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हमारा आधार, ऊर्जास्वित बिहार



CALL OF THE HOUR... **POWERFUL BIHAR**

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BSPHCL firmly believes that a diverse and inclusive workplace is crucial for success. We are committed to create an environment where women employees can thrive, contribute meaningfully, and achieve their full potential. Our efforts to support and encourage our women employees span across various aspects of their professional and personal development.

We are dedicated to the continuous development of our employees' skills. Through various skill development courses, we empower our employees to enhance their competencies and advance their careers. These courses are designed to keep them updated with the latest industry trends and technologies, ensuring they remain at the forefront of their fields.

We believe in the holistic development of all our employees. We actively encourage our women employees to participate in sports and arts, recognizing the numerous benefits these activities bring to their overall well-being. Our support has led to outstanding performances of our women employees in various games. This not only brings pride to our organization but also highlights the immense talent within our workforce.

BSPHCL takes pride in creating an inclusive and supportive environment for our women employees. We remain committed to providing the resources and opportunities they need to succeed, both professionally and personally. As we look to the future, we will continue to champion the empowerment of women, ensuring they play a vital role in driving our organization's growth and success.

In a remarkable achievement, both DISCOMs have reported a record profit with total revenue collection of ₹15,107 crores in the last financial year 2023-24, marking a significant milestone in our journey towards financial stability and operational efficiency. This success is a testament to the hard work and dedication of our teams, who have consistently strived to improve service delivery and optimize resources.

To further bolster the capabilities, we have initiated a series of comprehensive training sessions aimed at enhancing the skills of employees across all ranks. These training programs focus on the latest industry practices, technological advancements, and customer service excellence, ensuring that our workforce remains adept and responsive to the evolving demands of the sector.

As we celebrate these achievements, we remain committed to continuous improvement and innovation, driving our mission to provide reliable and sustainable energy solutions to our valued consumers.

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*May this be a time of
happiness for you to enjoy
with family and friends
Happy Retirement*

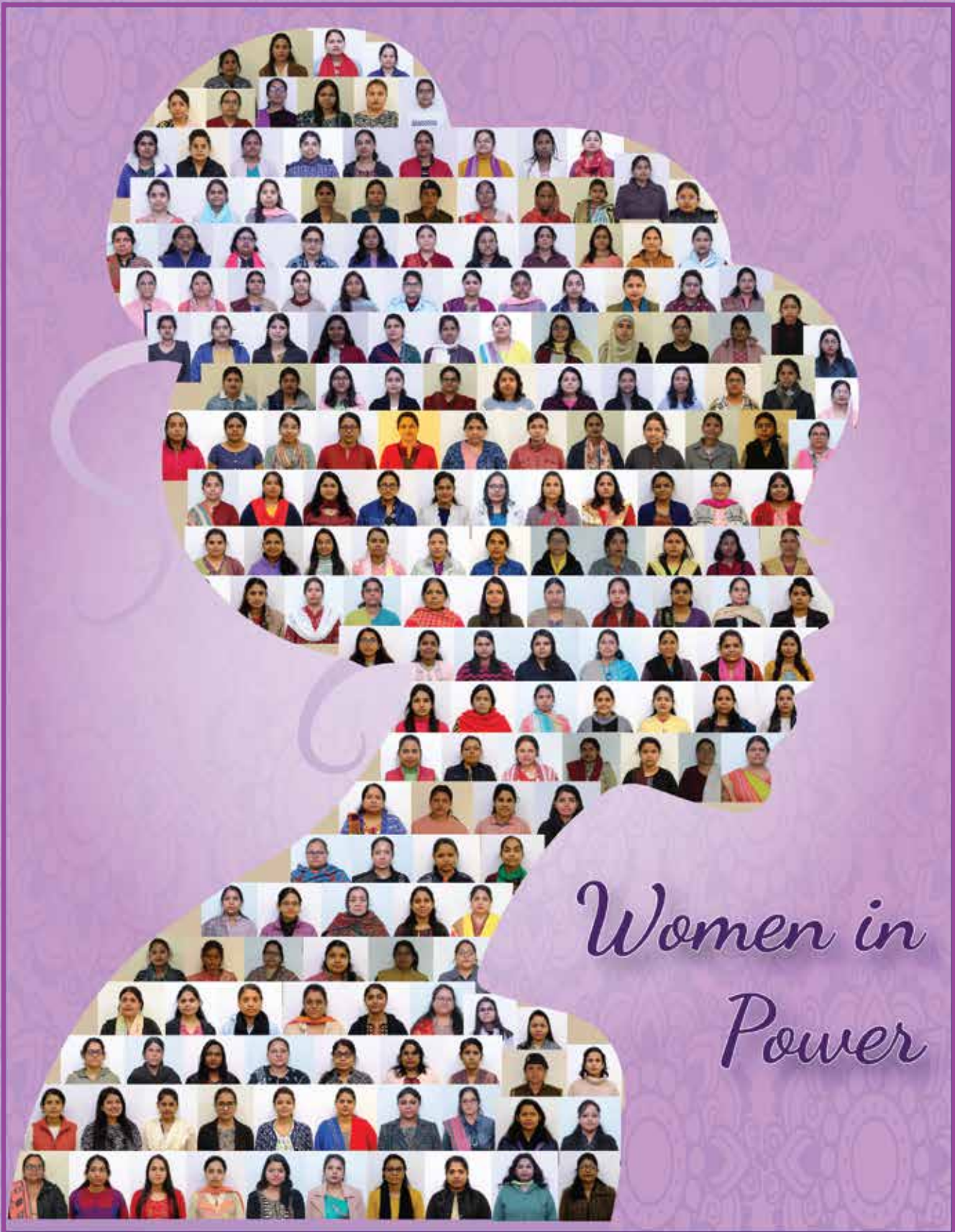
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*Women in
Power*

Women in Power



HAPPY INTERNATIONAL Women's DAY



Watts of Change

“Celebrating Women's Contributions in Urja”!

Today, women are no longer just participants in various fields but they are leading the charge, breaking boundaries, and reshaping the landscape of every sector. From science and technology to arts and humanities their contributions are integral to progress and innovation across the globe.

We salute the unparalleled dedication and commitment of all the women warriors of Urja Parivar who work day in and day out relentlessly to serve the company and the public at their best. They are not only playing an important role in the energy sector but are also bringing a positive change in the society through their hard work.



In Bihar State Power Holding Company Limited and its subsidiary companies SBPDCL, NBPDC, BSPTCL and BSPGCL women are not only contributing in all the areas of Management, Distribution, Finance, Information Technology, Revenue, Transmission, Security and cleanliness, but are also bringing a major change in the outlook of society by shouldering men in all aspects of work in office and in personal lives. With the equal partnership in everything, women members of Urja Parivar have taken the company to the heights of prosperity.

“All Women Grids” formed in BSPTCL is one such inspiring testament to women's sufficiency that unfolds daily. Here, every facet of the operation pulsates with the synchronized efforts of capable women each contributing her unique skills and perspectives. From leadership roles to technical expertise, creative endeavors to strategic planning, the pink grid thrives under the adept guidance of its female workforce.

BSPTCL's Karbigahiya Grid is known to all as the first “All Women Grid”. From technicians to operators and guards women are deployed on all positions. The Digha Grid sub-station (GSS) is also operated by all female employees. To continue harnessing the potential of female employees, three new Grids were announced as All women grid, viz GSS Chandauti, GSS Sabour, and GSS Kahalgaon on the occasion of International Women's Day, 2024. The campaign theme for Women's Day, 2024 was "Inspire Inclusion" and announcing women-led power units aligned perfectly with the theme.



Apart from this, there is also a highly specialised unit in BSPTCL's ecosystem which is called "CRITL" (Central Relay & Instrument Testing Laboratory) where fault in any Grid substation is analyzed and issues are being resolved before time. Here also women are making a substantial impact. It sets leading example that women have broken all the boundaries.



Looking ahead the momentum for change continues to build, as more women enter the field and rise to leadership positions, the landscape of power companies is undergoing a profound shift. In "State Load Despatch centre" (SLDC) women even work on night shifts, scheduling power and reporting power outages throughout the night so that whole of the State can sleep peacefully. It's an evidence to

the fact that diversity & courage isn't just a buzzword; it's a driving force for innovation and progress. Also women are not restricted to roles, shifts, timings of job and positions they are given to handle, rather they are ready to withhold themselves everyday and everywhere as hard as rock and are ready to change the world altogether.

After Transmission, if we talk about Distribution, here also women are playing crucial role in both the Discoms viz. SBPDCL & NBPDC. Be it revenue collection or going to the field for supply of power related works, from listening to consumer complaints and quickly resolving them to running awareness campaigns for potential consumers, from accompanying STF teams for raids and FIRs to being vigilant & watchful at Power Sub-Stations of Discoms working at the roles of Switch Board Operators in different shifts in a day as well as at nights, women are skillfully accomplishing all the tasks.

In FY-2023-24 total revenue collection for both the Discoms is ₹15,107crs. where women employees equally partnered men for going out in the field for revenue collection and taking all possible measures for increasing the billing and collection efficiencies in their respective divisions. Our women team also have an important contribution in Smart Prepaid Meter installation drive. From going door-to-door with the vendors and agencies and explaining the features of the smart meters to the consumers or explaining about the Suvidha App and solving their queries, our women team has always led from the front.



Women employees have left their mark in Information Technology wing of the organization too. In our SCADA center, women work in three shifts along with the male employees. With the robust system of computerized monitoring of power system, SCADA i.e. Supervisory Control and Data Acquisition, any fault in the power system is detected immediately in PESU Area. DMS i.e. Distribution Management System and OMS i.e. Outage Management System are connected with SCADA. In this system, fault in the system and overloaded feeder is detected and the load can be distributed to other feeder.

Women are deployed in almost every arm of the company like Electrical, Civil, Finance, HR and IT. Apart from this, women are also playing pivotal role in maintaining the safety and cleanliness of the organization. Many female security personnel are also a part of Urja Parivar taking care of safety and security of our Vidyut Bhawan and giving us a safer environment to work. Also, many women cleaning staffs in their uniforms work relentlessly to make our office hygienic and clean.

“VITHIKA”, a relaxing room, is a place where women can go and take some rest while work, “SWASTIKA” a library offers abundant resources where BSPHCL’s employees can foster lifelong learning and Gym facility in office premises with separate timing for female employees helps them to be physically fit and discharge their duties more profoundly. Also a game zone with several games is facilitated for them to relax after office work.

Under the leadership of our CMD Shri Sanjeev Hans, to support the women warriors in all possible ways in regard to the unparalleled commitment and diligence in their endeavors, various facilities are being provided by the company for women.

