

April 8, 2015

Press Release

BSES reaches out to consumers at their door step

Organising 'on-the-spot' Grievance Redressal camps

- **Camps try and resolve queries on-the-spot**
- **Manned by empowered team of officials**
- **Details of the camps have been uploaded on BSES' website www.bsesdelhi.com**
- **Over 5000 consumers have availed the services at the camps**

BSES has been continuously working towards strengthening its grievance redressal mechanism and reaching out to consumers at their door step. As part its customer outreach program, the discom has started organising 'customer camps' at convenient locations. These camps being organised in South, West, East and Central Delhi, strive to resolve consumer queries 'on-the-spot'. A detailed list of the camps, along with the venue and date, has been uploaded on BSES' website www.bsesdelhi.com

These Grievance Redressal Camps are being organised in all the Assembly Constituencies falling in their licensed areas of South, West, East and Central Delhi. They are being organised in consultation with the respective MLAs.

Manned by an empowered team of officials, these camps try and amicably resolve pending cases, if any, of accumulated arrears, metering, billing etc. In addition, these camps also try and resolve customer queries on-the-spot on multiple topics, including new connections, name change, duplicate bill, LPSC, etc. Since the launch of these camps, over 5000 consumers have already availed the services at these camps.

Besides on-the-spot resolution of queries, the aim of these camps is:

- Facilitating the senior management get a first hand feedback
- To encourage customers to give suggestions to bring about further improvement
- On the spot resolution of queries and grievances
- Sharing of company's initiatives, plans and constraints'

According to a BSES spokesperson, "BSES has been continuously working towards strengthening its grievance redressal mechanism and introducing customer friendly measures for its over 34 lakh consumers. We have been constantly educating our customers, and facilitating early resolution of their grievances. We intend to resolve resident grievances and queries on-the-spot as far as possible through these camps. These camps are over and above the existing 33 Customer Care Centers and 170 complaint centers"