

SYNERGY

BSES

BSES Yamuna Power Limited

September - October 2008

CEO, now a call away

Dear Friends

At BSES, we believe in reaching out to each and every customer. Towards this goal, we have been continuously striving to explore newer avenues. We have relentlessly worked towards strengthening our grievance redressal mechanisms and introducing customer friendly measures.

Today, there is a BSES office within a range of 2.5 kms. To facilitate better customer interaction, there is a dedicated and highly trained Customer Care Officer (CCO) in each of the 33 divisions (BYPL 14). Initiatives like BSES *Vishisht Sahayohi*, BSES *Aapke Dwar*, One Visit, Consumer Days and regular RWA interactions are giving you, forums to be heard by the senior management of BYPL. That's not all. For all your queries and complaints, all you have to do is dial 39999808.

From 6 September 2008, BSES is taking customer care to a still higher level. If you have an unresolved issue related to BSES, you can email me at ceo@bsesdelhi.com. Alternatively, you can also meet me on every working Saturday between 2 and 4 pm at BSES' Nehru Place office. All you have to do is call 39999838 and take a prior appointment. This will ensure, you don't have to unnecessarily waste your precious time waiting.

Regards

Arun Kanchan

Arun Kanchan
CEO, BSES



BSES' GIS efforts get International recognition

The state-of-the-art technological deployments by Reliance Energy Ltd / BSES in the field of electricity distribution are getting international acknowledgment. On August 6, 2008, Reliance Energy Limited / BSES received the coveted Environmental Systems Research Institute's (ESRI) "Special Achievement in GIS" award in a glittering ceremony during ESRI' 28th Annual user conference in San Diego, USA.

This award is given to user sites around the world in recognition of their outstanding work in the GIS field. Reliance Energy Limited / BSES was selected to receive this prize from over 100,000 user sites worldwide.

Delhi Floods: BSES lends a helping hand...



Rising levels of the Yamuna during the monsoon, had left hundreds of people displaced in Delhi, especially those belonging to the Economically Weaker Sections (EWS) of the society. BSES, as part of its Corporate Social Responsibility, did its bit to assist the flood relief operations by distributing over 20,000 food packets in affected areas / relief camps at Old Yamuna Bridge; Yamuna Bridge (Wazirabad); Batla House / Zakir Nagar, Usmanpur Pushta (Gali No 1, 2, 3 and 5) and Babarpur Khadar (near Sonia Vihar).

'BSES Vishisht Sahayogi' launched by Ramon Magsaysay recipient Dr Kiran Bedi

'BSES *Vishisht Sahayogi*' – a partnership initiative with eminent citizens and opinion makers, was recently inaugurated by Dr Kiran Bedi, the celebrated IPS officer and a Ramon Magsaysay Awardee.

BSES has invited eminent citizens and opinion makers – with a zeal for public good and concerned about the welfare and development of their area – to be BSES *Vishisht Sahayogi*'s. In the first phase of the initiative, the company has appointed 151 *Vishisht Sahayogis* (BYPL 66).



We are listening...dial
39999808



Editorial Team: Corporate Communications Department

Send in your suggestions/feedback to Corporate Communications, BSES Bhawan, Nehru Place, New Delhi-110019.
For more information visit our website www.bsesdelhi.com