

# Synergy

**BSES YAMUNA**

July-August, 2005

**BSES RAJDHANI**

## "BSES completes three years of eventful operation in Delhi"

### Meter Ki Kahani, Meter Ki Zubani

Hello. I am your Digital Meter alias Electronic Meter.

I occupy very little space within your premises. Thanks for giving me the affection I deserve.

But over the past months, I am somewhat pained because some of you have questioned my accuracy, credibility and—may I say, integrity. I wonder why my hosts in Delhi have doubts about me when every country across the globe have happily adopted me and raved about my performance—remember I arrest the loss of our scarce national resource : electricity.

Though a majority (over 65 %) of my hosts in Delhi have embraced me with open arms, I, nevertheless, would like to respond to those few who have some misconceptions about me.

Let me begin by talking about my ancestors who first arrived in the 19<sup>th</sup> century. My respected ancestors were created by celebrated scientist Ferrari, who used electromagnets, discs and counters to record energy.

About two decades ago, a technological revolution swept the globe and impacted every sector, including the energy recording sector. That was when I was born and christened as Digital / Electronic Meter. I was initially made up of electronic chip and rotating counter. Since then, my clan is mushrooming.

Today, I am created by using international components, made by leading transnational giants like NEC (Japan), Analog Devices, Atmel and National Semi-conductor (USA), Verta (Germany), Genda (Hong Kong), and Samsung (Korea). I have no moving parts inside me. I have a micro controller and application specific integrated chip (ASIC). My other attractive features, don't forget that I am endowed with a beautiful plastic body, include a communication capacity, maximum demand indicator and real time clock.

Believe me, I am smarter than my ancestors. The chance of me making an error is 0.005 % as compared to 1-2% by my ancestors. I am capable of undertaking all kind of critical metering.

Well, if some of you still harbour any doubts, then check the following:

- My measurement of KWH is highly accurate.
- All reference & master meters are based on the same technology as mine.
- I have a vast memory and I can provide you with the past billing data
- You don't need to change the meter even if you have increased your load. I have a wide measurement range.
- I can be read with the help of Meter Reading Instrument. This eliminates human error in recording and transfer of data.
- I display any of the following problems that may occur at your premises: (i) Earth leakage problem; (ii) Shortening of Neutral and Earth wire; (iii) If someone tries to tap power from your wire; (iv) Reverse energy flow; (v) If a wire snaps off or is loose

Finally, I have been certified to be the best in my clan by Bureau of Indian Standards, Government of India, and the renowned Bangalore-based Central Power Research Institute.

Trust me, I am at your premises to ensure that you pay for ONLY what you consume.

Bye.

### NEWS from BSES

- BSES takes stern punitive action against erring contractors. Contract of two companies terminated, warning issued to three others and 20 individuals dismissed.
- BSES adopts 'Zero Tolerance' policy for power thieves - over 15,000 cases of Dishonest Abstraction of Electricity (DAE) registered during 2004-05 accounting for over 70,000 kilowatts of stolen power.
- BSES strengthens its 'Consumer First' commitment - three brand new Customer Care Centres inaugurated at Vasant Vihar on May 18, Jama Masjid on May 19 and Rajendra Place on May 20.
- BSES at your door-steps - two High-tech mobile vans launched on May 20 to make bill payment easy.
- Chandni Chowk - BSES dedicates a new 990 KVA package substation for residents of old Delhi.
- Landmark judgement: Metropolitan Magistrate, Hon. Mr Sanjay Sharma, directs Delhi Police to file a FIR against cases of electricity theft. This benefits our consumers as they would not have to pay for those who steal.

Electricity theft is a criminal offence. Anyone caught stealing power faces charges under Section/s (135, 138 & 150) of the Electricity Act, 2003 & section 420 of Indian Penal Code (IPC).

These offences - ranging from direct theft to tampering of meter - carry an imprisonment of up to three years or fine or both.

*Desb dhrohi kaun?  
Bijli chor, bijli chor*

## Mr. K. L. Bhayana - Consumers Friend



Mr. K.L. Bhayana

Residents of East and Central Delhi should have no reason to complain vis-à-vis their grievances. Mr K L Bhayana, Chairman Consumer Grievance Redressal Forum (CGRF), BYPL, is determined to logically resolve each and every complaint of the consumers. A no-nonsense man, Mr Bhayana's mantra is: "Redress the grievances of consumers to their satisfaction".