Also, BSPHCL and its subsidiaries have a significant number of working mothers who have small kids and are fulfilling both their duties of being a mother and a working individual efficiently. Hence, to provide a carefree, relaxed and safer environment for the children and to help the “Power Mothers” of “Urja Parivar” in nurturing and taking care of their kids even at work, our CMD Shri Sanjeev Hans inaugurated “CRECHE” as a gift to all the working mothers of BSPHCL on the occasion of Women's Day-2024 where the mothers can leave their children and can work at office comfortably and peacefully. Creche at BSPHCL offers reliable and safer environment for their kids during working hours to play and learn. Also, it supports the mothers to be their best version in discharging their duties in all the roles in a relaxed manner. Under the thoughtful guidance of our respectable CMD sir, Creche is an innovative initiative of the organization which simplifies the challenges a working mother faces and makes organization no less than a family as a whole.



There is a child day care, “BACHPAN” in BSPHCL colony where BSPHCL’s employees children are taken care for the full day so that the parents can go at work peacefully and calmly. All necessary facilities are available in the day care for the convenience and well-being of the kids.

Ensuring safe environment to women employees, the company also has a committee for “Prevention of Sexual Harassment (POSH) of women” at workplace. The committee plays a crucial role in safeguarding the dignity and rights of women employees. Committed to creating a safe and respectful work environment, the committee diligently addresses complaints related to sexual harassment faced by women at work.

Based on complaints received, the committee conducts meetings at regular intervals wherein the complaints received by female employees are enquired into, proceedings are conducted and statements are recorded.

Comprised of empathetic and trained members, the committee ensures confidentiality and sensitivity throughout the complaint handling process. Their primary objective is to provide a supportive platform where victims can voice their concerns without fear of retaliation. By conducting impartial investigations and adhering to legal guidelines, the committee strives to deliver fair outcomes and promote accountability among all employees.

Moreover, the committee is proactive in organizing awareness programs and training sessions to educate employees about respectful behavior and the importance of maintaining a harassment-free workplace. One such workshop was successfully organized recently wherein all the women officers, staffs & workers took keen interest and drew a lot of learning regarding the concern.



In essence, the committee stands as a pillar of support and justice, dedicated to upholding women's rights and ensuring a workplace where everyone can thrive professionally and personally, free from the shadow of harassment.

Keeping in mind the all-round development of women, the company also encourages women employees in the fields of sports and arts. There is also an "ART GALLERY" in Vidyut Bhawan-1 where women & others learn different art forms of Bihar like Terracota, Madhubani, Tikuli, Contemporary etc. Women along with their family members can come and take the benefits of free trainings of the incredible art forms.

BSPHCL's female employees have also made significant strides in the field of sports, showcasing their talent and determination. Their achievements not only highlight their individual skills but also serve as an inspiration to others within the organization and beyond.

Like every year, Lady John Kurian cricket tournament held in the month of April, 2024 where women warriors showcased their extraordinary talents of bowling, batting, fielding and splendid spirit of playing. Even CMD sir and MD sir couldn't stop themselves clapping for the incredible ladies on the Urja Turf where they played marvellous cricket and were hitting fours and sixes.

This year with male players Box Cricket tournament was also organized where every team consisted of two female players in which their performance was unbelievable. They partnered the male players equally on the field. Not only this our women team has also participated in tournament organized by All India Electricity Sports Control Board and took part in various sports like Badminton, Table Tennis, Carrom Board, Chess etc. Our women volleyball team has also participated in state level championships. A state of the art volleyball court has also been built for the practice.

Hence, no sport is beyond the reach of BSPHCL's shield maidens, be it Table Tennis, Cricket, Badminton or Marathon.



Power Express

Anvita Verma, an Account Assistant from NBPDC, is a stupendous Marathon runner has set new records in Marathon in Bihar and outside which are not just recognized at national level but at International platform as well ! “Unstoppable is the word for her” !

She is the the only full marathon runner from Bihar and after securing second place in the recently held Kolkata Marathon 2024, she has become eligible to participate in the Boston Marathon and all International Marathons. She started running in 2019, but her talent got recognition for the first time when she received the Best Female Athlete Award in the Sports Meet organized by our organization in the year 2020. After this, she started participating in 5000 meters and 10000 meters in the “Bihar State Athletics Championship” organized by the Bihar State Government and since the year 2021, she has been a continuous medal winner.

Till now she has participated in a total of 6 Half Marathons and 5 Full Marathons. In SBI Green Marathon 2020, she secured second position in women's category of 10km (with timing of 50 minutes), completed (21.1km) in 1hr 37min 49sec in Patna Half Marathon held on 27th November 2022 and secured first position in her age category (18-30 years).



In Kolkata, Full Marathon held on 5th February 2023 and “Coal India Marathon” held in Ranchi on 26th March, 2023 she completed Full Marathon (42.2 km) in 4hrs 6min and 3hrs 38min 34sec respectively. Around 3000 runners including amateur runners, elite runners and International Marathon runners participated in Coal India Marathon. Along with this, she completed the Full Marathon (42.2 km) in 3hrs 37min 32sec in Patna Marathon held on 17th December 2023 and secured third position in her age category (18-30 years).

In the year 2024, she participated in Tata Mumbai Marathon held in Mumbai which is an annual International Marathon and takes place on the third Sunday of January every year. It is the largest Marathon in Asia as well as the largest mass participation sporting event of the continent. This year around 59,000 runners participated, there was a total of 805 female runners in the Full Marathon, in which she secured 17th position after completing it in 3hrs 36min 50sec .



She also participated in the Kolkata Marathon held on 4th February 2024 and completed it in 3hrs 27min 8sec and secured second position and have submitted a claim to participate in International Marathons. And she finished this marathon season by securing first place in the women's category of the Half Marathon at the Prayagraj Half Marathon held on 10 March 2024, in which around 1000 runners participated. She is working constantly to improve her performance.

The numbers are not solely indicative of a trend but are also representative of a constant endeavour to achieve higher standards of excellence. Undoubtedly, with all these achievements and her relentless dedication she is the 'Power Express' of our Urja Parivar.



As we celebrate the contributions of women in our company, it's essential to recognize that their journey hasn't been without challenges. They have faced biases, stereotypes, and systemic barriers along the way. Yet, through resilience, determination, and unshakable devotion, they have overcome these obstacles, leaving an indelible mark on the industry.

In the end, "Watts of Change" isn't just a phrase, it's a reality shaped by the tireless efforts and unwavering dedication of women in the electricity companies. Their contributions illuminate pathways towards a brighter and more sustainable future for all of us. Along with celebrating their achievements, let us also commit to creating a more inclusive and equitable energy sector, where every voice is heard and every talent is nurtured.

Thank you to all women warriors of our company for your unwavering commitment and support. You all are truly special !!

Navigating Excellence

"Trainings for Sustainable Capacity Building"

Training on Resource Adequacy Framework in Power Sector

In the dynamic landscape of the power sector in India, staying updated with the latest government policies and regulations is not just advantageous but essential for professionals and organizations to thrive. Recognizing this imperative, Bihar State Power (Holding) Company Limited (BSPHCL), under the visionary leadership of our CMD Shri Sanjeev Hans, IAS, has been organising comprehensive training cum capacity-building programs on regular basis. These programs aimed at equipping BSPHCLs and its subsidiary company's workforce with the knowledge and skills required to navigate through the intricacies of the ever-evolving sector.

In the fast-paced and dynamic realm of the power sector in India, professionals working in Power Management Cell (PMC) who are mainly engaged in power demand forecasting and procurement planning play a pivotal role in ensuring the efficient and reliable supply of electricity to meet the state's growing energy needs. In continuation of the ongoing endeavour and acknowledging the significance of staying updated with the latest government policies and regulations, BSPHCL recently organized a targeted training cum capacity-building program focused on the "Guidelines for Resource Adequacy (RA) Planning Framework" issued by the Government of India. PMC officials had the privilege of participating in the said training program organized at the office of the Central Electricity Authority (CEA), Delhi in the month of March 2024. This comprehensive program centered on the RA framework has been immensely enlightening and impactful. We are delighted to offer a glimpse into the invaluable lessons learned from this enriching opportunity.

On 28th June 2023, Ministry of Power, Government of India in exercise of powers conferred under Rule 16 of Electricity (Amendment) Rules 2022 issued "Guidelines for Resource Adequacy (RA) Planning Framework". Resource Adequacy means tying up sufficient capacity to reliably serve expected demand of the consumers in the DISCOMs license area in a cost effective manner. The guidelines aim to establish a Resource Adequacy framework for power procurement by Distribution licensees, ensuring a reliable operation of the power system across all time frames. The Resource Adequacy exercise will assess the required capacity to be contracted on long term, medium term, and short-term basis.

The training provided a comprehensive overview of the Resource Adequacy framework, equipping us with a deeper understanding of the RA framework, roles of various institutions in implementation of the framework, etc. The participants delved into the intricacies of the regulatory requirements, and potential challenges including financial implications associated with the implementation of RA framework on the overall rate of electricity.

"We would like to express our heartfelt gratitude to our esteemed management for organizing this transformative training program.

We are confident that the knowledge gained from this training program will not only enhance our capabilities as power sector professionals but also contribute to the continued success of our organization. We look forward to applying these learnings in our role and collaborating with the colleagues to drive positive outcomes for our company and the broader industry".

- Power Management Cell



BSPHCL BUDDY

बिहार ऊर्जा प्रक्षेत्र के उद्भव एवं विकास को करीब से अध्ययन करने पर न सिर्फ पिछले दशक की अनेकों उपलब्धियों का सुखद अनुभव होता है, बल्कि आने वाले वर्षों की चुनौतियों का भी आभास होता है। पूर्ववर्ती बिहार राज्य विद्युत बोर्ड के विघटन के उपरांत हमने सम्पूर्ण "ऊर्जा चक्र को राज्य की उन्नति के लिए तैयार कर लिया है। एक समय जहाँ महज़ कुछ वर्षों पहले तक बिहार निरंतर बिजली अनुपलब्धता से जुझता रहता था, आज ऊर्जा उपलब्धता सुनिश्चित करने के साथ हमने लगभग एक चौथाई हरित/सौर ऊर्जा का प्रबंधन भी कर लिया है। आखिरी दशक तक मैनुअल बिलिंग के कारण उत्पन्न स्वाभाविक त्रुटियों से उपभोक्ता नित परेशान रहते थे, आज यही उपभोक्तागण स्मार्ट प्रीपेड मीटर के वित्तीय एवं आर्थिक फायदों का जमकर लाभ उठा रहे हैं। विगत कुछ वर्षों में बेहतर राजस्व प्रबंधन से कंपनियाँ भी वित्तीय लाभ में आने लगी हैं। वैश्विक स्तर पर मानव जाति के "जीवन में सुगमता" (Ease of Living) को बेहतर करते हुए हमने न सिर्फ ग्रामीण घरों / बसावटों को विद्युतीकृत किया है बल्कि अब किसानों के खेतों में पटवन हेतु पम्पसेट तक भी मुफ्त बिजली संबंध पहुँचा रहे हैं। खेतों के ऊपर सोलर प्लान्ट लगाकर आज बिहार के किसान अपने आय का स्रोत भी बढ़ा रहे हैं।

