

SYNERGY

BSES YAMUNA

Sep-Oct, 2005

BSES RAJDHANI

New Appointments



Mr Jayaram P Chalasani

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Director & Member BSES Executive Committee

A product of Regional Engineering College Nagpur, J P Chalasani (47) has been associated with the energy (power) sector for over 25 years. He has held various positions in National Thermal Power Corporation and Reliance.

New Appointments



Mr Lalit Jalan

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Director & Member BSES Executive Committee

A product of IIT Kanpur and Wharton School of USA, Lalit Jalan (48) has been with Reliance for over 10 years. He was CEO of the Petro-chemical business before taking over responsibility of Mumbai's electricity distribution.

For BSES, Consumer is KING

BSES has since inception sincerely believed in the dictum "Consumer is King".

Over the years, at BSES our constant endeavour has been to look for innovative ideas and means that would lead to grievances/complaints getting redressed even before they are registered. To achieve this objective BSES adopted and integrated Information Technology (IT) processes into its system. Today the company is 100 % process driven.

This success was recognised recently when BSES bagged the prestigious "Network Innovation Award". BSES was hailed for adopting established practices to run cutting edge technologies such as Oracle, D2K, Billing, SAP, Lotus Notes, AMR and SCADA. Nearly 75 BSES offices are connected with fibre optic cables, 250 ISDN connections at 130 VSAT locations. The hi-tech data centre functions on a 24x7 basis and houses 21 servers.

All this has been possible due to your support and patronage. Thank You!

Some recent initiatives to serve you better: On-the-spot resolution

You can now walk into your Division Office without a prior appointment and get your problems resolved on-the-spot.

All working Saturdays have been declared as 'Consumer Day'. You can visit your Division Office between 10 am to 2 pm for redressal of your power supply, billing, meter or a new connection grievances. Business Managers and Commercial Officers, in all our 33 Division offices will be available during the specified hours. Our Customer Relation Officers will be available to guide and assist you.

Dial 39999 555 to Register Your Complaints and Requests

Good News for our consumers with a sanctioned load of more than 10 KW. Just dial 39999555, a dedicated phone number, to lodge your complaint or request.

BSES has launched an Interactive Voice Response System (IVRS), a technology employed in most developed countries to address consumer requirements and redress their grievances.

BSES is the first electricity distribution company in the country to offer this unique facility to its consumers. On this number you can avail the following service: details of your bill, details of all payments made since July 2002, apply for a new connection, apply for load enhancement, lodge meter related queries, etc.

The facility has eight dedicated lines and is available in English, Hindi, Punjabi and Urdu.

News From BSES

New customer care and division office for Nehru Place



All our Nehru Place customers can now go to our newly inaugurated fully air-conditioned division office at East of Kailash. Mr. Aslam Sher Khan, ex-Union Minister and Olympian, inaugurated BSES' brand new Customer Care Centre, built at a cost of Rs 61 lakhs, at

East of Kailash. The new office will benefit nearly 54,000 BSES customers residing in Lajpat Nagar IV, Nehru Place, Pamposh Enclave, Krishi Vihar, East of Kailash, Sant Nagar, Garhi, Zamrudpur, Hemkunt Colony, etc.

Power Minister inaugurates Shastri Park Grid Sub-station: A new 66/33/11 KV Grid Sub-station was formally inaugurated by Mr. Haroon Yusuf, Delhi Power Minister, at Shastri Park near Shahdara Metro Railway Station on August 17, 2005. Apart from senior BSES officers, the ceremony was attended by MLAs Ch. Matin Ahmed, Mr. Bhisam Sharma and Councillors Ms. Razia Sultana, Mr. Zameer Ahmed Munna and Mr. Shirish Tiwari and representatives of RWAs

Website launched: For more information log on www.bsedelhi.com

BSES HELPLINE NUMBERS

POWER SUPPLY : 5289 5555 & 5289 5556

METER : 39999 733

BILLING : 39999 707

ANTI-CORRUPTION : 39999 777

Editorial Team: Corporate Communications Department

Send in your suggestions/feedback to Corporate Communications, BSES Bhawan, Nehru Place, New Delhi-110019.