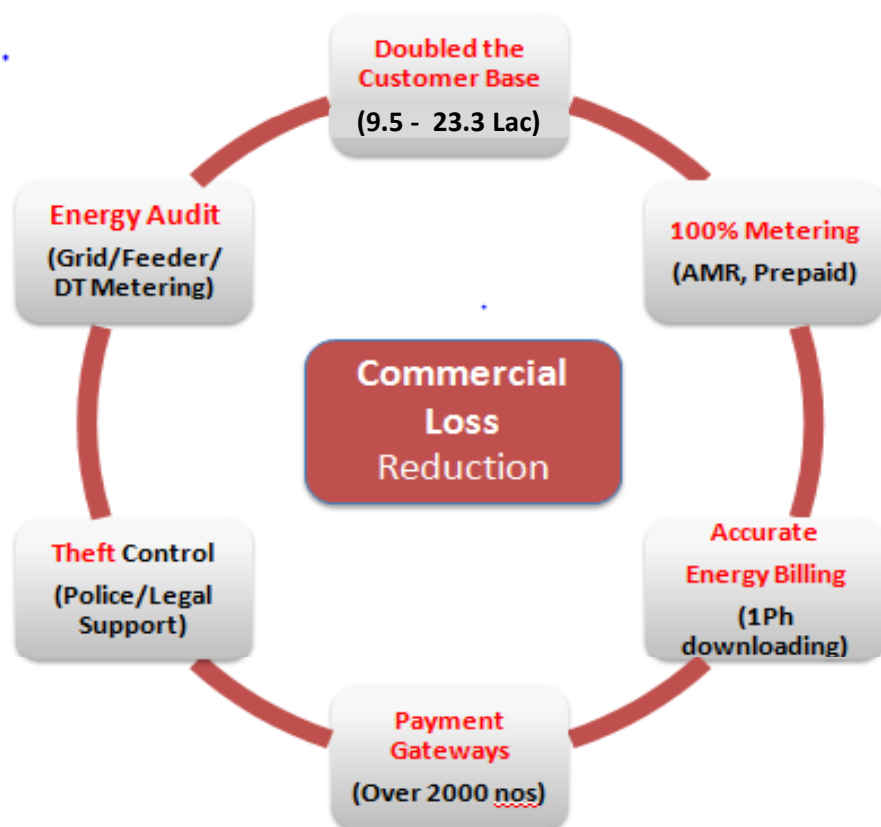
Steep Loss reduction post- privatization



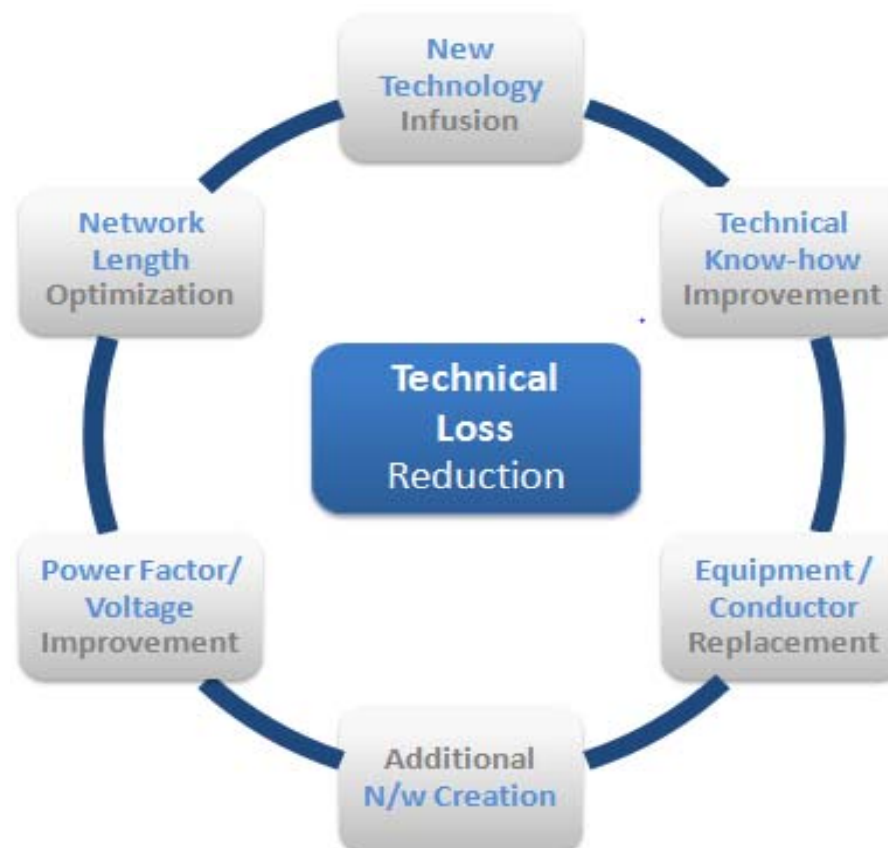
~42% reduction in losses post takeover against 20% rise in a decade up-to privatization

