

## **PRESS RELEASE**

### **26.2.2014**

### **India Power to invest Rs 150 Crore in Gaya**

India Power is set to invest Rs 150 crore over two years in Gaya with a view to take over the distribution franchise for the South Bihar Power Distribution Company Limited for Gaya, Bodh Gaya, Manpur and adjoining areas. The company will begin operations from March 1, 2014. The Franchisee's responsibilities will include distribution of power, as well as issuing new connections, metering, billing and collection, the maintenance and upgradation of the distribution network, and attending to customer grievances.

India Power Corporation (Bodh gaya) Limited has been formed to cater the work related to this distribution franchise. India Power will be handling more than 1,00,000 consumers with a variety of power needs, including agricultural, commercial and domestic load.

India Power is committed to providing the most reliable and dependable energy services to its customers. The old power distribution grid, which is in poor repair, shall be upgraded to the new Smart Grid system, incorporating various world-class technologies such as Automated Meter Reading and Smart Metering. New meters will be installed for all connections as part of the upgrade process to the new Smart Grid system, which will enable more accurate metering. These meters will conform to SBPDCL specifications and tested at the point of manufacture.

An efficient and constantly vigilant team of engineers, officers and support staff will monitor the voltage and frequency of the power supplied to consumers. They will be on call to redress customer issues at short notice.

Customer care centres, under dedicated zone-wise customer relationship officers, shall be available 24 hours a day, seven days a week. Grievance redressal is assured in case of industrial customers, which will be extended to household connections shortly.

In rural sectors, doorsteps service shall be provided for the issuing of new connections as well as facilitating convenient bill payments. India Power has laid out several programs and activities for the Gaya distribution franchisee in the near future. These include:

- Detailed route surveys to map out customer locations and make the network more efficient
- Organization of camps to facilitate the obtaining of new services, load regularisation and name changes, among other customer needs
- Meter replacement to ensure accurate energy accounting

India Power will also be undertaking the duties of bill rectification, and rationalisation and realisation of past dues. IPCL expects no payment other than that prescribed by the Government, and promises transparency in all transactions and customer relations.

The presence of India Power in Gaya is also going to bring several new jobs for residents, creating new ties with the community and extending the India Power family in the region. The company will also play a major role in the empowerment of women, with new jobs and opportunities for them.

India Power hopes for the cooperation and collaboration of its customers in implementing these plans and investments, so that it can provide the best service to them for the foreseeable future.

About India Power Corporation Ltd

An ISO-9001 (2008) certified company, India Power Corporation Limited ( a 95 year old company) is engaged in the business of electricity generation, transmission, distribution and trading. Headquartered in Kolkata, IPCL is the supplier to several critical businesses such as the collieries of Eastern Coalfields Ltd. as well as hospitals,

government utilities and industrial and commercial consumers.

It has a thermal power plant at Dishergarh in West Bengal, wind assets in Rajasthan, Gujarat and Karnataka, a solar power plant in Asansol and an upcoming thermal power plant in Haldia, West Bengal. Additionally, thermal power projects in Bihar, Gujarat and Madhya Pradesh have been planned.

The company has a strong distribution network with T&D losses that are considered some of the best in the industry, at 3% against the industry standard of 20% or more.