

# Synergy

**BSES YAMUNA**

Jan-Feb, 2005

**BSES RAJDHANI**

**BSES**

## Marching Ahead With Power

### CEO Speak



Dear Customer,

*At the outset, let me wish you a very Happy & Prosperous New Year.*

I thank you very much for your support and participation in the endeavors of BSES in 2004. In the past year, BSES has striven to enhance consumer satisfaction. 20 grid stations have been upgraded; load shedding is down by 98% compared to July '02; distribution transformer failure is down by 98% compared to July '02 and 90% streelights in BSES areas are fully functional.

In line with its mission to introduce global best practices, BSES has also introduced Automatic Meter Reading (AMR) and Outage Management System (OMS). The installation of the High Voltage Distribution System (HVDS) will put a check on rampant power theft and provide more reliable power to consumers. BSES also successfully undertook a Special Enforcement Drive in October '04 and found that one in every two meters in Delhi was tampered. Over Rs. 1 crore was collected as penalty from the defaulters.

Despite this progress, we at BSES realize that there is a lot more to be done if we have to reach our goal of total consumer satisfaction. We are in the process of modernizing our meters, also in the pipeline are initiatives to enhance the capabilities of the Single Window System so as to speed up the consumer grievance redressal mechanism.

You can be rest assured that the year 2005 will see BSES do all it can to achieve the status of a trusted utility delivering reliable and quality services to all its consumers. BSES eagerly looks forward to your active support and participation in this mission.

**Rakesh Aggarwal**  
CEO - BSES LTD.

## Bhagidari Utsav

"Shri Rakesh Aggarwal (CEO) BSES, explaining the functions of electronic meters to Smt. Sheila Dixit (Hon'ble Chief Minister)."

Also seen in the picture  
Shri S. Regunathan (Chief Secretary)



### Highlights of 2004

- Two Consumer Grievances Redressal Forums with independent jury set up. One each for BRPL and BYPL areas.
- Tie-up with more than 400 Easy Bill Outlets to widen bill payment facilities for 21 lakh consumers; high value consumers can pay bills through the internet.
- BSES office within 3 km radius of every consumer. Consumer can find / access 150 BSES offices in Delhi.
- Voluntary Disclosure Scheme (VDS) for tampered meters. Over 10,300 consumers availed of this scheme in November 2004.



### Remote Billing

Imagine a situation in which a consumer's meter could be read without any human intervention! Automatic Meter Reading (AMR) technology has made this a reality. Delhi is the first city in India to reap the benefits of AMR. This technology will help eliminate faulty meter reading. BSES is investing Rs. 1 crore in the AMR project, which is expected to initially cover 10,000 high-value consumers.



### One Window, Many Solutions

A single window in all divisional offices to register any kind of consumer grievance. That is what the Single Window System (SWS) offers. Each single window is manned by multi-skilled personnel to effectively address your problems. Further, consumers can go to any of the 33 division offices to register their complaints. SWS also facilitates an automatic escalation to the next level if the complaint is not addressed within a minimum time frame.

The Bhagidari Utsav held at Pragati Maidan on 19<sup>th</sup> December '04 provided an opportunity for BSES to interact with its valued customers. Close to 3,000 members of RWAs and the general public visited the BSES stall. Mrs. Sheila Dixit, hon'ble Chief Minister of Delhi, spent a lot of time at the BSES pavilion, understanding the company's IT and customer care initiatives. Consumers gained a unique insight into the various initiatives being undertaken by the power utility. BSES presented consumers with a booklet - "Lighting life moment by moment" - which contained information on organisational achievements and invaluable tips on electrical safety and energy conversation.

