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Press Release

BSES Launches "BSES Aap Ke Saath"
A digital platform to connect with consumers
First of its kind virtual RWA meet initiative by a discom in the country

- **First ever virtual RWA meet organised for RWAs from South Delhi's Saket and R K Puram**
- **Similar virtual meeting took place with RWAs from East and Central Delhi**
- **More such virtual meetings planned with RWAs of BSES areas**
- **Being conducted over secure online audio-video platforms**
- **To gauge consumers' experiences & expectations from BSES during the lock-down**
- **Making them abreast with digital initiatives launched to mitigate the Corona Virus impact**

New Delhi: Apart from the doctors, nurses, police, sanitation workers, it is call-of-the-duty for some essential services like the power distribution companies. Apart from ensuring reliable power-supply, BSES has launched a host of digital services for consumer conveniences. These services are designed on various digital platforms so that consumers continue to get BSES services while following government guidelines to fight the Corona Virus scare.

Connecting with consumers is a responsibility, which BSES takes very seriously. Even amidst these challenging times, the discom has been making use of different platforms to keep in touch with its consumers. In continuation of these efforts, BSES discoms have launched **BSES Aap Ke Saath** – a novel and perhaps a first of its kind's initiative in the country - by a power distribution company to organise virtual online meetings with its RWAs.

Alive to the fact that our consumers may have specific queries and apprehensions during the lock-down, this virtual platform will address their queries and concerns, while simultaneously updating them about the steps being taken by BSES to mitigate the impact of Covid-19.

On the lines of **BSES Aap Ke Dwar** – an open house interactive session, the first ever virtual RWA meeting was organised by BSES Rajdhani Power Limited (BRPL) last evening with around 40 representatives from around 20 RWAs from Saket and R K Puram in South Delhi. This virtual meeting was inaugurated over a secure virtual audio-video platform by BRPL CEO Mr. Amal Sinha.

Similar virtual RWA meeting organised by BSES Yamuna Power Limited (BYPL), which was attended by residents from East and Central Delhi. More such meetings have been planned

with RWAs in South, West, East and Central Delhi in the days and weeks ahead. BYPL CEO Mr. P R Kumar led the BYPL team.

Commenting on the initiative, a BSES spokesperson said, “Covid-19, which is having an unprecedented global impact, is also being met with an equally unprecedented global response. Like every-one else, we hope that a cure (and vaccine) would be found soon. Till then practicing ‘social distancing’ and adhering to the safety guidelines are the only containment measures to keep oneself safe. BSES Aap Ke Saath is a first of its kind initiative by BSES to remain connected with our consumers over digital platforms, while maintaining social distancing.

"Such innovative digital initiatives are a win-win for both our esteemed consumers and BSES in these difficult times. Consumers continue to get our services while maintaining social distancing norms. We can be contacted through our digital platforms like BSES website, Mobile App, Facebook, Twitter, WhatsApp, SMS & the Call Centre."- **added the spokesperson.**

BSES Aap Ke Saath - Online meets

Before organising the virtual meet, BSES officials reached-out to RWA representatives and briefed them about the concept and educated them on the process. Post this; a web link was shared with them on WhatsApp. The interactive session was moderated by BSES Customer Care officials. Senior BSES officials were also present to answer queries from the consumers. The aim of the session is multi-fold is:

- Facilitating the senior management get a first hand feedback during the lock-down period
- Understanding each others’ priorities and concerns and jointly working towards finding solutions to power related issues
- Creating a spirit of camaraderie between BSES and its customers
- Measures being taken for the safety of Consumers & Employees
- Schemes for consumers to mitigate the impact of Covid 19 like early payment benefits
- Online services like Billing and payments
- Benefits of self service platforms like BSES Mobile App and WhatsApp

In the wake of the lockdown and in support of the government’s enhanced measures to contain the spread of the COVID 19, BSES is functioning with reduced staff. Some of our services have been also been curtailed. During these trying times, top priority is to ensure reliable power-supply.

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

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