

# SYNERGY

**BSES YAMUNA**

May-June, 2005

**BSES RAJDHANI**



## BSES 66 KV Yamuna Vihar Grid-Station Energised

Residents of East Delhi can now look forward to better and consistent power supply. On April 26, 2005, the Chief Minister, Mrs Sheila Dikshit, formally inaugurated the BSES' first remote-controlled 66 KV grid sub-station at Yamuna Vihar. Mr Haroon Yusuf, Transport and Power Minister, Mr Sandeep Dikshit, Member of Parliament, and Mr Sahib Singh Chauhan, MLA from Yamuna Vihar, and other dignitaries were also present at the launch.

The commissioning of the Rs 25-crore grid, the largest in East Delhi, will not only ease the electricity woes of the 4.3 lakh residents of Yamuna Vihar and adjoining areas but also streamline the supply of water to the rest of the city as it provides regular power to the three Delhi Jal Board pumping stations located at Ghonda and Bhajanpura.

With a capacity of 60 MVA, the new Yamuna Vihar grid is among the six largest installed by BSES.

The inaugural ceremony also saw the release of the Hindi Consumer Guide book "*Roshanmay bhavishya ki ore agrasar*" by Mr Haroon Yusuf.

## BSES "Sahyog" - your local area help forum

BSES is proud to announce the launch of 'Sahyog' - a unique forum that seeks to facilitate a regular dialogue between your local MLA/RWA representative and concerned BSES managers for the redressal of all your grievances. All you now need to do is to contact your local MLA or RWA representative.

*Sahyog* involves the setting up of Joint Consultative Committee/s (JCC) under the chairmanship of your local MLA.

- The JCC will meet every second Saturday of the month
- In addition, RWA representatives will meet the local Business and O&M Managers on the last Saturday of the month
- *Sahyog* will take up the entire spectrum of individual and community issues: From power supply position to LT and EHV schemes, from new connections to metering, billing and other value added services.

## BSES-RWA bhagidari

BSES holds regular interactive meetings with representatives of RWAs. These meetings are held either at BSES's HQ or at venues suggested by the RWAs. During the last 8 weeks, nine such meetings were successfully organized.



## Energy tips for summers:

### Do

- Install back relay for invertors and generators
- Use power guzzlers like airconditioners sparingly
- Switch to fluorescent lamps as they are 10-15% more efficient
- Switch off non-essential lights and fans

### Don't

- Use power in excess of your sanctioned load
- Operate your refrigerator at maximum setting
- Keep your refrigerator door open for long duration
- Keep electrical appliances in "SLEEP MODE" when not in use

DATE	BSES INTERACTIONS WITH
08 March, 2005	Members of Resident Welfare Associations (East Circle)
09 March, 2005	Members of the Joint Front of Delhi Resident Welfare Associations
17 March, 2005	Members of Kalkaji Bhagidari Co-ordination Committee
19 March, 2005	Members of Resident Welfare Associations (Central Circle)
23 March, 2005	Management Committee Members Federation of Group Housing Societies I.P.Extension
05 April, 2005	Members of Janakpuri Resident Welfare Association
07 April, 2005	Members of Resident Welfare Association, Vasant Kunj, Block C-6
16 April, 2005	Members of Punjabi Bagh Resident Welfare Association
25 April 2005	Members of the Joint Front of Delhi Resident Welfare Associations

## Mr. S. K. Behl - A Judge With A Difference



Mr. S. K. Behl

If you are a BSES consumer living in South and West Delhi, he is your first port of call outside the power utility for the redressal of grievances.

Meet Mr. Satish Kumar Behl, the current chairman of the Consumer Grievances Redressal Forum (CGRF) for BSES Rajdhani Ltd. Friendly and affable, sixty-three-year old Behl is immensely knowledgeable about the electricity business.

A 1960s engineering graduate from the prestigious Dayalbagh University, Agra, Mr. Behl comes to CGRF at the end of a glittering service career, spanning the private and public sector divide: From Hindustan Brown Boveri to Military Engineering Service (MES) to a three-decade long stint in the erstwhile Delhi Electricity Supply Undertaking (DESU/DVB).