Multi-Pronged approach taken for Loss Reduction

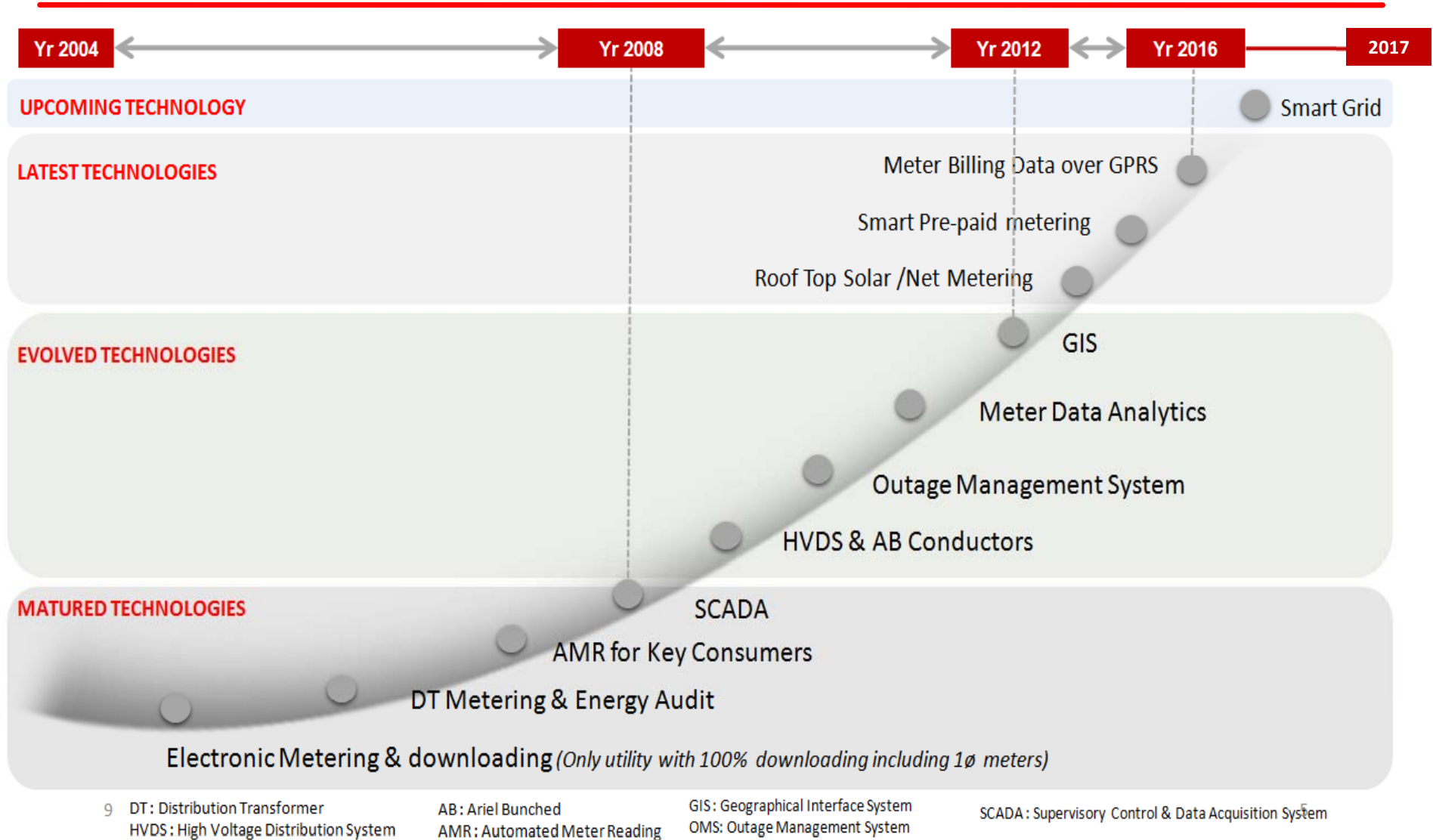
BRPL	FY 03	FY 17*
Commercial Loss	35%	4%



