

# SYNERGY

**BSES YAMUNA**

March-April, 2005

**BSES RAJDHANI**

## Yet another BSES initiative to strengthen trust with consumers

At BSES, we have always believed in aligning all our activities to the needs and concerns of our valued consumers. In recent times, a section of our consumers voiced their concern regarding the accuracy of BSES' new digital meters. With a view to addressing their concerns, BSES decided to appoint an independent third party to inspect the quality and accuracy of its digital meters -- a move supported by both DERC and the Delhi Government. The power utility signed an agreement with the reputed Central Power Research Institute (CPRI), an autonomous society under the Union Ministry of Power, to undertake the quality check.

Till date, nearly 200 BSES consumers have got their meters tested on site by CPRI. Besides conducting field-tests at the consumers' premises, CPRI also rigorously sample checked over 3 lakh digital meters that BSES has procured for installation. The entire sample was found to conform to the accuracy norms specified by DERC.

The Indian EXPRESS

150 BSES energy meters tested

Over 150 BSES got their electronic energy meters tested and verified this month after signed a MoU with Bangalore-based Central Power Research Institute (CPRI). The CPRI also procured electronic meters for the BSES and them to be light and fit for installation.

नवभारत टाइम्स  
इलेक्ट्रिक से भी मीटर टेस्ट करा  
यही है बिजली कंपनी

बिजली (एलसी) कंपनी (BSES) के नए डिजिटल मीटरों की जांच के लिए दिल्ली में एक विशेष टीम का गठन किया गया है। यह टीम बिजली के उपभोक्ताओं के घरों पर जाकर मीटरों की जांच करेगी।

THE TIMES OF INDIA  
BSES meters get a seal of approval

New Delhi: Over 150 BSES electronic energy meters were tested and verified this month after signed a MoU with Bangalore-based Central Power Research Institute (CPRI). The CPRI also procured electronic meters for the BSES and them to be light and fit for installation.

THE HINDU  
Electric meters tested

NEW DELHI, FEB. 27: Over 150 BSES consumers have got their electronic energy meters tested and verified this month after BSES signed up a MoU with Bangalore-based Central Power Research Institute (CPRI) in late January. CPRI, an autonomous society under Ministry of Power of Government of India, was invited for "third party inspection" in order to strengthen the consumers' faith in the BSES meters. The initiative for third-party inspection was made by BSES.

अमर उजाला  
बीएसईएस के मीटरों को बलीन चित!

कंपनी का दावा, बीएसईएस के मीटरों की जांच में पकड़

## CM releases BSES' Consumer Guide



▲ Hon'ble Delhi Chief Minister, Smt. Sheila Dikshit, browsing through the first copy of the BSES Consumer Guide along with Hon'ble Delhi Power Minister, Shri Haroon Yusuf. Also seen in the picture is BSES CEO, Shri Rakesh Aggarwal.



## Procedure for Free Meter Testing by CPRI

You can avail of the opportunity to get your digital meter tested by CPRI by adhering to the following procedure:

- Get your meter tested by BSES. The test would cost Rs. 50 for a single phase meter & Rs. 100 for a three phase meter.
- In case you are not satisfied with the BSES meter test, you can get a re-test done by CPRI free of cost. The request for the test by CPRI will have to be forwarded by any of the following : local MR, MLA, Corporator, the DERC, the Consumer Grievance Redressal Forum or the relevant RWA. The request forms are freely available at BSES division (commercial) offices. These forms can be submitted at any of the following BSES offices: Karkardooma, Adchini, Hari Nagar, Shankar Road and Minto Road.

For any query in this regard you can call our helpline number 39999733.

## Know your Rights

Although the electricity meter is the property of BSES, as a consumer you too have certain rights:

- You have the right to information regarding the technical specifications as well as the quality standards of your electricity meter. In this regard, the consumer can contact the Division Manager or the Assistant Manager --



Power Supply at the local BSES division office.

- You are entitled to receive your electricity meter free of charge - provided it is being replaced under the Meter Modernization Programme.
- You have the right to get your meter tested by BSES. In case you are not satisfied with BSES's testing of the meter, you can call upon CPRI to re-test your meter.

## Delhi's first Electricity Ombudsman

Meet Asha Mehra, Delhi's first Electricity Ombudsman.

A product of Mumbai's St Xavier's College and a retired IRS Officer, Asha Mehra (65) has held prestigious positions like Member -- Central Board of Direct Taxes and Chairperson--Income Tax Settlement Commission. In her present role she would be the consumer's last stop for securing justice.

