Utility Knowledge Exchange Platform (Virtual Launch Event)

Session 2: Enabling Innovative Technologies for Grid Benefits

Utility Experience from India – BSES, New Delhi

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BSES Rajdhani: Utility Brief

Service Area	750 Km^2 (South & West Delhi)
AT&C Loss	6.87%
No. of customers	2.7 M
Max Demand met	3211 MW
Energy Access	100%
DT Capacity	~6400 MVA

RE share in portfolio ~50% by 2024

Visit: https://www.bsesdelhi.com/web/brpl/home

BSES Rajdhani: – Two key achievements

1. Aggressive Loss Reduction in past 2 decades

Pre privatisation era

Post privatisation era

Utility	FY 02	FY21	Reduction
BRPL	51.5%	6.87%	~ 45%

More than 87% reduction in losses post takeover against rising losses during privatization

2. Customer Centric Service model with Technology interventions

- World class customer care centre with Digital facility.
- Digital touchpoints for customers – New connection, Self meter reading, 24x7 payment, online complaints, mobile App based services
- Periodic web meetings with customers, social media groups, Online dispute resolution – e-Lok Adalats
- Customer empowerment - Single Window portal for easy RTS PV installations & EV charging facility

Technology intervention led resilient and customer centric service approach being followed

Source: https://www.bsesdelhi.com/web/brpl/home

BSES Rajdhani – Digital services for consumers

Digital Services at a Glance

ONLINE SERVICES	WEBSITE	MOBILE APP	EMAIL	WHATSAPP	CALL CENTER	SMS SERVICES
Bill Information	✓	✓	✓	✓	✓	✓
Pay Bill	✓	✓	✓	✓		✓
Bill Explanation			✓	✓	✓	
Billing & Meter Related Complaint	✓	✓	✓		✓	✓
Register for eBill	✓	✓	✓	✓	✓	✓
Register Load Change Request	✓	✓			✓	
Demand Note Payment	✓	✓				
Register New Connection Request	✓	✓			✓	
Self Meter Reading		✓		✓		✓
CHD Appointment	✓	✓			✓	
No Supply Complaint	✓	✓	✓	✓	✓	✓
Outage Update	✓	✓	✓	✓	✓	✓
Share Feedback	✓	✓	✓		✓	

With consumers becoming prosumers, Behind the meter data analytics based System Operation is the key (DSO)