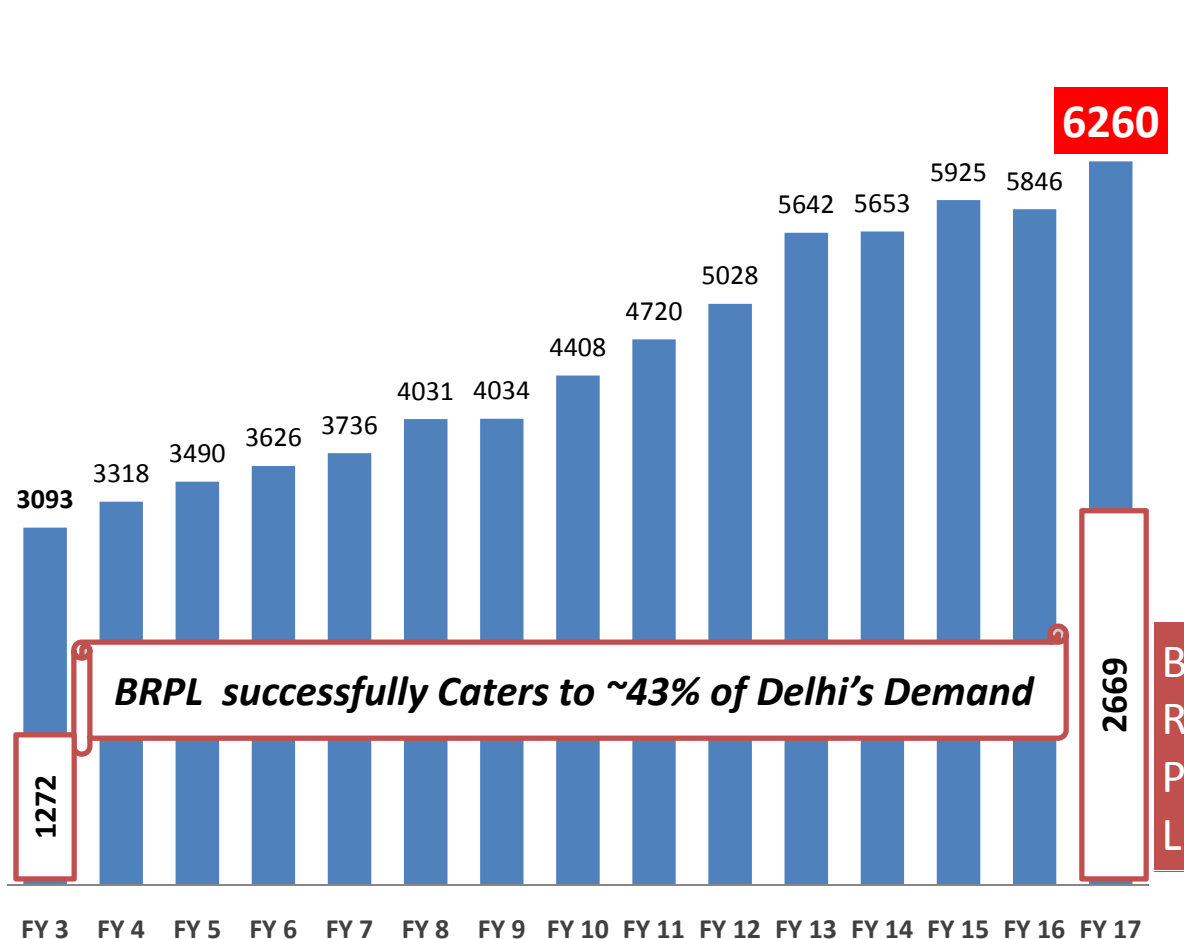
BRPL	FY 03	FY 17*
Technical Loss	17%	8%



Technology Journey



Effectively catering to National Capital's Peak Power Demand



Delhi touched
6,526 MW
(6th June 2017)

