

# SYNERGY

**BSES**

BSES Rajdhni Power Limited

November - December 2008



**BSES WISHES YOU ALL MERRY CHRISTMAS AND A VERY HAPPY NEW YEAR**



## BSES joins the league of modern tech-savvy banks...

BSES' customer centric initiatives and deployments are benchmarked against the best global practices - cutting across industry and sectors. Its latest deployment - roll out of ATM type Bill Payment kiosks - has placed the company in the league of modern day tech-savvy banks. These kiosks, in addition to BSES' over 2000 existing payment options, will offer customers yet another next generation anytime, anywhere payment option.

In the first phase, the Bill Payment kiosks - have been installed at 10 divisional offices - 5 each in BYPL and BRPL, including Sarita Vihar, Khanpur, Vikaspuri, Janakpuri and R K Puram. In due course, these Bill Payment kiosks will be installed in all the BSES Customers Care/Division offices - across its 33 divisions. Presently, these Bill Payment kiosks will be operational from 8 am to 8 pm. Depending on the response from the customers; their timings will be increased - eventually becoming 24 x 7.

These Bill Payment kiosks have been installed to provide customers with an option of paying their BSES electricity bill, without the hassle of standing in queues. Some of their unique features include:

- (i) Payment through Cheque / DD / Cash;
- (ii) Multi-lingual (English / Hindi) touch screen interface for easy navigation;
- (iii) Flexibility to pay electricity bills at any Bill Payment kiosk - irrespective of the parent division;
- (iv) Payment without Bill;
- (v) Voice guidance;
- (vi) Instant payment confirmation;
- (vii) Multiple bill payments against single payment

### Money Saving Alert!

Install Solar Water Heaters. Reduce Electricity Bill. Domestic consumers get a subsidy of Rs 6,000/- from the Delhi Government. Those desirous may please contact EE & REM center (mobile 9810076944 and 9810299689).



## BSES contributes Rs 50 lakh to PM's Relief Fund

The recent floods in Bihar - one of the worst in its living memory - rendered lakhs of people homeless, besides causing large scale destruction of property.

Empathising with the victims of this grave national calamity, BSES employees contributed their one-day's salary to the PM's Relief Fund and thereby expressed their solidarity with the distressed people. Senior BSES officials along with office representatives of DESU Technical Staff Association and Delhi State Electricity Workers Union



recently, presented two cheques of Rs 25 lakh each to Shri Sushil Kumar Shinde, Hon'ble Union Minister for Power, for the Prime Minister's Relief Fund.

## BSES bags 2 more IT awards

BSES has clean bowled the IT domain by scoring a hat trick. In a span of about 30 days, BSES has received three prestigious and internationally acclaimed awards for its Information Technology (IT) prowess and state-of-the-art technological deployments.

Soon after receiving the Environmental Systems Research Institute's (ESRI) "Special Achievement in GIS" award in August 2008, BSES bagged two more coveted awards in September 2008 - CIO' Bold 100 for its Automatic Meter Reading (AMR) project and AMD Athlon' SMART Infrastructure award for its Project BUN (BSES' Unified Network).

CIO' Bold 100 2008 Award, instituted by the International Data Group's (IDG) CIO magazine - was presented to BSES for successfully implementing its AMR Project. On the other hand, AMD Athlon' SMART infrastructure award was presented to BSES for its Project BUN (BSES' Unified Network). The Project was conceptualised and implemented to automate and seamlessly connect hundreds of BSES offices - spread across an area of over 950 sq. kms. The challenge was to meet the business operation needs and integrating multiple platforms and vendors.

**We are listening...dial 39999707**

