

July 27, 2019

Press Release

## **Delhi's Power Minister Inaugurates Digi Seva Kendra@Paschim Vihar**

**Kendra to provide seamless 'single window digital services' to lakhs of residents**

- **Modelled on the lines of Passport Seva Kendras**
- **Providing digital experience even at physical locations**
- **Door Step Service (DSS) for senior citizens, differently abled and medically ill**
  - **Soon DSS will be extended to all sections of the consumers**
- **Empowering women – Over 50% of DSK employees are women**
- **Consumers can book prior appointment as per their convenience**
- **No need for repeat visits – single visit sufficient to get the work done**

New Delhi: BSES has been deploying digital technologies to offer seamless and hassle-free services to its consumers. An important component of this is the roll-out of state-of-the-art digital centres. Modelled on the lines of Passport Seva Kendras, these Bijli Digi Seva Kendras (DSK) offer quick, convenient and hassle-free single window digital services to consumers. They can apply for a host of services like new connection, load/ name/ category change etc. at a time convenient to them.

BSES Rajdhani Power Limited (BRPL) has been strengthening its network of digital single-window centres at a brisk pace. Delhi's Hon'ble Power Minister Shri Satyendar Jain further strengthened this initiative by inaugurating the newest DSK at Paschim Vihar today. Other important dignitaries present on the occasion included Hon'ble MLAs Shri Raghuvinder Shokeen, Shri Girish Soni, Shri Sukhbir Singh Dalal and Shri Shiv Charan Goel. BRPL team was led by its CEO Shri Amal Sinha.

With the inauguration at Paschim Vihar, the DSK universe at BRPL now covers over two-thirds of its consumer base of over 25 lakh consumers. The DSK at Paschim Vihar will cater to over five lakh customers across Punjabi Bagh, Nangloi and Mundka. Four more DSKs are in the pipeline that will take its count to 11.

**Thanking the Hon'ble Power Minister for inaugurating the DSK, BRPL CEO Shri Amal Sinha said, "The Digi Seva Kendra is an innovative step and part of our digital journey. It is infusing and leveraging technology to provide a digital and hassle free experience to customers."**

*"Though BSES consumers can avail a host of services, including apply for a new electricity connection, upload documents and even make payment from BSES website and Mobile App, the DSK provides digital and hassle-free experience even to those who prefer to visit a BSES office to complete formalities", added Shri Sinha*

## Providing digital experience

Leveraging technology, these DSKs provide a complete digital experience to a consumer. Looking at their busy schedules; a consumer can not only book a prior appointment at the DSK through the BSES website, mobile App or calling the toll free number 19123 , but also get the entire work done in a single visit. Moreover, the end-to-end use of digitized paperless process helps in substantially reducing the turnaround time.

## Door Step Service

Apart from offering single-window services, the DSKs have also launched 'Door Step Service' for senior citizens, differently abled and medically ill consumers. There is no need for these consumers to visit the DSK. The DSK facilities are provided at their residence at a time convenient to them. Soon, the door step service will be extended to all sections of the consumers.

## Empowering Women

Being an equal opportunities employer, the organisation employs women in large numbers, across levels and departments, and encourages them to take-up challenging assignments. Continuing with this motto, over 50% of the employees at DSKs are women. Moreover, the DSK at Janakpuri is an all women Centre.

BRPL & BYPL are premier distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCT.

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