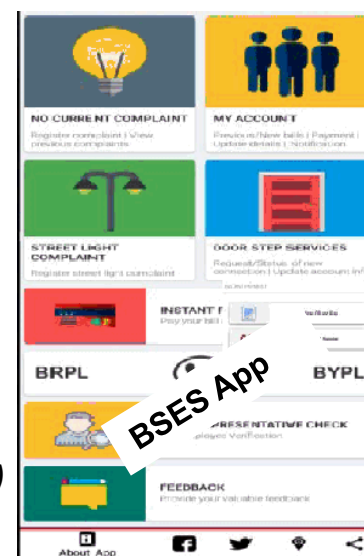
Delhi Power Demand is:

- ❑ 65% more than Mumbai
- ❑ 3 times of Kolkata
- ❑ 4 Times of Chennai

> 110% growth in Peak Load served since privatization

Ever Improving BSES Customer Services ...

- ❖ **24x7 Call Centre** Round the clock availability of executive
- ❖ Customer Relationship Managers **Dedicated CRMs** for high end consumers
- ❖ **Mobile App**- gamut of services / request s/ complaints
- ❖ Whole gamut of payment options, spread over 2,000 payment avenues
- ❖ Driving **Cashless Payments** through various promotional / incentive schemes .
- ❖ Presence in **Social Media platforms** (*Twitter : ~12,000 tweets & FB : - ~3 lakh FB likes*)



Energy Saving Tips
- SMS / Bill / Web



Consumer awareness
articles with electricity Bill



Nukkad Nataks for
Safety Awareness through



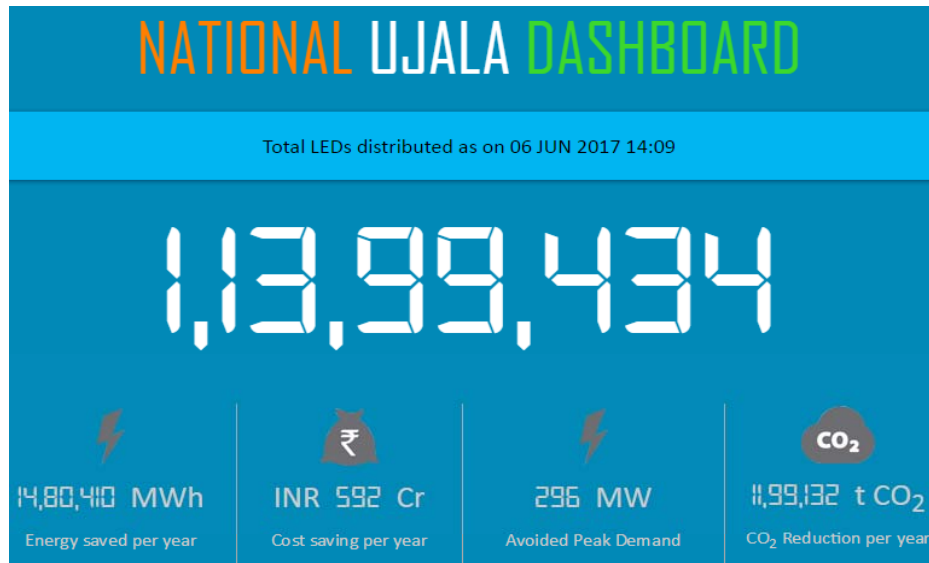
Theft cases recovery
>Rs 20 crores in last FY

A Progressive and Sustainable Journey towards Improving Customer Service

BSES

Actively supporting Renewable & DSM initiatives

Nos. updated upto FY 17



UJALA Scheme

- BSES supporting the Central Govt's Energy efficiency scheme (> 3 mn LEDs sold)

Rooftop solar

- Pioneer (first connection April 2015) & is Leading player of roof top systems in Delhi.
- Highest number of Net Metering connections (+200 nos. / 11+ MW)



“...a Socially responsible Organisation”