The expectations are high since Asha Mehra had earlier successfully played the role of a Tax Ombudsman.

Vested with the challenging responsibility of adjudicating disputes between electricity consumers and private power distribution companies, Asha Mehra remains confident: "My decisions will not be lop-sided. I will protect the interests of the consumers, promote their welfare, but not by unnecessarily penalizing the companies," she said. Her endeavors, she stressed, would be to strengthen the bond between the consumers and the discoms.

But before you go knocking on Ashaji's door, please remember that you need to exhaust all other grievance redressal avenues, including your discom and the Consumer Grievance Redressal Forum (CGRF). Consumers can appeal to the Electricity Ombudsman only if they are not satisfied with the decision of the CGRF. This appeal must be made within a month of the CGRF order and will be entertained only upon paying a third of the billed amount. The decision of the Ombudsman will be final.

Remember, the Court of the Ombudsman is consumer friendly. You don't have to deposit any fee. You don't have to hire an advocate. And you can present your own case. Indeed, the Court would like consumers to present their own case in person. The Electricity Ombudsman has been created as per Section 42 (6) of the Electricity Act, 2003, for the protection of consumer interest.



Asha Mehra

## Beware of Touts

Touts are a moral hazard for society. They cheat innocent law abiding consumers by posing as genuine problem-solvers. These social parasites need to be eliminated. Help us get rid of this menace. Please don't



encourage touts or take their help in solving any of your problems, whether in respect of billing complaints, meter related queries or load enhancement.

Remember, that BSES has computerised all its commercial and billing-related activities, leaving no room, at any stage, for human manipulation. Therefore, the best way to deal with touts is to call our anti-tout / anti-corruption helpline at 39999777 and alert our vigilance and enforcement department. Also, don't forget to request the BSES staff who visit your premises to show their identity cards.

We require your cooperation in cleaning up the power utility business in the capital.

## Hastal HVDS

In a joint initiative with DDA, BSES is engaged in the electrification of Hastal colony in West Delhi. The project - estimated to cost Rs. 8.5 cr., would involve the installation of 6 sub-stations and 4,000 electronic meters. The scheme also entails the erection of 400 new poles and the laying of almost 20 km. of cables.

## BSES Helpline Numbers

1. For 'no supply' & power-cut related complaints  
Dial - 9604555555  
9604333333
2. For meter related complaints  
Dial - 39999733

3. For billing related complaints  
Dial - 39999707
4. For anti-tout / enforcement related complaints  
Dial - 39999777



### BRPL

Divisional Office	Business Manager	Contact Number
Alaknanda	Jitendra Nalwaya	9350261965
Khanpur	Hemant Verma	9350261375
Vasant Kunj	Susheem Pandey	9350261401
Saket	Irfan Quresh Ahmed	9350130387
Nehru Place	Preekshit Bhardwaj	9350130411
Nizamuddin	Pramod Diwan	9350130255
Sarita Vihar	Prashant Verma	9350261299
Hauz Khas	Asit Tyagi	9350261322
R.K. Puram	Mita Saha	9350130336
Janakpuri	Vishal Goel	9350130143
Najafgarh	Nitin Rohilla	9350261996
Jaffarpur	A.P. Ram	9350130458
Nangloi	Gurinder Kabir Keer	9350130407
Mundka	Sujar Chaturvedi	9350261658
Punjabi Bagh	Vikrant Mohan Seth	9350130466
Tagore Garden	Devi Dutt	9350130167
Vikas Puri	Arun K Tyagi	9350261400
Palam	Ashok Saraf	9350130320
Dwarka	Jayanta K Nandy	9350261811

### BYPL

Divisional Office	Business Manager	Contact Number
Chandni Chowk	Naveen Vats	9350130285
Daryaganj	Chitaranjan Tripathi	9350110106
Paharganj	Rupanjana Bhattacharjee	9350130424
Shankar Road	Ranbir Duggal	9350110278
Patel Nagar	Vikrant Thakur	9350130460
Dilshad Garden	Mohit Chopra	9350130490
Jhilmil	P. R. Kumar	9350261033
Krishna Nagar	Nihal Meena	9350261864
Laxmi Nagar	Pankaj Tiwari	9350110199
Mahur Vihar Ph-I & II	Vinod B Sharma	9350261334
Mayur Vihar Ph-III	R.K. Aggarwal	9350261553
Nand Nagri	Bhupender Singh	9350260500
Yamuna Vihar	Vijay Aggarwal	9350261008
Karawal Nagar	Prem Singh	9350130399