ऊर्जा परिवार के युवा अभियंताओं/पदाधिकारियों/कर्मचारियों की लगन, कड़ी मेहनत, बिना थके, बिना रूके निरंतर आगे बढ़ते रहने की ललक के परिणामस्वरूप ही सरकार और प्रबंधन की प्रतिबद्धताओं का चरितार्थ रूप सबके सामने है। इसी युवा ऊर्जा से कंपनियाँ सभी चुनौतियों को अवसर में बदलते हुए नित नये कीर्तिमान लिखती हैं।

श्री संजीव हंस, अध्यक्ष-सह-प्रबन्ध निदेशक महोदय निरंतर युवाओं को अपनी इस ऊर्जा के बेहतर प्रबंधन करने के लिए प्रेरित करते हैं। युवाओं को ऊर्जावान, दक्ष, दृढ़, योग्य एवं सशक्त बनाने के लिए बिहार स्टेट पावर (हो०) कं० लि० को अनुभवी सलाहकारों के प्रस्ताव पर कम्पनियों के सभी कर्मियों और पदाधिकारियों के लिए औपचारिक एवं अनिवार्य प्रशिक्षण कार्यक्रमों की श्रृंखलाएँ चलाई जा रही हैं।

अध्यक्ष-सह-प्रबन्ध निदेशक महोदय की दूरदर्शिता पर अमल करते हुए कम्पनी के वित्तीय सलाहकार श्री अनिल कुमार सिन्हा ने बिहारऊर्जा दक्षता दृढ़ता एवं योग्यता (BUDDY) श्रृंखला की रचना की है। इसके तहत दो विषयों पर राष्ट्रीय स्तर के ट्रेनरों को बिहार बुलाकर ऊर्जा परिवार के 484 वरीय पदाधिकारियों का अप्रैल माह में प्रशिक्षण कराया गया है।



सर्वप्रथम "Energy Laws & Policies" विषय पर प्रख्यात वक्ता श्री राज सिंह निरंजन के द्वारा एक दिवसीय रोचक एवं तथ्यात्मक कार्यशालाएँ की गईं। 4 विभिन्न ग्रुपों में आयोजित इन कार्यशालाओं में BSPHCL, BSPGCL, BSPTCL, NBPDC, SBPDCL, BREDA एवं BHPC के संबंधित पदाधिकारियों (विभागाध्यक्ष से लेकर कनीय पदाधिकारियों) ने ऊर्जा प्रक्षेत्र की नीतियों एवं न्यायिक प्रक्रियाओं के बेहतर प्रबंधन पर वृहद जानकारी हासिल कर दक्षता प्राप्त की, ना सिर्फ मुख्यालय, बल्कि क्षेत्रीय स्तर पर बिहार के सभी संचरण, आपूर्ति, STE, CGRF अचलों के अधीक्षण अभियंताओं एवं उनकी टीम ने भी कार्यशालाओं में भाग लिया एवं दृढ़ता के साथ अपने कार्यों का निर्वहन करने के लिए और सशक्त हुए।

वहीं दूसरी तरफ 'Contract Management' विषय पर विद्वान श्री दीप बन्द जोशी ने अपने अनुभवों और contract की विषमताओं तथा बारीकियों से लबरेज व्यावहारिक ज्ञान साझा किया। कम्पनियों के वैसे सभी विभाग जो आये दिन विभिन्न प्रकार के contract करते रहते हैं, उनके कार्य कुशलता की वृद्धि के उद्देश्य से आयोजित कार्यशालाएँ अत्यंत लाभकारी रहीं। प्रतिभागियों ने बढ़-चढ़ कर इन ज्ञानवर्द्धक कार्यशालाओं में भाग लिया तथा अपनी योग्यता को और प्रखर किया।



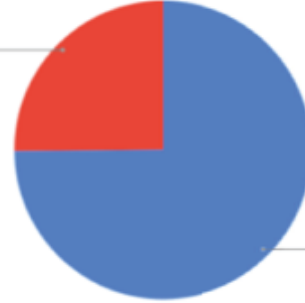
o BUDDY श्रृंखला में Corporate स्तर की अनुभूति के लिए कई अभिनव एवं प्रभावशाली प्रयोग किये गये-

1. BUDDY Portal विकसित कर QR code के माध्यम से Self Registration कराया गया। इससे अधिकारियों के व्यक्तिगत अभिलेख में उनके द्वारा की गई ट्रेनिंग को केन्द्रीयकृत रूप से मानव संसाधन विभाग से जोड़ दिया गया है।
2. पूर्व निर्धारित सीट संख्या के अनुरूप सभी पंजीकृत प्रतिभागियों के बैठने की व्यवस्था की गई, जिससे व्यवस्थापको तथा प्रशिक्षुओं को समय की बचत का लाभ हुआ।
3. पंजीकृत मोबाईल पर मैसेज के माध्यम से सभी को Link भेज कर त्वरित Feedback एवं वास्तविक अनुभवों को प्राप्त किया गया।
4. कार्यशाला के अन्त में प्रतिभागियों के लिए "Happy Learning, Happy Networking, Keep Shining" थीम पर एक संगीतमय De-stressing सत्र रखा गया जिसमें सभी में टीम भावना एवं खुशनुमा अनुभव प्रदान करने का अनूठा प्रबन्ध किया गया।



BSPHCL BUDDY Initiative is a very innovative and unique program for capacity building of employees (183 responses)

Agree
25.1%



Strongly Agree
74.9%



Beyond the Classroom: Team Bonding & De-Stressing

कंपनी के युवा अधिकारियों की टीम ने अपनी कड़ी मेहनत से इस अनोखे BUDDY पहल को सफल बनाकर कीर्तिमान स्थापित किया है। श्री नीतीश चंद्रा वरीय प्रबंधक, श्री राहुल रमन, सहायक विद्युत अभियन्ता, श्रीमती मंजुषा सोनी, सहायक विद्युत अभियन्ता, श्री आलोक कुमार, आई०टी० प्रबंधक, श्री राहुल कुमार, सहायक आई०टी० प्रबंधक, एवं श्री राकेश कुमार, कनीय विद्युत अभियन्ता, इस ऊर्जावान टीम के अभिन्न सदस्य हैं। साथ ही मानव संसाधन टीम का भी निरंतर सहयोग रहा।

दक्षता एवं मनोबल में लगातार वृद्धि हेतु **BUDDY** पहल के तहत अन्य विषयों पर भी आगे आने वाले दिनों में राष्ट्रीय एवं अन्तर्राष्ट्रीय स्तर के विद्वानों की कार्यशालाएँ आयोजित की जाती रहेंगी। साथ ही विभिन्न स्तर के वरीय पदाधिकारियों के प्रबंधन एवं तकनीकी दक्षता वृद्धि के लिए IIM तथा IIT के साथ MoU करने का कार्य भी प्रक्रियाधीन है।

बिहार सरकार की ट्रेनिंग नियमावली, 2011 की तर्ज पर अध्यक्ष सह प्रबन्ध निदेशक महोदय ने राज्य के सभी कर्मियों एवं पदाधिकारियों के निरंतर प्रशिक्षण हेतु नियमावली का निर्माण करवाया है। कई महीनों के शोध के उपरान्त अप्रैल 2024 से लागू इस नियमावली के तहत **Induction Training एवं Promotional/ Transfer Training** के अलावा हर तीन साल में अनिवार्य रूप से कम-से-कम 50 घंटों की ट्रेनिंग का प्रावधान किया गया है। Residential/ Campus/ Online/ On-site प्रशिक्षण सत्रों के माध्यम से सभी कर्मियों को ट्रेनिंग दी जायेगी। ट्रेनिंग एवं विकास कार्य के लिए कम्पनियों द्वारा वेतन मद पर खर्च की जाने वाली राशि का 1.5% अतिरिक्त रूप से बजट में कर्णांकित कर लिया गया है।

इस वृहद् अनवरत कार्यक्रम की नीति बनाने के लिए अध्यक्ष सह प्रबन्ध निदेशक महोदय की अध्यक्षता में Training Governing Body (TGB) का गठन किया गया है जिसमें सभी कम्पनियों के प्रबन्ध निदेशक सदस्य हैं। **BSPHCL** के महाप्रबंधक (मा०सं०/प्रशा०) श्री अनिरुद्ध कुमार TGB के सदस्य सचिव नामित किये गये हैं। नीतियों के अनुपालन की कार्य योजना बनाकर उसे लागू करने के लिए श्री पंकज कुमार, मुख्य अभियन्ता (ट्रेनिंग), BSPTCL की अध्यक्षता में Training Executing Committee (TEC) भी बनायी गयी है। BSPHCL के उपमहाप्रबंधक (कार्मिक), श्री अजय कुमार मिश्र TEC के सदस्य सचिव नामित किये गये हैं। सफल संचालन हेतु BSPHCL के तकनीकी सलाहकार श्री निशिकांत प्रसाद सिन्हा को TEC का Facilitator बनाया गया है।

इस नई व्यवस्था के अन्तर्गत BPTI गौरीचक के साथ-साथ NBPDCCL अन्तर्गत दरभंगा तथा SBPDCL अन्तर्गत गया में भी आवासीय ट्रेनिंग परिसर बनाने का निर्णय लिया गया है। खास कर गया में राष्ट्रीय स्तर के अकादमी को विकसित करने की योजना बनायी जा रही है। आधुनिक ट्रेनिंग व्यवस्था से लैस इस आवासीय सेंटर पर एक लैब भी विकसित किया जाएगा ताकि बिहार ही नहीं बल्कि अन्य राज्यों एवं संस्थानों के इच्छुक लोग भी इस Knowledge Centre का लाभ उठा सकें।



सर्वप्रथम दोनों वितरण कम्पनियों के JEE एवं AEE स्तर के पदाधिकारियों का BPTI गौरीचक में Residential Training प्रारंभ कर दिया गया है। मई माह के अंत तक 5 बैचों को 5 दिवसीय आवासीय प्रशिक्षण में सम्बन्धित विषयों पर कक्षा एवं फ़िल्ड भ्रमण के मिश्रणयुक्त ट्रेनिंग करा दी गयी है। इसी प्रकार जून महीने में ट्रांसमिशन कम्पनी के JEE एवं AEE के अभियन्ताओं को भी BPTI गौरीचक में सप्ताह भर का आवासीय प्रशिक्षण दिया जाएगा।