- **Adult Literacy Mission for Women**
- **Actively supporting Swatch Bharat Abhiyaan**
- **Organising medical camps (Eye-care/ Cancer)**
- **Blood Donation Camps**
- **Self defense training for women**
- **Energy Program’ for school children**
- **Sports activities & Nukkad Nataks**
- **Promoting “Earth Hour”**



Stakeholder Benefits

4

Successful Privatization – “Savings to Delhi Government”

❖ Huge Savings to Delhi Government

- ~Rs.77,500 crs (all 3 private Discoms)
- ~Rs.10,000 crs annually hereafter
which is ~20% of Delhi Govt. budget

❖ Hence, more money available for

- Infrastructure (Roads, Flyovers, Subways, Foot over bridges)
- Streetlights
- Social amenities (Schools & Hospitals)
- Transport (Metro & Buses)

BRPL

AT&C Loss reduction → Rs 21,835 Crs

Capital Expenditure → Rs 4,872 Crs

Initial Loan payback → Rs 690 Crs

E Tax payment → Rs 2,121 Crs

BRPL savings: ~ Rs 29,518 Crs.

AT&C Loss : Revenue brought out of loss reduction achieved over past 15 years
CAPEX : Actual amount incurred by all the 3 discoms
Loan Payback : The initial support provided to the discoms
E Tax : payments on account of the electricity tax as paid to the govt





Above figures are on estimated basis upto FY 17

Huge savings to GoNCTD perpetually...

Stakeholder Perspective



BSES
BSES Rajdhani Power Limited

CUSTOMER 	EMPLOYEE 	DELHI GOVERNMENT 	BRPL 
<ul style="list-style-type: none"> ✓ Reliable Supply ✓ Lesser tariff ✓ Value added services 	<ul style="list-style-type: none"> ✓ Employment Continuity ✓ Rights protection ✓ Growth opportunities ✓ Exposure to new technologies 	<ul style="list-style-type: none"> ✓ Reduced liability ✓ “De-facto” Savings (~29,500 Crs). ✓ More money available for other infrastructure projects. 	<ul style="list-style-type: none"> ✓ Extreme Financial Stress ✓ Negative Net worth ✓ No incentive for higher performance ✓ Deprived of Central Debt restructuring schemes

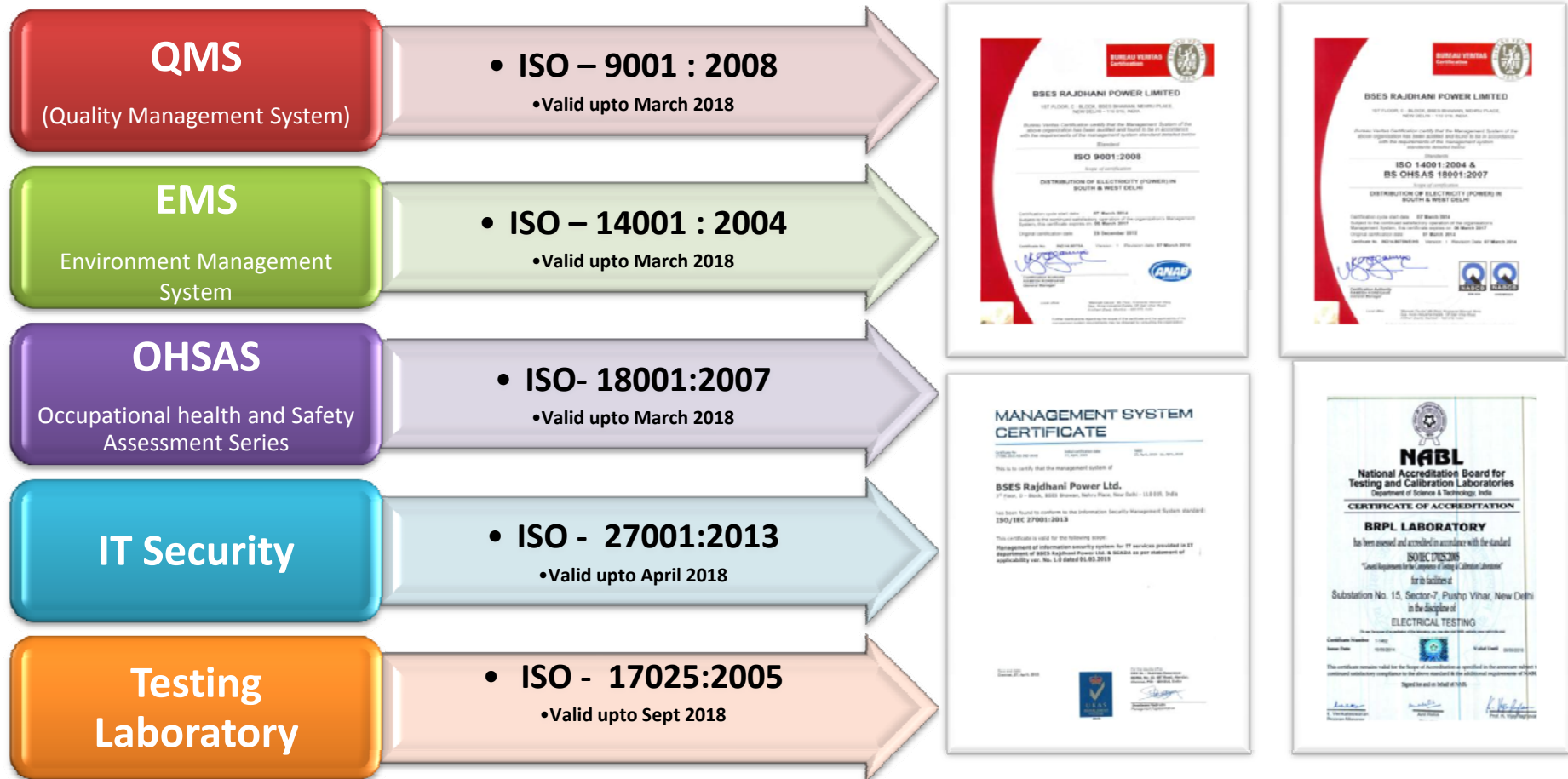
All reaped the benefit of privatization, except the Discoms

