The e-RRF programme is Smart Power India’s initiative in partnership with the state electricity distribution utility in Bihar to improve metering, billing and connection services for the customers.

Building Trust Through Customer Service
Case Study from eRRF Bihar

Dooja is a chirpy 16-year-old whose love for birds is quite well known in the village. As we visit her house, the sight of varied birds atop the array of wires is quite a sight.

On a tour of the house, she proudly switches on the lights to show off various appliances that they own and operate due to assured supply of electricity.

But the situation wasn’t always this sublime. Till about a year ago, Dooja’s mother was running round trying to rectify an erroneous bill. They received their first electricity bill of 10,000 rupees in February. The subsequent bills of 14,000 rupees and 18,000 rupees left...
Dooja and her family of three, in distress, with negligible support from the authorities.

They met Raunaq Kumar from Smart Power India’s eRRF (enhanced – Rural Revenue Franchise) program around this time, who assured them that the complaints would get fixed in 2 days. He helped them get their complaint registered and addressed, after which they received a bill of 5600 rupees.

They now receive monthly bills, and the money is collected from them by the e-RRFs. Last month, they received a bill of a little over 200 rupees, which they paid in due time.

“We are grateful to the e-RRF programme for the support,” says Dooja.

The e-RRF programme is Smart Power India’s initiative in partnership with the state electricity distribution utility in Bihar to improve metering, billing and connection services for the customers.