इसके साथ ही TEC ने क्षेत्रीय स्तर पर सभी विद्युत कर्मियों के लिए भी प्रशिक्षण मॉड्यूल तथा कार्ययोजना तैयार कर लिया है, जिसे जल्द ही लागू कर दिया जाएगा। वरीय अभियंता अपने अंचल / प्रमंडलवार एक दो दिवसीय प्रशिक्षण कार्यक्रम करेंगे जिसमें न सिर्फ तकनीकी बातें बतायी जाएंगी बल्कि कार्यक्षेत्र में सुरक्षा हेतु सभी को एक बहुपयोगी किट भी दी जाएगी। आपस में टीम भावना को प्रगाढ़ करना भी इस ट्रेनिंग का एक महत्वपूर्ण लक्ष्य है। इस बड़े चुनौती के लिए मास्टर ट्रेनर एवं अंचल स्तर पर सैटेलाईट ट्रेनिंग सेंटरों की संरचना व्यवस्था भी कालान्तर में की जाएगी।

BSPHCL स्तर से BOLD (Behavioural Organised Lawful Decision Making) श्रंखला पर प्रशिक्षण भी दिया गया है। Energy Accounting & Auditing के सलाहकार श्री प्रकाश नाथ मिश्रा ने मंथन कर वितरण कम्पनियों के सभी AEE एवं JEE, जिन्हें राज्य सरकार द्वारा ऊर्जा चोरी से संबंधित मामलों में Assessing Officer प्राधिकृत किया गया है, के लिए एक दिवसीय प्रशिक्षण कार्यक्रम की संरचना की है। जनवरी एवं फरवरी 2024 में 13 विभिन्न जगहों पर अपनी 10-12 सदस्यीय टीम के साथ जाकर लगभग 1500 अधिकारियों (JEE to ESE) को अपनी कार्यशैली में एकरूपता तथा व्यावहारिकता लाने का प्रशिक्षण दिया गया। बहुआयामी BOLD Manual देकर Raid एवं FIR की सभी प्रक्रियाओं (तकनीकी, RFMS पद्धति एवं कागजी) की विस्तृत जानकारी दी गयी है। इतने अल्पावधि में NBPDCCL एवं SBPDCL के लगभग सभी क्षेत्रीय अभियन्ताओं के उच्च कोटि का प्रशिक्षण प्रदान करना एक बड़ी चुनौती थी जिसे प्रशंसनीय तरीके से पूर्ण कर लिया गया। इन बहुपयोगी कार्यशालाओं के प्रभाव से वितरण कम्पनियों के अधिकारियों की कार्य कुशलता एवं राजस्व वृद्धि में भरपूर सहयोग मिला है।


BSPHCL अपनी अनुषंगी कम्पनियों के उत्थान, प्रगति एवं विकास के लिए दृढ़ संकल्पित है। आशा है कि अध्यक्ष-सह-प्रबन्ध निदेशक महोदय के उठाये गये अनेकों अभिनव पहल की भाँति दक्षता, दृढ़ता एवं योग्यता प्रदान करने की इस सामूहिक मुहिम में ऊर्जास्विनि के आप सभी सम्मानित पाठकगण अपना अनुभव तथा सुझाव हमारे ई-मेल आई०डी० bspchl.buddy@gmail.com पर बढ़-चढ़कर साझा करेंगे।

Bihar State Power Holding Com.
@BhartEnergy

Glimpses of BOLD (Behavioural Organised Lawful Decision Making) training held at DCR Building, Purnia, on January 9, 2024.


The session was conducted under the leadership of Shri PN Mishra, Advisor, Energy Accounting & Audit, #BSPHCL.

ESE Supply, ESE (STF), and all EEES, AEEs and JEEs from Purnia and Kishanganj circles participated in the program that aimed at empowering the team with ethical practices.



Energy Department Govt. of Bihar and 5 others

The session was conducted under the leadership of Shri P N Mishra, Advisor, Energy Accounting & Audit and Shri Sunil Kumar, CSO. Shri Nitish Chandra, Sr Manager, Revenue gave a detailed presentation on the nuances of energy laws during the session.



Energy Department Govt. of Bihar and 4 others



Transformative Success

Bihar DISCOMs Script a Triumph in FY 2023-24

FY 2023-24: A Landmark Achievement of Bihar DISCOMs

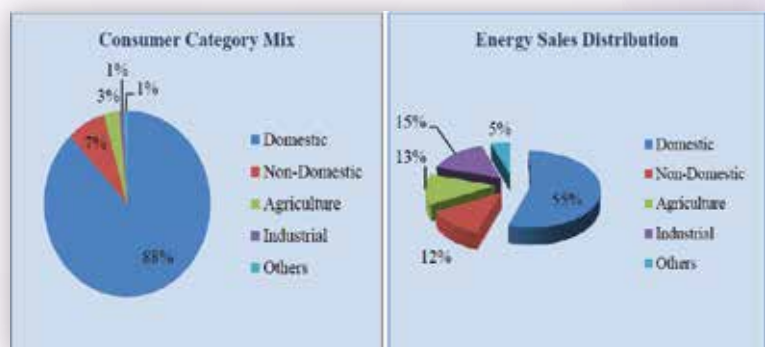
The fiscal year 2023-24 marks a pivotal milestone in the illustrious journey of North Bihar Power Distribution Company Limited (NBPDCCL) and South Bihar Power Distribution Company Limited (SBPDCL). Amidst a national backdrop of financial challenges within the power distribution sector, Bihar DISCOMs have showcased extraordinary resilience and financial prudence, setting a new benchmark for the industry.



For the first time in their history, both NBPDCCL and SBPDCL operated profitably in FY 2023-24, with a cumulative profit of approximately Rs. 1104 crores. This remarkable financial turnaround is a

testament to the strategic acumen and operational efficiency of Bihar Discoms. The achievement is particularly notable considering the consumer mix of Bihar Discoms, with approximately 88% of consumers in the domestic category, including around 75% from the Below Poverty Line (BPL) category in the domestic category, who consume about 55% of the total power supplied.

Consumer Category and Energy Sales Mix



○ Strategic initiatives for operational efficiency

A detailed analysis of Bihar Discoms' journey reveals a strategic approach towards enhancing operational efficiency, reducing Aggregate Technical & Commercial losses (AT&C), and bridging the Average Cost of Supply and Average Revenue Realized Gap (ACS-ARR Gap). From leveraging AI technologies for spot billing and anti-theft campaigns to implementing robust consumer satisfaction mechanisms, Bihar Discoms have executed a multitude of initiatives with precision and effectiveness.



○ **Investment in Infrastructure:**

Continuous investment in infrastructure upgrades and modernization has ensured a reliable and quality power supply, leading to reduced outages and improved supply of power. The number of Power Sub Stations (PSS) has grown approximately 128% over 12 years, (545 PSS in FY 2012 to 1248 PSS in FY 2024). Large-scale reconductoring, dedicated feeders for agricultural consumers, and modernization efforts in urban areas—including construction of PSS along with 33 kV and 11 kV lines, augmentation of distribution transformers, and replacement of LT wires with aerial conductors—all have contributed to this success.

From 2012 to 2023, power supply duration improved drastically, increasing from approximately 8-10 hours to 21-22 hours in rural areas and 23-24 hours in urban areas.

○ **Adoption of Smart Meters in Prepaid mode:**

One of the most significant technological interventions that contributed to the profitability of NBPDC and SBPDCL in FY 2023-24 was the widespread adoption of Smart Meters in prepaid mode. This revolutionary step has fundamentally transformed the revenue collection process, leading to improved billing efficiency, reduced losses, and enhanced cash flow management.

➤ **Largest Deployment in India**

Bihar DISCOMs have achieved a remarkable milestone by installing approximately 34.29 lakh smart meters, the largest deployment by any Discom in India. This large-scale implementation underscores the commitment of NBPDC and SBPDCL to embracing cutting-edge technologies for improving operational efficiency and consumer satisfaction. The extensive use of Smart Meters positions Bihar as a leader in the adoption of advanced metering infrastructure, setting a precedent for other states to follow.

○ **Consumer-Centric approach and e-Governance**

Bihar DISCOMs, North Bihar Power Distribution Company Limited (NBPDC) and South Bihar Power Distribution Company Limited (SBPDCL), have achieved remarkable success in FY 2023-24 by adopting a consumer-centric approach and leveraging e-governance. Enhanced consumer service through IT interventions and consumer-friendly policies has led to increased consumer satisfaction and trust.

Key initiatives include a robust complaint redressal mechanism, multiple payment channels, and door-to-door collection efforts, all of which have significantly improved consumer relations and revenue realization.

○ **IT Interventions for enhanced efficiency-**

> **Advanced Billing Methods Using AI Technology-**

Both DISCOMs of BIHAR have implemented efficient billing processes to streamline operations, particularly in rural areas. This is achieved through the deployment of approximately 11,000 Rural Revenue Franchises (RRF) and meter readers from billing agencies, who provide door-to-door billing services.

DISCOMs developed a user-friendly web-based mobile app employing Optical Character Recognition (OCR), an AI based technology to capture precise meter readings, ensuring billing accuracy. The integration of AI-based OCR technology has eliminated manual intervention during spot billing as meter readings are automatically captured. The meter reading data is then processed and bills are promptly generated and handed over to consumers. Additionally, GPS coordinates of consumers are recorded during the billing process, providing valuable geographical data for future reference.

> **Advanced Revenue collection methods-**

Bihar DISCOMs revolutionized revenue collection with the implementation of an e-wallet system for doorstep collection, introduced in March 2018. This consumer-centric approach significantly optimized the collection process, especially for domestic consumers. Approximately 11,000 RRFs and meter readers recharge their e-wallets via online banking, ensuring a seamless flow of funds. They are authorized to collect cash up to their e-wallet balance, they provide instant payment receipts, enhancing transparency and trust.

In FY 2023-24, e-wallet transactions in both DISCOMs constituted approximately 24% of the total revenue collection, amounting to Rs.3570 Crores out of Rs.15,107 Crores.



➤ Multiple Payment Channels

To facilitate consumers in paying their energy bills, Bihar DISCOMs collaborated with top banking institutions ensuring extensive reach even in rural areas. They introduced multiple payment modes including online portals, m-POS facilities, e-wallet services at doorsteps, and collection centers provided by CSC e-Governance limited and various Suvidha Kendra Centers by different agencies. These varied payment options have significantly enhanced consumer convenience, leading to improved payment compliance and positive outcomes in revenue collection.

In FY 2023-24, consumers of Bihar DISCOMs opted for a variety of payment modes to settle their electricity bills, reflecting the diverse preferences and technological adoption among the user base.

○ **SUVIDHA: A game-changer in-house App for New Service Connections**

The mobile app "SUVIDHA" has revolutionized the new service connections process for Bihar DISCOMs, serving as a one-stop solution for consumers. This app enables paperless registration of new service connections, drastically reducing the average connection time from 3-6 months to much shorter periods. By ensuring transparency and accountability, the SUVIDHA app facilitates hassle-free application processing and quicker inclusion of new consumers in the billing cycle. Approximately 37 lakh connections have been applied through the app, with timely service connection given to them, enhancing consumer satisfaction and revenue generation.

SUVIDHA app allows consumers to generate their own bills, make payments, register complaints, and report electricity theft, further streamlining the consumer experience and boosting efficiency.

