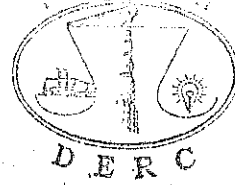




# Delhi Electricity Regulatory Commission



F.17(47)/Engg/DERC/2014-15/C.F.4741/3682

13.01.2016

To,

The Secretary  
New Delhi Municipal Council  
Palika Kendra, Sansad Marg  
New Delhi-110001

The Chief Executive Officer  
M/s BSES Yamuna Power Ltd  
Shakti Kiran Building,  
Karkardooma,  
New Delhi - 110 009

The Chief Executive Officer  
Tata Power Delhi Distribution Ltd  
33 KV Grid Sub-station  
Hudson Lane, Kingsway Camp  
Delhi - 110 009

The Chief Executive Officer  
M/s BSES Rajdhani Power Ltd.  
BSES Bhawan, Nehru Place  
New Delhi - 110019

**Subject: - Information to the consumers through an SMS.**

Sir,

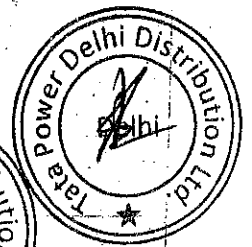
This has reference to the proposal sought by DERC for providing information to the consumers through an SMS. The proposals from BRPL, BYPL and TPDDL were received. However, NDMC submitted that SMS service to consumers is in operation but the same does not cover all features as required. The matter was further discussed with the DISCOMs. Based on the discussion and their proposal, the Commission directs the DISCOMs to implement the facility of providing information to the consumers through an SMS as under:-

- (1) DISCOMs shall register the mobile numbers of all consumers of its area by 15.3.2016 to the extent possible.
- (2) The DISCOMs shall provide information to the consumer on the following counts:
  - (i) **Planned outages:** - The consumers of the affected area shall be informed about date and time at which planned outage is scheduled and its expected restoration time of supply. Consumer to be informed at least one day in advance.
  - (ii) **Forced Outages/ Major Breakdowns:** - If the assessed time by the DISCOM for forced outage/major breakdown is for more than half an hour, then consumers of the affected area shall be informed

विनियामक भवन, सी-ब्लॉक, शिवालीक, मालवीय नगर, नई दिल्ली-110 017

Viniyamak Bhawan, C-Block, Shivalik, Malviya Nagar, New Delhi-110017

Phone: 26673613, Fax-26673608, e-mail: direngg@derc.gov.in Website: www.derc.gov.in



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consumers to be informed within half an hour from the time of forced outages/major breakdown. The SMSs to be sent in the packets, if large numbers of consumers are affected. One packet of sending SMS to be considered upto 40,000 of the consumers.

**(iii) Bill Amount, Due date and Maximum Demand during the month:-**

The consumers shall be informed about the bill amount and due date of payment. The consumers shall also be informed about the Maximum Demand alongwith its date and duration.

**(iv) Earth Leakage messages:-** In case E/L LED indicator provided on electronic meters found 'ON' the DISCOM shall inform the consumer that there is leakage in the premises and advice him to get his wiring check and leakage removed.

**(v) Payment Received:-** The consumers shall be informed about the confirmation on the payment received.

**(vi) Bounce Cheque Information:-** The consumers shall be informed about the cheque bounce, if any.

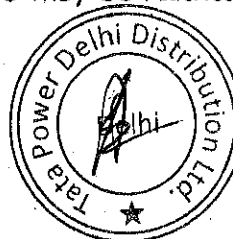
**(vii) Demand Note:-** In case of new connection/revision in sanctioned load, the consumer shall also be informed about the amount to be paid and its due date of payment.

**(3) The delivery reports of SMSs to be maintained as under:-**

- (i) Day wise excel sheets of the delivery report of SMS at DISCOMs end to be stored upto a period of six months.
- (ii) The delivery reports of SMSs to be stored in the portal of service provider upto one month and in the archive for one year.
- (iii) DISCOMs shall submit the monthly reports to the Commission and also facilitate for online monitoring of the reports.

**(4) The DISCOMs shall implement the service of proving information through an SMS to the consumers affected due to failure of supply upto 11kV system within 3 months and for failure of supply above 11kV system within 4 months from the date of in-principle approval of this proposal.**

**(5) The DISCOM shall discover the cost of implementation of scheme and the cost of per SMS through competitive bidding. However, one time implementation cost may be restricted to Rs.25 Lakhs or actuals whichever is less and the cost per SMS may be restricted to 10 paise or actuals whichever is less.**

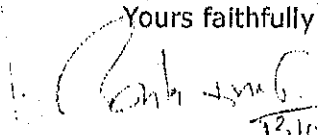


(6) The licensee shall maintain the number of SMSs sent to the consumers on different heads of point (2) separately.

(7) The additional cost of SMS service may be allowed separately in the annual revenue requirement of DISCOM based on the actual. If the actual cost claimed by the DISCOM is not found justified, the Commission may disallow the unjustified cost of SMS service.

This issues with the approval of the Commission.

Yours faithfully

  
(U. K. Tyagi)  
Executive Director (Engg.)