That Mr Bhayana means business is evident from the fact that his court and his team has resolved over 85 per cent cases ever since it was created, under DERC guidelines, on 2 August 2004.

Having spent 30 years in the power sector, Mr Bhayana has gained considerable experience in areas like distribution of electricity, envisaging continuity of supply, rationalised application of tariff and mitigation of consumers' grievances. He thus performs his job with clinical precision and with a missionary zeal.

Mr Bhayana has also worked overseas. For five years, he was associated with prestigious projects of the Zambia Electricity Supply Corporation. He played a key role revamping their distribution network in the Eastern Province as well as rationalising the application of tariff. Subsequently, he spent four years as a Senior Consultant with the Water & Power Consultancy Services in the Ministry of Water Resources, Government of India.

The Haryana government has honoured Mr Bhayana for his outstanding contribution in the field of Distribution of Electricity and Power Management in the district of Hissar.

Mr Bhayana's contact details are: CGRF - BYPL, 1<sup>st</sup> floor, Sub Station Building, Shakti Kiran, BSES, Karkardooma, Shahdara, Delhi. TEL: 30978140, FAX: 22384886, email: [cgrfbypl@hotmail.com](mailto:cgrfbypl@hotmail.com)

## Energy Conserved is Energy Saved

### Tips on Energy Savings : Lighting System

**Switch off :** One of the best energy-saving devices is the light switch. Turn off lights when not required.

**Go Auto :** Many automatic devices can help in saving energy used in lighting. Consider employing infrared sensors, motion sensors, automatic timers, dimmers and solar cells wherever applicable, to switch on/off lighting circuits.

**Be Focussed :** As far as possible use task lighting, which focuses light where it's needed. A reading lamp, for example, lights only reading material rather than the whole room.

**Clean Regularly :** Dirty tube lights and bulbs reflect less light and can absorb 50 percent of the light; dust your tube lights and lamps regularly.

**Save 70% :** Fluorescent tube lights and CFLs convert electricity to visible light up to 5 times more efficiently than ordinary bulbs and thus save about 70% of electricity for the same lighting levels.

**Move on:** Ninety percent of the energy consumed by an ordinary bulb (incandescent lamp) is given off as heat rather than visible light.

**Replace:** Replace your electricity-guzzling ordinary bulbs (incandescent lamps) with more efficient types. Compact fluorescent lamps (CFLs) use up to 75 percent less electricity than incandescent lamps.

**Be Tech Savvy:** A 15-watt compact fluorescent bulb produces the same amount of light as a 60-watt incandescent bulb.

Courtesy: Bureau of Energy Efficiency.

## Suno bhai suno...

"The residents of I.P. Extension give a clean chit to the electronic meters installed by BSES. Electronic meters are technologically sound and accurate because of their ability to record very low and very high range of load. We appreciate BSES' initiative of roping in CPRI for testing of meters and advise people to use their expertise."

*Mr M. N. Bhattacharjee, General Secretary, Federation of Group Housing Societies, I.P. Extension at a recently held 'Bhagidari' meeting in the office at Dist. Commissioner (East).*

"We appreciate the sincere efforts being made by BSES for streamlining the system from distribution to street light maintenance to domestic billing. Consumers are being patiently heard and problems are being resolved at the earliest. Complaints are being handled without wasting any time. This is a commendable achievement by BSES in a short period of two years."

*Mr S. V. Prabhakar, General Secretary, RWA B-block, Paschim Vihar*

### 835 locations to make bill payments easy

BSES now provides its 23 lakh valued customers a choice of 833 locations for the easy payment of bills. You can avail of these facilities at

- 400 Eazy Bill Outlets.
- 33 divisional offices cash counters open from 8am to 4 pm
- 200 BSES Cash Counters open from 8am to 4 pm
- 200 24x7 Skypak drop boxes
- 2 Mobile Cash Collection vehicles

### BSES Helpline Numbers

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| 1. For 'no supply' & power-cut related complaints<br>Dial - 52895555<br>52895556 | 3. For billing related complaints<br>Dial - 39999707                 |
| 2. For meter related complaints<br>Dial - 39999733                               | 4. For anti-tout / enforcement related complaints<br>Dial - 39999777 |