○ **Consumer Grievance Redressal Mechanism**

Bihar Discoms have established a robust consumer grievance redressal mechanism, providing multiple portals and channels for complaint registration. The introduction of a dedicated 1912 helpline number for complaint registration, formation of Consumer Grievance Redressal Forums (CGRF) at the circle level, and organization of bill correction camps at each block level have ensured that consumer complaints are resolved promptly. Rigorous monitoring of complaint resolution status by senior officials and management has resulted in most complaints being addressed within the stipulated time as per the Standard of Performance set for Discoms.

○ **Consumer Awareness Programmes: Empowering Bihar's Energy Consumers**

Bihar Discoms have implemented various measures and launched consumer awareness programmes through their YouTube channels, Twitter, and Facebook, providing weekly updates on the energy sector in Bihar.

○ **Incentives to Consumers**

To further facilitate consumers and promote digital payments, Bihar Discoms have introduced various rebates, including incentives for prompt payment to encourage timely bill payments, online payment rebates to promote digital transactions, and rebates for smart pre-paid meters to incentivize their adoption.

Additionally, they offer rebates for rural area consumers to support consistent payments and provide interest on advance payments for those with smart pre-paid meters. These initiatives have fostered a positive relationship with consumers, improving overall collection efficiency and contributing to the financial stability of the Discoms.

○ **Robust Anti-Theft Campaigns**

Using Special Task Forces for anti-theft campaigns has significantly reduced power theft, enhancing the financial health of the Discoms. These campaigns, supported by AI technologies like Optical Character Recognition (OCR) for meter readings, have been instrumental in curbing losses.

○ **Exemplary consumer satisfaction initiatives**

One of the standout interventions was the comprehensive consumer satisfaction survey conducted across all 38 districts. This survey gathered feedback on various parameters such as power supply duration, billing processes, and overall service quality. The results were overwhelmingly positive with 97% of consumers expressing satisfaction with Bihar Discom services. This feedback reflects the success of their consumer-centric initiatives and the positive impact on consumer trust and loyalty.

Achievements of Bihar Discoms in FY 2023–24: A Testament to strategic excellence

○ **Financial Performance Matrix:**

(Figures in Crores)

★ Particulars	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Change (in last 5 Years)	CAGR
REVENUE FROM OPERATIONS:	17,001	19,400	23,949	32,284	32,990	15989	13.90%
Revenue from Sale of Power including Govt. Subsidy	15,837	16,702	20,607	25,255	30,615	14778	13.83%
Other Income	1,164	2,698	3,342	7,029	2,375	1211	15.17%
EXPENSES:	19,949	21,342	26,167	32,069	31,886	11937	9.88%
Power Purchase Cost	16,056	17,582	21,387	26,334	25,483	9427	9.76%
Employee Expenses	961	1,019	1,126	1,216	1,284	323	5.95%
Finance Cost	541	752	1,276	1,470	1,713	1172	24.64%
Depreciation	942	1,201	1,447	1,777	1,960	1018	15.64%
Admin/R&M and Other Exp	736	788	931	1272	1445.58	710	14.06%
Bad Debts Written Off	712	-	-	-	-	-	-
Net Profit/(Loss)	(-2,948)	(-1,942)	(-2,217)	215	1,104	4052	

➤ **Substantial Revenue Growth**

Over the past five years, Bihar DISCOMs have experienced significant revenue growth. The revenue from operations has increased at a CAGR of 13.90% from ₹17,001 crores in FY 2019-20 to ₹32,990 crores in FY 2023-24.

➤ **Controlled Expense Growth**

While revenues have surged, the increase in expenses have been kept relatively moderate, growing at a CAGR of 9.88% from ₹19,949 crores in FY 2019-20 to ₹31,886 crores in FY 2023-24. This disciplined approach to managing costs has been crucial in turning around the financial health of Bihar DISCOMs.

➤ **Achieving Profitability**

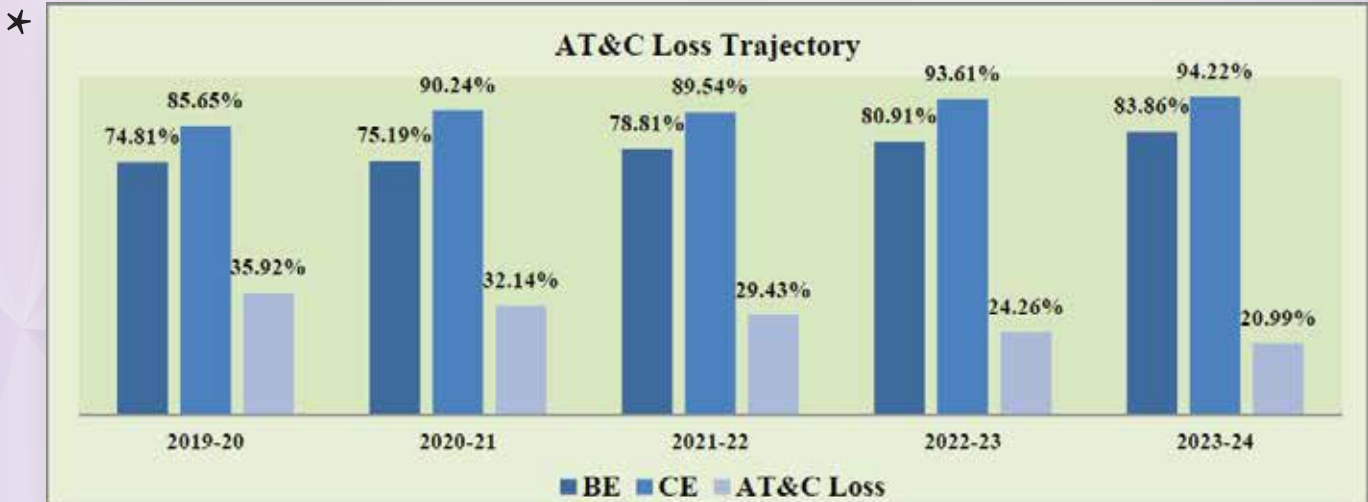
The most striking indicator of this financial transformation is the shift from a net loss to a net profit over the five-year period.

Net Profit/(Loss): Transitioned from a loss of ₹2,948 crores in FY 2019-20 to a profit of approximately ₹1,104 crores in FY 2023-24.

This financial turnaround is a testament to the strategic acumen and operational efficiency of Bihar Discoms. The increase in revenue at a much higher pace compared to expenses has been a critical factor in achieving this profitability.

○ **Reducing AT&C Losses**

Bihar Discoms, NBPDCCL and SBPDCL, have demonstrated exceptional growth in FY 2023-24, reflecting their strategic approaches and dedication to operational efficiency. One of the most notable achievements is the reduction of AT&C (Aggregate Technical and Commercial) losses from approximately 59.24% in FY 2012-13 to around 20.99% in FY 2023-24. This significant improvement underscores the effectiveness of their loss reduction strategies.



○ Eliminating the ACS-ARR Gap

In addition to reducing AT&C losses, Bihar DISCOMs have successfully bridged the ACS-ARR (Aggregate Cost of Supply-Average Revenue Realized) gap to zero, by exceeding the targeted reduction under RDSS (Revamped Distribution Sector Scheme) for FY 2023-24.

Both NBPDCCL and SBPDCL achieved a significant milestone in their financial management by ensuring that the Average Revenue Realized (ARR) exceeded the Average Cost of Supply (ACS). This accomplishment is evident from the ACS-ARR gap data, where NBPDCCL improved from 0.77 in FY 2020-21 to -0.35 in FY 2023-24 (144% decrease) and SBPDCL from 1.25 in FY 2020-21 to -0.05 in FY 2023-24 (103% decrease). The negative ACS-ARR gap for both Discoms in FY 2023-24 indicates that the revenue generated from their operations surpassed the costs incurred in supplying electricity, thereby showcasing their profitability and highlighting their effective cost management and revenue enhancement strategies.

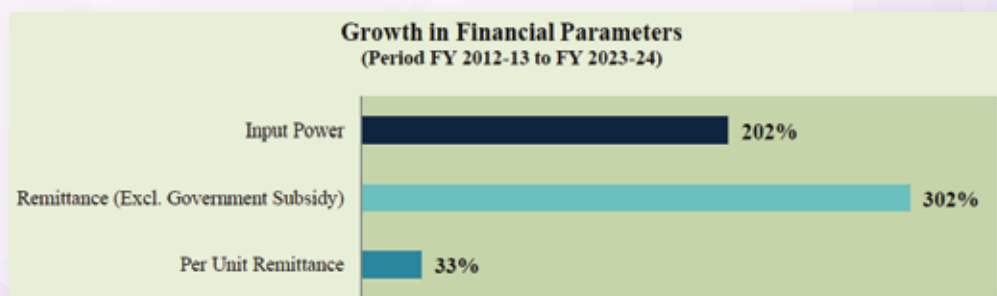
★ FY	NBPDCCL	SBPDCL
2020-21	0.77	1.25
2021-22	0.79	1.53
2022-23	0.43	-0.02
2023-24	-0.35	-0.05

○ Billing and Collection Efficiency:

Beyond collections, Bihar Discoms focused on improving billing efficiency, achieving an impressive 84% billing efficiency and a remarkable 94.22% collection efficiency in FY 2023-24. These efforts led to a significant reduction in AT&C losses to 20.99%, surpassing the 25% reduction target set under the RDSS for FY 2023-24.

○ Financial Growth:

The financial growth experienced by Bihar Discoms has been substantial. Input power has shown cumulative growth of 202% over the last 12 years, from 12,725 MU in FY 2012-13 to 38,524 MU in FY 2023-24. During the same period, collection figures saw a growth of 302%, rising from Rs. 3,755 crores in FY 2012-13 to Rs. 15,109 crores in FY 2023-24. As a result, per-unit remittance (excluding government subsidy) increased by 33% from Rs. 2.94 in FY 2012-13 to Rs. 3.92 in FY 2023-24. This exponential rise in financial performance over the years is a clear indication of meticulous planning and concerted efforts.



