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CIRCULAR

Reliance Energy has been at the forefront in providing convenient and quick new connections to its customers at affordable prices. This is in line with our vision to “....deliver reliable and quality products and services to all customers at competitive costs, with international standards of customer care....”.

In the past, we have already introduced the following key reforms that aim at achieving the above objectives and the same was included in the Internal Circular dated 16th April 2016.

In order to introduce more reforms, that help in further reduction in cost and time of connection, the following reforms are being introduced for all Commercial and Industrial new connection applications with load between 100 – 150 kW.


- 1) Electricity connections will be provided using the 3-step approach and within 15 calendar days
- 2) The Estimate payment amount will not be accepted at the Application registration stage and will be payable as a part of the First Bill, post connection of electricity meter
- 3) The customer will be given a choice to pay the Security Deposit element of the amount payable, through the Bank guarantee mode

You are aware that the necessary process automation, review and escalation mechanism etc, towards enablement of the above reforms has already been put in place.

Apart from improving customer convenience and reducing overall cost, the above reforms will go a long way in achieving the vision of our Hon' ble PM, to further improve the national rankings along 'Ease of Doing Business'.

I look forward to your support to ensure that the process reforms are implemented with immediate effect, by all Divisions and the changes are duly communicated to all applicable stakeholders.

For Reliance Infrastructure Ltd.


Shrinath Kasi
Sr. Vice President