BSES

Rewards & Recognitions

5

Quality Oriented Organization



BSES is Integrated Management System (IMS) certified

Rewards & Recognitions



International Awards

- Stevie Award
- British Safety Council Award

National Awards

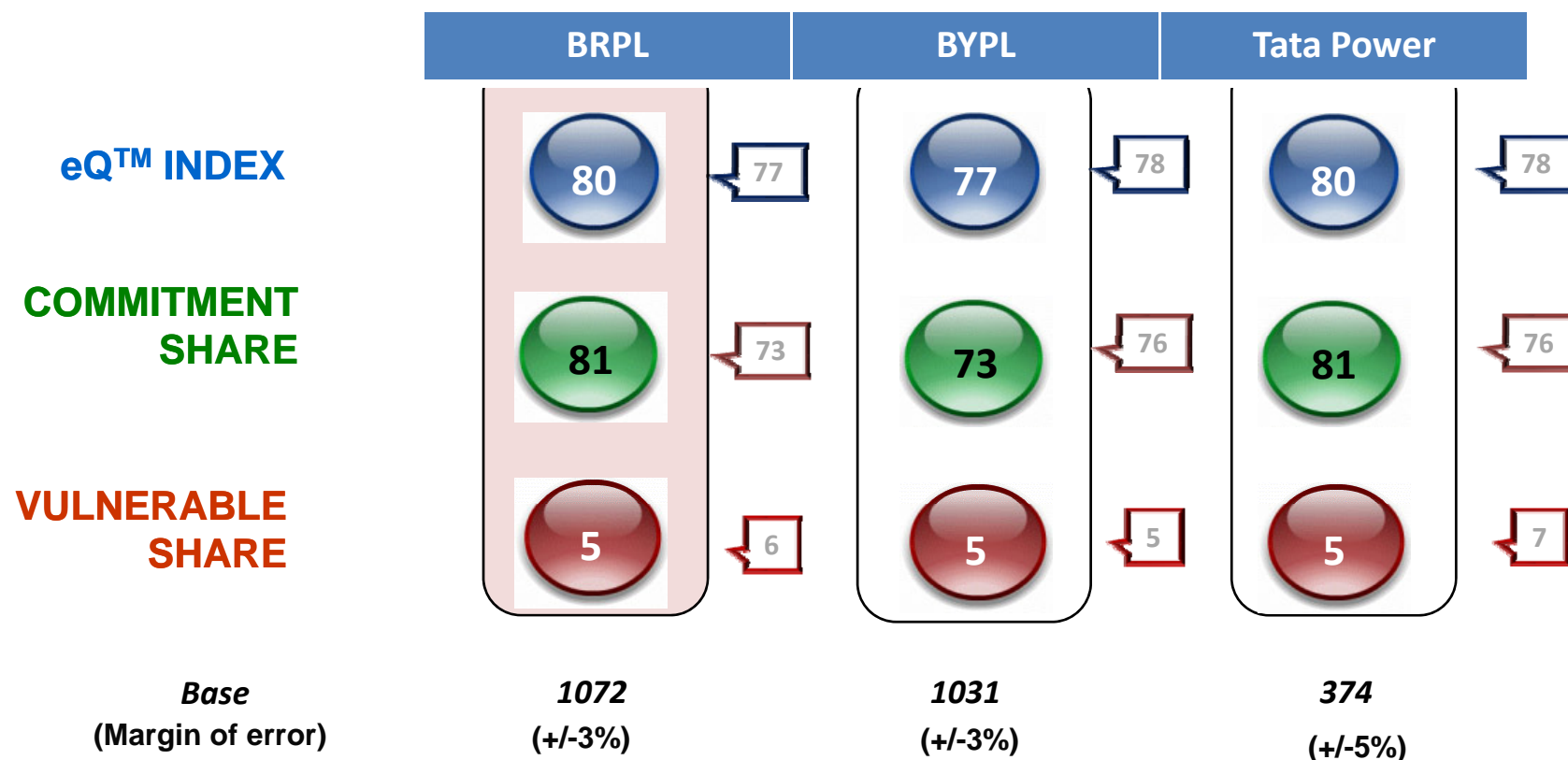
- D L Shah - Quality Council of India
- PHDCCI (PHD Chamber of Commerce)
- ICC (Indian Chambers of Commerce)
- India Power Awards 2012, 2013, 2014
- CFI (Quality Circle Forum of India)
- IDC (Construction Industry Development Council)
- PPAI (Indian Power Producer Association of India)
- Institute of Engineers
- Power Today
- Green-tech Foundation



Awards & accolades.. across all major categories.