**The data presented for FY 2023-24 on financial parameters is provisional and subject to change*

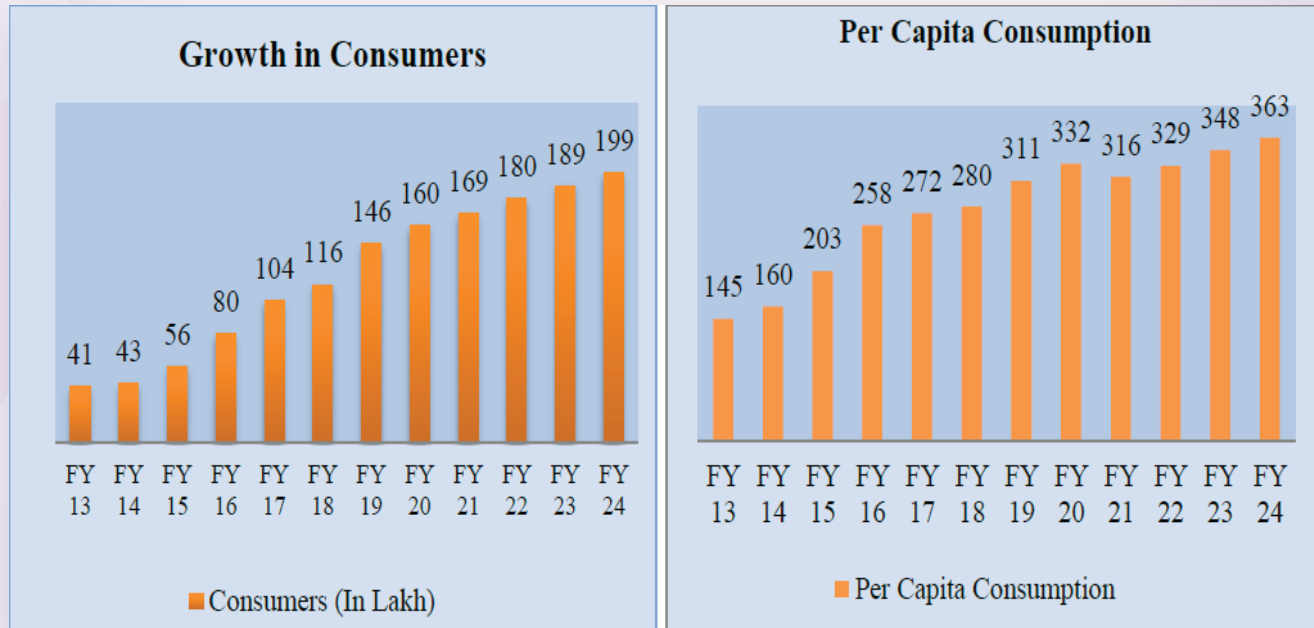
○ **Growth in Consumers:**

Bihar Discoms have increased the consumer base from 41 lakhs in FY 2012-23 to 199 lakhs in FY 2023-24, a cumulative increase of 385% with a CAGR of 15% over the last 12 years.

○ **Growth in Per Capita Consumption:**

Per capita consumption has increased from 145 units to 363 units in FY 2023-24, a cumulative increase of 150% with a CAGR of 9.5% over the last 12 years.

★



○ **Growth in Number of Payee Consumers:**

In FY 2023-24, Bihar Discoms received payments from 85% of their consumers (at least once in a fiscal year), with approximately 38% making monthly payments. Such a high base of consumer engagement reflects their effective billing and collection strategies.

○ **Consumer Service Ratings and Commitment to Excellence:**

The Consumer Service Ratings of Discoms (CSR D), launched in 2022 by the Hon'ble Power Minister, enabled the Discoms to self-evaluate their performance and compare it with peers and national averages. These ratings cover key parameters such as operational reliability, connection services, metering, billing & collection services, and fault rectification & grievance redressal.

Both NBP DCL and SBPDCL performed admirably in these ratings, securing B and B+ ratings respectively. Notably, in fault rectification and grievance redressal, both DISCOMs secured top grades, reflecting their commitment to operational excellence and consumer satisfaction.

Way Forward: Charting the Future for Bihar DISCOMs

○ *Enhanced consumer experience*

Improving consumer satisfaction remains a top priority for Bihar Discoms. Plans include conducting consumer sentiment analysis to better understand and address consumer needs, refining the billing complaint handling process and introducing AI chatbots for efficient consumer service. Additionally, a robust mechanism will be established to keep consumers regularly updated about their complaints, ensuring transparency and trust.

○ *Optimizing power purchase cost*

Power purchase costs account for approximately 85% of the total costs for Discoms. Optimizing these costs is crucial, given the multitude of historic and projected data points like demand, tied-up capacity, energy, and fixed charges. Leveraging AI technologies can significantly enhance this process by utilizing historic data and forecasts to automate power purchase cost optimization. An AI-driven framework will be developed to repurpose the existing power purchase portfolio, identifying high-cost areas for optimization.

○ *100% Installation of Smart Meter by FY 2025-26*

The goal is to achieve 100% installation of Smart Meters by 2025-26. This initiative aims to enhance billing accuracy, reduce losses, and improve revenue collection. Smart Meters provide real-time data, empowering consumers with detailed usage information and enabling Discoms to detect and address issues promptly.

○ *Proper Energy Accounting*

Moving forward, the implementation of Advanced Metering Infrastructure (AMI) and data analytics will play a pivotal role in ensuring precise measurement and monitoring of energy usage. Smart Meters and two-way communication systems will enable real-time data processing and remote monitoring.

Under the visionary leadership of our CMD Shri Sanjeev Hans, Bihar Discoms have achieved remarkable milestones in FY 2023-24. His unwavering commitment to excellence and extensive guidance to the entire team have been pivotal in this success. By pioneering the use of advanced data analytics and implementing numerous IT interventions such as SAMEEKSHA and SAMPOORNA, Shri Hans has driven significant improvements in operational efficiency. His focus on fixing accountability and intensive consumer awareness programs has significantly boosted consumer confidence.

MD SBPDCL and MD NBPDCCL have undertaken intensive monitoring and review of progress. This diligent oversight has ensured the successful implementation of advanced billing and collection methods, further enhanced by the innovative use of data analytics and accountability measures. Their relentless focus on consumer awareness and the adoption of cutting-edge technologies have set new benchmarks in the power distribution sector.



JOHN KURIAN TOURNAMENT 2024

○ *Celebrating Team Spirit: The John Kurian Tournament at BSPHCL*

Cricket, often hailed as more than just a sport in many cultures, has a unique way of bringing people together. At BSPHCL, this sentiment was beautifully captured in our recent inter-company cricket tournament, held from 26th April to 1ST May, 2024. The event not only showcased the sporting prowess of our colleagues but also fostered team spirit across the board.

○ *A Day of Sport and Unity*

The cricket tournament was a much-anticipated event drawing participation from various departments within the organization. From Engineering to Finance, and from Operations to IT, teams came prepared to showcase their skills and passion for the game. The tournament was not just about competition but about celebrating the diverse talents and teamwork that define our workplace.

○ *Organizational pride on display*

The atmosphere was electric as teams clad in their respective colors took to the field. Cheers and applause reverberated throughout the venue, highlighting the enthusiastic support from colleagues who turned out in large numbers to cheer up their departments. The tournament was not just about cricket; it was a platform for fostering relationships and strengthening the sense of community within our organization.



○ *Teamwork and Leadership*

Beyond the boundaries, the tournament underscored the importance of teamwork and leadership. Captains strategized, players executed their skills, and everyone contributed to their team's success. It was evident that the same dedication and collaboration seen on the field are what drive our everyday achievements at BSPHCL.

○ *Lady John Kurian*

What a thrilling Lady John Kurian match at Urja Turf Stadium! Team Power Hitters chose to bat but were restricted to 81/5 in 15 overs. However, Team Power Warriors chased it down confidently, winning by 7 wickets with 82/3 in just 11.4 overs. Priya Agrawal's unbeaten 54 led the Warriors team to victory.

○ *John Kurian (Male)*

The John Kurian Tournament witnessed a fascinating match between HQ XI vs Field XI on 1st May with our CMD Sri Sanjeev Hans sir displaying remarkable talent with his bat, hitting an unbeatable 52 not out, and earning the rightly deserved Man of the Match title.

Winning the toss, the Field team could not endure the bowling prowess of the HQ team and slumped to 125 all out, 5 balls short of 20 overs. The HQ team led by CMD sir chased the modest total in 16.3 overs and 6 wickets remaining. The dazzling batting by CMD Sir left everyone mesmerized.

Presence of MD sir & senior officers added to the morale of the two teams. The Prize distribution for the winners of John Kurian Male and Female tournament was done by CMD Sir and MD Sir.

○ *Looking Ahead*

The success of the John Kurian tournament has set a precedent for future sporting events at BSPHCL. It has reinforced the importance of staying connected beyond the confines of our daily tasks and creating opportunities for meaningful interactions. As we look ahead, we are excited about the prospect of more such events that will continue to nurture a sense of belongingness and unity among our colleagues.

In conclusion, the cricket tournament at BSPHCL was not just about cricket; it was a celebration of teamwork, sportsmanship, and the vibrant spirit that defines us. It demonstrated that when we come together with enthusiasm and a shared sense of purpose, we can achieve remarkable things both on and off the field.



First Green Grid

The PMCH Green GIS project is the first Green GIS of Bihar. this GIS GSS is planned in such a way that it will minimize environmental impact while enhancing operational efficiency. The key features of Green GIS are waste storage and its management, recycling waste, 100% Rainwater Harvesting at site, maintaining a plant to people ratio, use of green walls which enhances aesthetics of the space and provides visual freshness by absorbing CO₂ and unwanted VOCs (Volatile organic compound) and enhances the air quality, Solar Roof Top system, energy management and its accounting, converting all organic waste into compost with a compost making machine which can be used in park or garden area. Also to maintain optimal indoor climate conditions efficiently, the GIS building incorporates VRV (Variable Refrigerant Volume) or VRF (Variable Refrigerant Flow) outdoor air conditioning units.

The oldest and prestigious Patna Medical College & Hospital (PMCH) is undergoing re-development in phases for enhancement and better medical facilities in Bihar. The redevelopment envisages increased number of beds (5,462 beds), hostels, residence for Doctors, studio apartment and student recreation.

For functioning of re-developed PMCH there is power requirement of 35 MW, therefore in order to meet the additional power demand and to strengthen the power supply at PMCH, a dedicated Grid Sub-Station in the premises of PMCH itself was planned so that both quality and uninterrupted power supply can be assured.

With this Grid Sub-Station not only requirement of 35 MW for PMCH will be fulfilled but it will also provide power quality improvement in its vicinity.





PMCH GIS GSS shall be power sourced from Digha (New) on double circuit transmission line of 132 kV voltage level. And apart from PMCH, it will provide additional power source to different Power Sub-Stations on 33 kV voltage level viz. S.K Memorial, NIT Patna, Rajendra Nagar, Machhua Toli, Saidpur, Sahitya Sammelan and Patna Metro.

Considering the tightly packed area around PMCH, the Grid Sub-Station was planned to be a Gas-Insulated Substation, wherein the Gas insulated equipments offer compact design with reduced maintenance.

Due to the compact size of gas insulated equipment, the land size for such Grid Sub-Stations reduces significantly as compared to the conventional type of Grid Sub-Station (AIS substation) and since the equipments need to be less maintained it will lead to less power outage.

On 27.02.2024 foundation of Bihar's first 132/33 KV Green GIS Grid Sub-Station was laid by Honourable Chief Minister of Bihar, Shri Nitish Kumar to ensure uninterrupted and quality power supply to Patna Medical College & Hospital (PMCH).

