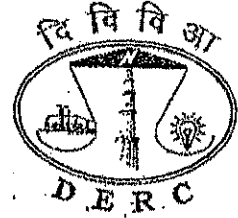


दिल्ली विद्युत विनियामक आयोग
Delhi Electricity Regulatory Commission



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

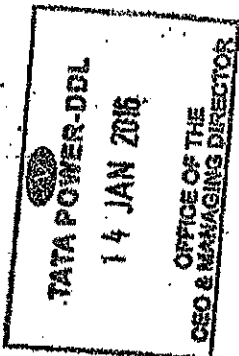
The Chief Executive Officer
M/s BSES Rajdhani Power Ltd.
BSES Bhawan, Nehru Place
New Delhi - 110019

Subject: - Information to the consumers through an SMS.

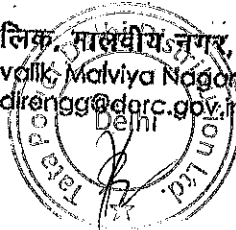
Sir,

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, शिवाजी, मालवीय नगर, नई दिल्ली-110 017
Vinlyamak Bhawan, C-Block, Shivaji, Malviya Nagar, New Delhi-110017
Phone: 26673613, Fax 26673608, e-mail : direngg@derc.gov.in Website: www.derc.gov.in

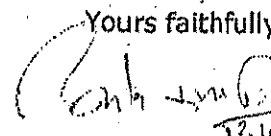


(6) The licensee shall maintain the number of SMSs sent to the consumers on different heads of point (2) separately.

(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.)