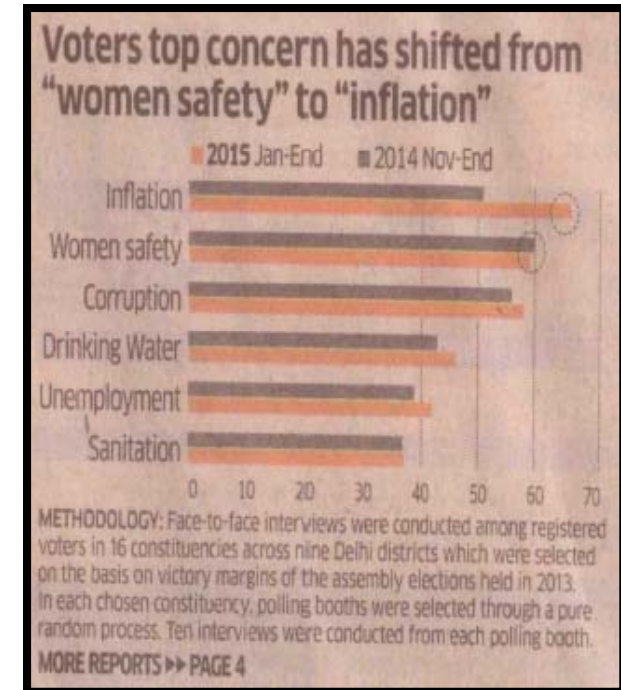
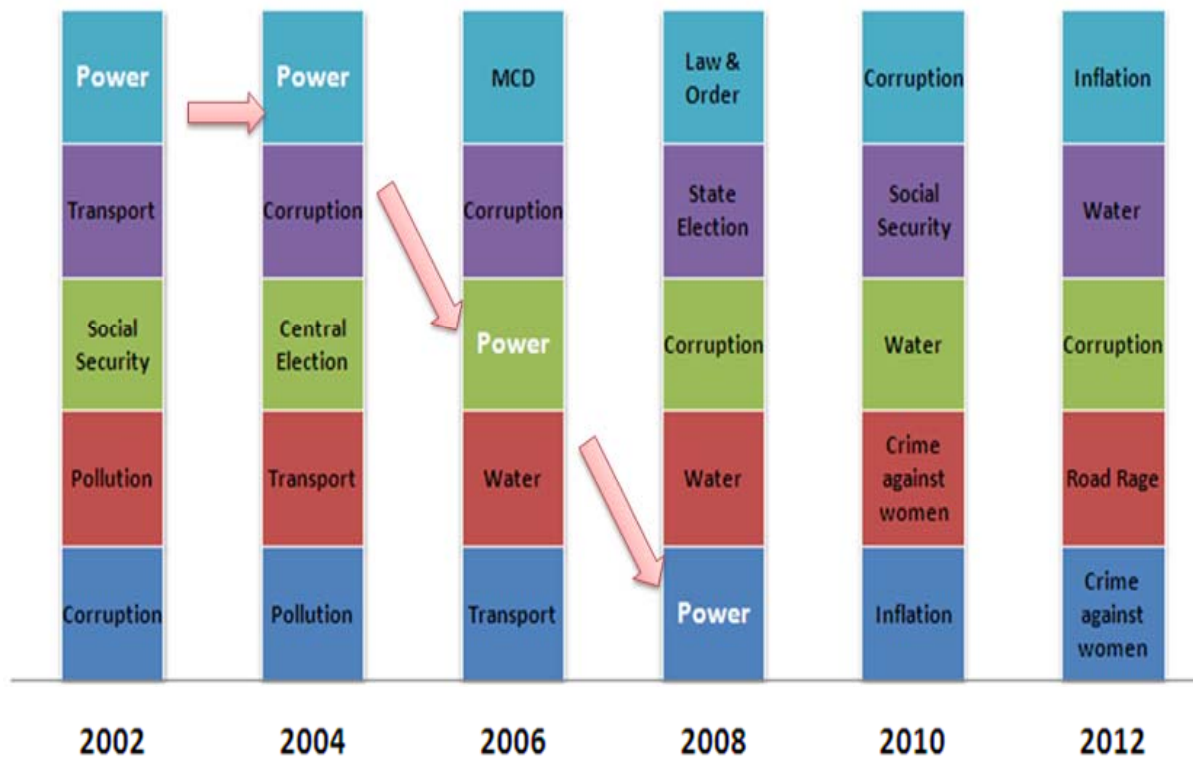
Unmatched Operational Efficiency

(NIELSEN Customer satisfaction survey 2016)



- ☐ Consumers' acknowledge that there has been an improvement in electricity services post privatization
- ☐ Billing & payment are no longer pain area.
- ☐ Less power cuts/ fluctuations, hassle free billing/ payment, street lights, etc. have become hygiene factors now & are no longer a appreciative factor

“POWER SUPPLY” → No more an issue for Delhites



2015 (ET: 3rdFeb'2015) conducted by Taylor Nelson Sofres

Source : Pg11 of SBI Report , Oct'12

Rampant “Power Outages” no longer an area of concern for consumer of Delhi since many years now..

Hon'ble SC judgment favoring Delhi discoms (Nov'2012)



Judgment by Hon'ble SC

Hon'ble SC dismissed 13 years old PIL
(Public Interest Litigation).

The order said that “ *We are satisfied that the power situation in the city has improved tremendously .”*















-Supreme Court of India

(Dtd. 23rd Nov' 2012)

Summing Up...

6

Checklist of Achievements

Discom Deliverables		Status
Record AT&C Loss Reduction (~3% p.a)		
Tremendous Power Supply improvement		
Bouquet of Value Added Services		
World class Technology interventions		
Lesser Tariff Burden through Efficient Operations		
Recognised Globally & Nationally		

Successfully serving the National Capital for the past Fifteen Years...



Despite “Spectacular Turnaround”, in absence
of “Adequate Tariff”

Discoms are facing Financial Crisis

BRPL 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

www.bsesdelhi.com



facebook.com/bsesdelhi

@bsesdelhi