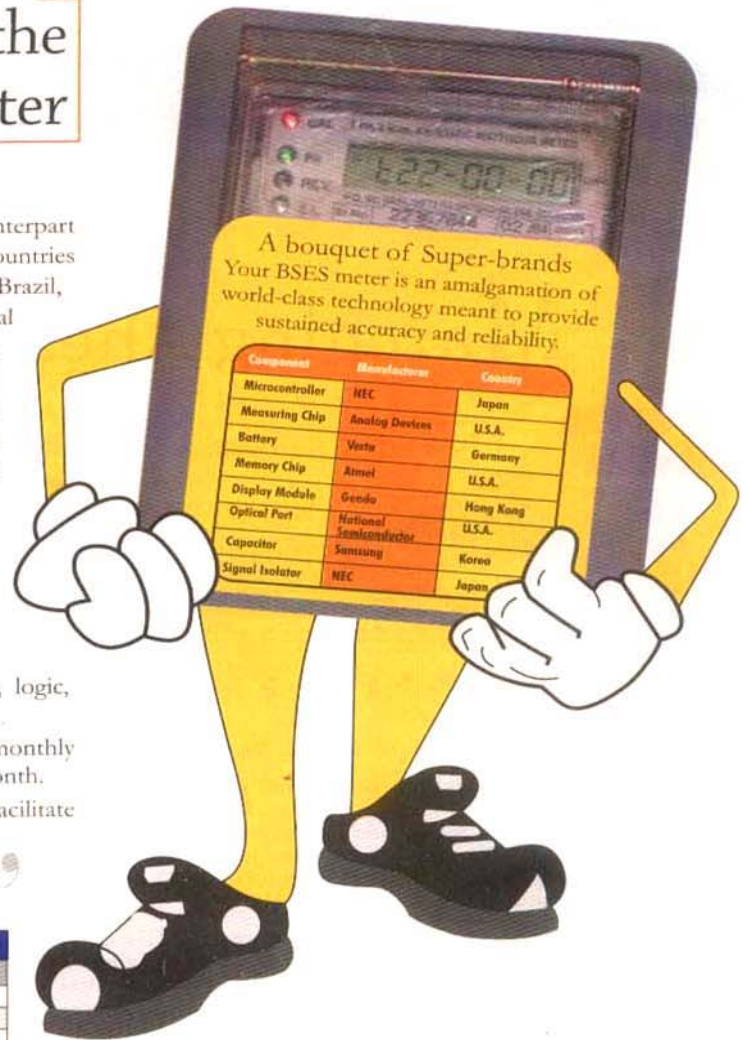
## About the Digital Meter

### The World is Going Digital

The superiority of the digital meter over its electro-mechanical counterpart has been established all over the world. Little surprise then that countries like France, Norway, Sweden, Denmark, Italy, UK, South Africa, Brazil, Australia, New Zealand and Turkey have already switched to digital meters. The picture is no different in Asia. Countries like Hong Kong, Indonesia, Korea, Malaysia & Singapore too, have reposed their faith in the digital meter. In tune with our mission of making BSES a world-class-technology driven enterprise, we are committed to providing all our customers with state-of-the-art digital meters.

### Your BSES Electronic/Digital Meter...

- Is made of world class electronic components.
- Has no moving parts, which in turn facilitates sustained accuracy.
- Is intelligent with multiple capabilities of communication, logic, memory and capacity.
- Has an in-built memory which can provide data regarding monthly energy consumption and maximum power demand for each month.
- Has the ability to interact with other electronic devices and facilitate remote meter reading.
- Has the capability to log critical information with date & time.



BRPL		
Divisional Office	Business Manager	Contact Number
Alakhanda	Jitender Nalwaya	9350261965
Khanpur	Hemant Verma	9350261375
Vasant Kunj	Susheem Pandey	9350261401
Saket	Irfan Quresh Ahmed	39999033
Nehru Place	P. K. Bhardwaj	9350130411
Nizamuddin	Pramod Diwan	39999049
Sarita Vihar	Prashant Verma	30994464
Hauz Khas	Asit Tyagi	9350261322
R.K. Puram	Mita Saha	9350130336
Janakpuri	Vishal Goel	39999111
Najafgarh	Nitin Rohilla	39999164
Jaffarpur	A.P. Ram	39506051
Nangloi	Gurinder Kabir Keer	39999177
Mundka	Sujar Chaturvedi	39506235/39506289
Punjabi Bagh	Vikrant Mohan Seth	9350130466
Tagore Garden	Devi Dutt	30990162
Vikas Puri	Arun K Tyagi	39999160
Palam	Ashok Saraf	9350130320
Dwarka	Jayanta K Nandy	9350261811

BYPL		
Divisional Office	Business Manager	Contact Number
Chandni Chowk	Naveen Vats	9350130285
Daryaganj	Chitaranjan Tripathi	39999317
Paharganj	Rupanjana Bhattacharjee	39999362
Shankar Road	Ranbir Duggal	39999338
Patel Nagar	Vikrant Thakur	9350130460
Dilshad Garden	Mohit Chopra	9350130490
Jhilmil	P. R. Kumar	39999233
Krishna Nagar	Devi Singh	9350261830
Laxmi Nagar	Pankaj Tiwari	39999256
Mahur Vihar Ph-I & II	Vinod B Sharma	9350261334
Mayur Vihar Ph-III	R.K. Aggarwal	9350261553
Nand Nagri	Bhupender Singh	9350130500
Yamuna Vihar	Vijay Aggarwal	9350261008
Karawal Nagar	Prem Singh	9350130399

### Surya Vihar HVDS Project



Shri Sajjan Kumar, Honourable Member of Parliament from Outer Delhi, receiving a bouquet from Shri Rakesh Aggarwal, C.E.O, BSES and Shri Arvind Yadav, Jt. Secy., Minister of Power, after dedicating the Surya Vihar HVDS project to citizens of Outer Delhi. The project involves electrification of 195 houses in Surya Vihar at an estimated cost of Rs. 30 lakhs.

### BSES Helpline Numbers

1. For 'no supply' & power-cut related complaints  
Dial-9604-555555  
9604-333333
2. For Billing queries  
Dial-39999707
3. For Vigilance / Enforcement-related complaints  
Dial-39999777