Great Show of Commitment !

A roadshow of Honourable Prime Minister Shri Narendra Modi was organized on 12th May 2024 in Patna. He stayed for an evening at the Governor's House following a morning walk in the Rajdhani Vatika ending with visit at the Takht Shri Harimandir Ji Patna Sahib Gurudwara.

A roadshow is quite different form of an event, when usually the dignitary is invited on a stage or at a specific place, while a roadshow covers continuous movement in a larger area of the dignitary, also involving a lot of public who might not be acquainted with the electrical network present in that area, whereas a stage show requires presence only at a specific location preferably with the presence of covered electrical networks and a generator in case of an emergency.

So, let's take a walk around every minute thing as to how the Patna Power Team safely and efficiently managed the electrical networks during this roadshow especially when the Model Code of Conduct for the Lok Sabha Elections, 2024 was at practice.

The roadshow was planned from Income Tax Golambar to Dakbunglow chauraha heading towards Exhibition road and then from Kadamkuan went to Thakurabaadi following Bari Path and ended at Gandhi Maidan. Most of the areas of this roadshow was in Electric Supply Circle, PESU (West).

As the sudden news of this Roadshow was recieved, CMD Shri Sanjeev Hans immediately called a meeting with team Patna and briefed the main course of action.

The uninterrupted power supply during an event is the basic service which is to be provided by our Electrical Team. But, for a roadshow, safety of the public along with uninterrupted power supply is the necessity. So, our team sprung into action. They identified all the possible things which might become a cause of concern and took all the remedial actions in a very short span of time.

From tree branch pruning to removing dead conductors, to bunching internet cables to tightening loose connections and dielectric pole painting, the team immediately started its work. The normal maintenance of all the concerned PSS, DTR and HT connections are common but this time, they replaced all bare conductors present in the route with insulated covered conductors. They removed all wires present at road crossings and installed guard wires wherever it might have posed a threat to the public. Through the route of the roadshow, if a wire was found not at sufficient height with proper sagging, they even installed poles in this short time, leaving no stone unturned for a safe passage for the dignitary and the public.

Well, the day of the event arrived and the team was fully prepared for it with their necessary tools and accessories at the points which were crucial for the event. The Nodal Officer for this event GM-cum-Chief Engineer Shri Sriram Singh deputed his skilled officers at all locations at every passage of the event. Sri Sanjeet Kumar, ESE Pesu (West) and Sri Manish Kant, ESE Pesu (East) were leading their teams in implementing the rectification works during the Roadshow. The stay of the Honourable Prime Minister was at the Raj Bhawan. The team did a proper maintenance of the DTR present there expecting some temporary sudden load added to the feeders supplying power to the Bhawan. They took necessary trials, a day prior to the event, deputing officers at the control room set up by the District Administration there.

The day of the event was well coordinated with the District Administration. From the arrival of the Honorary to providing safe passage for all on a well lit road and spending a peaceful night by the dignitary at the Raj Bhawan, everything was taken good care of. The next morning was quite uninformed for our team when there was change in route of the Honourable. But the PESU Team managed to stay at its commitment to provide uninterrupted and safe power supply in the city. Respected CMD sir and MD sir were guiding the teams from beginning to the end of the Honourable Prime Minister's program in Patna which made the roadshow safe and smooth.

Some pictures of the preparations done by our Patna Team for this roadshow in the Capital city :



Placing PVC sheet between cable at Planetarium in 11 KV Gardiner Road feeder and PG 2 feeder.



Flat earthing of cable and metering unit at state hanger.



DTR Maintenance work.



Road crossing dismanteling at Taramandal.



Gas releasing and tightness checking of jumper at metering unit of Aditya Vision near Planetarium.



RMU replacement of state hanger.



Maintenance in Raj Bhawan DTR.



Removing downside network near Harinivas

श्रद्धांजलि

स्व० चंद्रभूषण सिंह जी



कंपनी के गतिविधियों के सुचारू संचालन एवं हर एक आगंतुकों के साथ उच्चाधिकारियों से समन्वय कराने में अहम भूमिका अदा करने वाले प्रबंध निदेशक, साउथ बिहार पावर डिस्ट्रीब्यूशन कंपनी लिमिटेड, विद्युत भवन, पटना के आप्त सचिव श्री चंद्रभूषण सिंह जी अब नहीं रहे। उनका अचानक जाना मुख्यालय में उनके साथ काम करने वालों एवं क्षेत्रीय कार्यालय में कार्यरत विद्युतकर्मियों को हैरान कर गया। निधन होने के मात्र दो दिन पूर्व तक चेहरे पर खुशी के वही भाव एवं हर दिन की भांति सफारी सूट में नज़र आने वाले व्यक्ति उसके दूसरे दिन 10 अप्रैल, 2024 को इस दुनिया को अलविदा कह जायेंगे कौन जानता था! मगर इस दुखद सच को अफसोस के साथ स्वीकारना भी एक वास्तविक मजबूरी ही है, क्योंकि इस बारे में किसी ने सच ही कहा है कि "जिंदगी एक किराये का घर है एक न एक दिन निकलना पड़ेगा...."।

वैशाली जिले के विदुपुर गाँव में 02 मार्च 1965 को जन्मे स्व० चन्द्रभूषण सिंह जी ने पूर्ववर्ती बिहार राज्य विद्युत बोर्ड के अन्तर्गत आशुलिपिक के पद पर नियुक्त होकर, सेवा यात्रा की शुरुआत करते हुए साउथ बिहार पावर डिस्ट्रीब्यूशन कंपनी लिमिटेड के आप्त सचिव तक का अपना शानदार सफर पूरा किया और ज़ाहिर तौर पर ऊर्जा परिवार के बीच अपने 33 साल के सफर में उन्होंने अपना अलग पहचान भी कायम किया।

कुशल व्यवहार, सकारात्मक सोच, मिलनसार मिजाज़ एवं अपने सरल स्वभाव के कारण अपने लोगों से प्रायः मुखातिब होने वाले 59 वर्षीय स्व० चन्द्रभूषण सिंह जी इस संसार से सदा के लिए रुख्सत होने के बाद एक पत्नी, तीन पुत्र एवं एक पुत्री समेत एक भरा पूरा परिवार तथा अपने साथियों का एक बड़ा समूह छोड़ गये हैं और छोड़ गये हैं हमारे बीच अपनी ढेर सारी यादें।

विगत दिनों हृदयगति रूक जाने के कारण इनके असामायिक निधन से आहत ऊर्जा परिवार उनके प्रति श्रद्धासुमन अर्पित करते हुए उनके परिजनों के प्रति गहरी संवेदना प्रकट करता है और करता है उनके निष्ठापूर्वक सेवा और योगदान को अंतिम सलाम।

Photo Gallery



1-14. Women's Day Celebration 2024







15



16



17

15. Pensioner Common Room Inauguration
 16-19. John Kurian Tournament 2024



18



19



20



21



22



23



24



25

20-25. BUDDY Training 2024



26



27



28



29

26-31. Farewell of then MD, NBPDCCL
Dr. Aditya Prakash
&
Welcome of Dr. Nilesh Ramchandra
Deore MD, NBPDCCL



30



31





32



33



34

32 & 33. Commissioning of 50 MW Solar Project at Banka
34. BPTI Training
35. Medical Check-up Facility at BSPHCL Colony



35



36



37



38



39



40

36. Gym facility at BSPHCL

37-40. Creche facility at BSPHCL

BID- ADIEU

Best wishes for your new Innings...



Manoj Kumar Verma
Under Secretary BSPTCL HQ



Sri Rabindra Choudhry
Foreman, Jandaha, BSPTCL



Sarvesh Kumar
Attendent BSPTCL, HQ



Chhangur Ram
Foreman, SBPDCL



Arun Kumar
Forman GSS Goh., BSPTCL



Late Mahesh Kr Sharan
Lt. Ex. Tech -I, GSS Gaighat, BSPTCL



Hridyanand Singh
Technician Grade - I, SBPDCL



Md. Quamaru Zoha
Electrician, SBPDCL



Aditya Prasad
Electrician, SBPDCL



Amrendra Kumar Singh
SBO-I, SBPDCL



Jitendra Singh
SBO-I, SBPDCL



Lall Babu Singh
SBO-II, SBPDCL



Bhagwan Mahto
Skilled Khalasi, SBPDCL



Ashok Kumar
Foreman (Electrical) Grade-I, SBPDCL



Manoj Kumar Singh
SBO-II, SBPDCL



Sri Nirbhay Kumar Jha
Foreman, Sheetalpur, BSPTCL



Laldeo Paswan
Under Secretary, SBPDCL



Kaushal Kishore Ram
SBO-I, SBPDCL



Naresh Sao
JLM, SBPDCL



Md. Sharafat
Skilled Khalasi, SBPDCL



Sheopujan Prasad Singh
Lineman, SBPDCL



Shashikant Choubey
Unskilled Khalasi, SBPDCL



Ram Brishka Sahni
JLM, SBPDCL



Pramod Kumar Yadav
JLM, SBPDCL



Nihar Ranjan Prasad
Chowkidar, SBPDCL



Sudeshwar Mahto
JLM, SBPDCL



Rama Shankar Kumar
Foreman, NBPDCI



James Robin
Technician Grade 1, NBPDCI



Shyam Narayan Mistry
Skilled Khalasi, SBPDCL



Ram Deo Singh
Messenger, BSPTCL



Chandra Shekhar Prasad Sinha
Junior Line Man, NBPDCI



Kishore Prasad
Accountant, NBPDCI



Sri Karu Prasad
Trans. Circle, Gaya, BSPTCL



Late Surya Kumar Singh
Attendant, Gaighat, BSPTCL



Shyama Devi
Messenger, SBPDCL

Media Clips

सोलर प्लांट लगाने को जमीन किराए पर दे सकेंगे किसान

राज्य न्यूज ब्यूरो • पटना: किसानों द्वारा सोलर पावर प्लांट लगाने के लिए उन्हें जमीन को किराए पर देना ज़रूरी है। इससे उन्हें अधिकतम उपलब्धि होगी। राज्य न्यूज ब्यूरो के अनुसार, सोलर पावर प्लांट लगाने के लिए किसानों को जमीन किराए पर देना पड़ेगा। इससे किसानों को अधिकतम उपलब्धि होगी।

1235 ग्रामीण बिजली फीडरों के लिए सौर प्रकाश व्यवस्था के लिए संकेतित जमीन

किराए पर दे सकेंगे किसान

राज्य न्यूज ब्यूरो के अनुसार, सोलर पावर प्लांट लगाने के लिए किसानों को जमीन किराए पर देना पड़ेगा। इससे किसानों को अधिकतम उपलब्धि होगी।



किराए पर दे सकेंगे किसान



किराए पर दे सकेंगे किसान

State to provide solar power to 1,235 agri feeders

Madan Kumar
@timesgroup.com

Bihar State Power Corporation Limited (BSPHCL) has announced a plan to provide solar power to 1,235 agricultural feeders. The plan is part of the state's solar energy scheme. The BSPHCL is expected to start the work in March 2024.

