

June 4, 2015

Press Release

BSES supports ‘Ease of doing business’

Consumers can apply for new connection and upload documents Online

Mobile Tabs to be used to complete formalities at doorstep of consumers who are not net savvy

- **Online payment of demand note to start soon**
- **No need to visit BSES office to apply for ‘New Connection’ – not even once**
- **Lead time to process ‘new connection’ to reduce substantially**

BSES has introduced two new novel services to further enhance its service deliverables for persons residing in its licensed area of South, West, East and Central Delhi. These will substantially reduce the lead time for getting a new electricity connection.

Applying for a New Connection – Online

One can apply for a new electricity connection, upload documents and even make payment from the comfort of his/his residence or office. There is no need for potential consumers to visit a BSES office – not even once. For consumers who are not very net savvy, BSES will help complete all the commercial and technical formalities for new connections using ‘Mobile Tablets’ right at their door-steps.

Presently, India ranks 137 (2014) in the World Bank index on ‘Ease of Doing Business’. Doing its bit to improve these rankings, BSES is aligning its processes for ‘Ease of Doing Business’ in line with Ministry of Power’s initiative on the subject.

With these two services, BSES will be able to reduce the existing seven step process to get new connection to just three. BSES will now be able to complete the entire process of giving a new connection within 15 days.

Explaining the process, a BSES spokesperson said, “All a person has to do is log on to BSES’ website www.bsesdelhi.com, click on the link ‘New Connection Request’ and complete the requisite fields and upload documents. After checking the technical feasibility, the demand note will be generated on-line. This can also be paid online very soon.”

Applying for New Connections @ Consumers’ door step

With the help of an Android platform based Mobile Tabs, BSES field executives will now be able to complete (and upload) formalities like Technical Feasibility (TF) and document checks from the premises itself – on a real time basis. They will also be able to scan documents, take photographs (of the site and applicant) and capture digital signatures right at the consumer’s door-step. With this technology, all consumer requests for new electricity connections will now be processed on-line. BSES has become the first discom in Delhi to embrace this mobile technology.

In addition, BSES executives will also be able to map coordinates (longitude and latitude) of the premises through GPS. Since the Mobile Tabs are connected to BSES’ back-end IT system in real-time, it will lead to faster processing of a new connection request. It will also eliminate the time lost in transit by field executives for collection and submission of documents.