AGRI FEEDER SCHEME

The scheme is aimed at providing solar power to agricultural feeders. The BSPHCL is expected to start the work in March 2024.



सौर प्लांट लगाने को जमीन किराए पर दे सकेंगे किसान

गांवों में एक लाख स्मार्ट मीटर लगे

पटना, हिन्दुस्तान न्यूज। राज्य के विद्युत विभाग में भी तेजी से स्मार्ट मीटरों का अहम काम चल रहा है। राज्य विद्युत पावर लिमिटेड (एएसवीपीडीएल) ने 17 अतिरिक्त गांवों में एक लाख से अधिक स्मार्ट मीटर लगा दिए।

जहानाबाद, मध्या. आरा



जहानाबाद, मध्या. आरा

रजौली के फुलवरिया जलाशय पर बनेगा फ्लोटिंग सोलर पावर प्लांट

राज्य न्यूज, जागसून • पटना: नवादा प्राइवेट लिमिटेड को सौंपी गई है। रजौली स्थित फुलवरिया जलाशय पर फ्लोटिंग सोलर पावर प्लांट बनेगा। इसका क्षमता 10 मेगावाट होगी। अगले 25 वर्षों तक इस सोलर पावर प्लांट से बिहार को 3.87 रुपये प्रति यूनिट की दर से बिजली मिलेगी।

किरीट प्रसाद यादव



किरीट प्रसाद यादव

अब विद्युत कार्यपालक अभियंता फील्ड में करेंगे छापेमारी का नेतृत्व, सचिव ने दिया आदेश

राज्य न्यूज • पटना: बिहार के विद्युत कार्यपालक अभियंता फील्ड में करेंगे छापेमारी का नेतृत्व, सचिव ने दिया आदेश।

17 अतिरिक्त गांव सम्मिलित

जहानाबाद, पटना



17 अतिरिक्त गांव सम्मिलित

Discoms' revenue up 14% to ₹15,107 crore in 2023-24

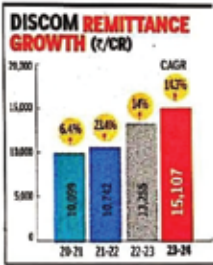
Madan Kumar
@timesgroup.com

Pटना: The revenue of two discoms under Bihar State Power Holding Company Limited (BSPHCL) grew 14% to ₹15,107 crore in fiscal year 2023-24, an increase of ₹1,852 crore, as compared to 2022-23 when they collected ₹13,255 crore, a senior official told TOI on Tuesday.

The rise in revenue might benefit consumers too. It is expected that the power charges might be reduced by 15 paise per unit in the financial year 2024-2025. It is to be noted that the power supply rate increased by 34.5% in 2023-2024 — in the range of Rs 1 to Rs 3.9 per unit — from 2019-2020.

Notably, the Discoms — North Bihar Power Distribution Company Limited and South Bihar Power Distribution Company Limited — maintained their record revenue-earning streak for third consecutive FY.

In 2019-2020, the revenue collection was ₹8,598 crore, and over the next four years,



the collections increased at an average rate of 14% per annum, reaching ₹15,107 crore in 2023-2024.

ting a remarkable 76% surge. In this period, the availability of power increased by 6.9%, the official said.

The Aggregate Technical and Commercial losses have also reduced to 21.74% in financial year 2023-2024, which was 35% in 2019-2020 — thanks to smart measures and intervention of state-of-the-art technologies.

Besides, the Discoms have also accomplished billing and collection efficiencies to achieve the revenue trajectory. While the billing efficiency in 2019-2020 was 75.41%, it has increased to 83.11% now; the collection efficiency, another important factor for revenue growth, has increased from 86% (2019-2020) to 94.17%.

The Discoms also sold electricity through power exchange in the last three years, earning ₹s 2,267 crore in 2023-2024.

Even the introduction of Samiksha app has facilitated tracing the gaps in revenue collection on the ground as well as aided the setting of target, the official said.

पीएम कुसुम योजना : कृषि फीडों के लिए सौर ऊर्जा संयंत्र स्थापित करने में किसानों की भी होगी भूमिका

जमीन पर नीचे खेती, ऊपर सोलर प्लांट लगा किसान बढ़ा सकेंगे आमदनी

संवाददाता, पटना

बिहार में पीएम कुसुम योजना के तहत 843 विद्युत उपकेंद्रों में जुड़े कुल 1235 कृषि व मिश्रित फीडों के सोलरइन्फ्रालाइट को लेकर बिहार स्टेट पावर ऑनोर्पेशन कंपनी ने प्रक्रिया शुरू कर दी है. इस योजना में किसान या फर्म इन 843 विद्युत उपकेंद्रों के लगभग पांच किमी वर्य के अंदर कृषि फीड में मौजूद सोलर के अनुकूल फीड के ऊर्जा-बन्धन हेतु सौर ऊर्जा संकलन स्थापित कर सकते हैं. इसके अंतर्गत किसान अपनी जमीन सोलर प्लांट लगाने के लिए लीज अथवा रेंट पर दे सकते हैं. वे अपने जमीन में ऊंची संरचना बना कर ऊपर सोलर प्लांट लगा सकते हैं और नीचे खेती कर सकते हैं.



किसानों को मिलेगी अधिक सहूलियत

कंपनी के प्रमुखिक इस योजना में व्यवसायिक कंपनी के लिए कम से कम एक करोड़ पांच लाख प्रति मेगावाट का न्यूनतम शुद्ध संयंत्र का वित्तीय मानदंड रखा गया है. परंतु किसान, किसानों के समूह, सहकारिता, पंचायत, किसान उत्पादक संगठन, जल उपभोगकर्ता संघ, स्वयं सहायता समूह भी बिना किसी तकनीकी या वित्तीय मानदंड के भाग ले सकते हैं. यदि किसान इस संयंत्र में भाग लेते हैं तो उन्हें केवल प्रत्येक मेगावाट का उपमर्ती के रूप में एक लाख रुपये देने होंगे.

केंद्र व राज्य सरकार से मिलेगी वित्तीय सहायता

बिजली कंपनी ने बताया कि इस योजना के अंतर्गत केंद्र सरकार के नवीन एवं नवीकरणीय ऊर्जा मंत्रालय द्वारा प्रति मेगावाट 1.05 करोड़ रुपये तथा बिहार सरकार द्वारा प्रति मेगावाट 45 लाख रुपये की वित्तीय सहायता राशि प्रदान की जायेगी. समस्त योजनाओं को 15 महीने के अंदर सोलर प्लांट का निर्माण कर उसे 11 वें महीने तक विद्युत उपकेंद्र से जोड़ देना होगा. वित्तिय कंपनी 25 वर्षों के लिए इस प्लांट से बिजली खरीदने का इकरारनामा करेगी.

उपकेंद्रों के लिए 20 जून तक लगा सकेंगे बोली

निविदा भरने हेतु किसान या कंपनी को <https://eproc2.bihar.gov.in> पर रजिस्ट्रेशन करवाना होगा. साथ ही डिजिटल सिग्नेचर, पैन कार्ड, ड्रा-मैल आइडी तथा नोब्राइल नंबर भी होना चाहिए. डिजिटल सिग्नेचर किसी कर्टई अथॉरिटी से संपर्क कर बनाया जा सकता है. बोलीअर्पणों को बोली जमा करने निविदा शुरू के अतिरिक्त एक लाख रुपये प्रति मेगावाट की अंतिम

धाराविध बैंक गारंटी के रूप में जमा करनी होगी. इस योजना में भाग लेने वाले इच्छुक किसान, कंपनी अपना नाम, पता, ब्यांकरांक नंबर, विद्युत उपकेंद्र का नाम जिस पर संयंत्र लगाना चाहते हैं, उपलब्ध भूमि (एकड़ में), उस पावर सप्लायेशन का नाम जहां वे सौर ऊर्जा भेजना चाहते हैं, बिहार एकर जेनरेशन कंपनी ग्राहक नंबर 7320924004 पर अधिक जानकारी प्राप्त कर सकते हैं.

राज्य सरकार का ध्यान किसानों की प्रगति के साथ ही सतत विकास पर भी केंद्रित है. पीएम कुसुम योजना इन दोनों उद्देश्यों को पूरा करता है. इस योजना के माध्यम से न सिर्फ किसान सशक्त होंगे बल्कि राज्य को भी हरित ऊर्जा का फायदा होगा. -**बिजेड प्रसाद यादव**, ऊर्जा वी. बिहार.

बिजली कंपनी की राजस्व वसूली 14 प्रतिशत बढ़ी, 1844 करोड़ रुपए अधिक आय हुई

सिटी रिपोर्टर | पटना

बिजली कंपनी की पिछले एक साल में 14 प्रतिशत राजस्व वसूली बढ़ी है। वित्तीय वर्ष 2022-23 में राजस्व वसूली 15,100 करोड़

वर्ष 2023-24 में 15,100 करोड़ हो गई है। साउथ बिहार पावर डिस्ट्रीब्यूशन कंपनी के जीएम राजस्व अरविंद कुमार ने कहा कि पिछले साल की तुलना में इस

उपभोक्ताओं के सहयोग और बेहतर मैनेजमेंट के बल पर 76 प्रतिशत राजस्व वसूली में बढ़ोतरी दर्ज हुई है। इसका सीधा फायदा बिजली उपभोक्ताओं को मिलेगी। 1 अ

शहर में लगाए जाएंगे 1.19 लाख स्मार्ट प्रीपेड मीटर

गण संवाददाता, गया : गया सिकिल में स्मार्ट प्रीपेड मीटर लगाने शुरूआत बोधगया से 30 जनवरी को हुई थी। इसी क्रम में शहर को शहर के सिकिल में लगाने हेतु किए जा रहे हैं। का जायजा लेने के लिए रिप्ट प्रोटोकाल अधिकारी खवाजा जमाल की अध्यक्षता में बैठक हुई। गया सिकिल में कुल पांच डिवीजन हैं। शेरघाटी, मानपुर, गया शहर, गया ग्रामीण क्षेत्रों में स्मार्ट मीटर



इस बात का खयाल रखना है कि जिन उपभोक्ताओं के घरों में स्मार्ट प्रीपेड मीटर लग चुका है उन्हें मीटर को लेकर किसी भी तरह की समस्या न हो। वरिष्ठ प्रोटोकाल अधिकारी ने कहा कि अभियंताओं जागरूकता अभियान चलाने के निर्देश दिया गया है। जागरूकता अभियान के अंतर्गत उपभोक्ताओं के बीच शिविर लगा कर लाउडस्पीकर के माध्यम से स्मार्ट मीटर के फायदों को लोगों को



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हमारा आधार, ऊर्जास्वित बिहार