"My long association with DESU/DVB," recalls Mr Behl, "has helped me understand the complexities of the power utility business. Thanks to this, I have a first-hand grasp of consumer's problems". This, clearly, is no empty boast. Mr Behl's record at CGRF-BRPL bears eloquent testimony to his expertise.

Since taking over as the head of CGRF in August 2004, Mr Behl and his team have successfully disposed off more than two-thirds of the 465 complaints received. Says Behl, "We have objectively and speedily taken up a whole range of complex cases like inflated bills, wrong meter reading and faulty assessment of defective meters etc. In no case did the resolution take more than 10 days".

Mr Behl is a great votary of technology. "The digital meter currently being installed is the best thing to have happened to the Delhi consumer. Unlike the electro-mechanical meter, which is prone to tampering as well as faulty readings, the digital meter is virtually tamper proof." "What's more, digital meters will help reduce AT&C losses which, in the long run, would bring down the power tariff for the consumer".

Despite his achievements, Mr Behl remains modest. "My mantra for success in life is quite simple. Never compromise on principles and always give your 100 per cent to the job at hand".

Mr Behl can be contacted at CGRF BRPL, Sub station Plot No 1, Sector 05, Pushp Vihar, New Delhi TEL: 30978194-95 FAX:26528400 email:cgrfbrpl@rediffmail.com

## BSES employees contribute Rs 25 lakh towards Tsunami relief



On March 28, 2005, a cheque for Rs 25 lakh, amounting to a day's salary for 7,200 BSES employees, was handed over to Mr PM Sayeed, Union Minister for Power, jointly by Mr Hira Lal Sharma, General Secretary of the Delhi State Electricity Workers Union, and Mr Rakesh Aggarwal, CEO, BSES. The money was donated to the Prime Minister's Relief Fund for Tsunami victims.

## BSES Helpline Numbers

1. For 'no supply' & power-cut related complaints  
Dial - 9604555555  
9604333333
2. For meter related complaints  
Dial - 39999733

3. For billing related complaints  
Dial - 39999707
4. For anti-tout / enforcement related complaints  
Dial - 39999777



BRPL			
Divisional Office	AMPS	Mobile	Landline
Alaknanda	Gaurav Gambhir	9350261790	39506104
Khanpur	Rahul Bhattacharya	9350130252	39599228
Vasant Kunj	Chandrashekhar	9350130157	39506064
Saket	Sumit Verma	9350130498	39999021
Nehru Place	Satendar Aggarwal	9350130337	39999072
Nizamuddin	Dharmendran R.	9350110239	39999043
Sarita Vihar	Gaurav P. Singh	9350261599	39999043
Hauz Khas	Sachin Jain	9350261664	30989259
R. K. Puram	Tamil Selwan	9350261944	39999065
Janakpuri	Navneet Luthra	9350261752	39999119
Najafgarh	Ramesh S.	9350130219	39999162
Jaffarpur	Ramesh S.	9350130219	39999162
Nangloi	Jitender Ghiya	9350261641	39999177
Mundka	Kishore J. Kumar	9350130161	30978741
Punjabi Bagh	N. Shabudeen	9350130254	39999195
Tagore Garden	Vikas Hooda	9350130342	30984382
Vikas Puri	Paritosh Srivastava	9350261378	39596259
Palam	Tanmay Mohanty	9350110100	39999214
Dwarka	Arun Chaturvedi	9350130351	30928942

BYPL			
Divisional Office	AMPS	Mobile	Landline
Chandni Chowk	Himanshu Gangarde	9350261739	39999314
Daryaganj	Sudhanshu Maggon	9350261482	9350261482
Paharganj	Sandeep Pal	9350130271	39999367
Shankar Road	Amresh Ohri	9312070969	39999353
Patel Nagar	Shivandu	30983734	30983734
Karkardooma	Pradeep Kumar	9350110141	39999244
G. T. Road	Sanjeev Aggarwal	9312071068	9312071068
Yamuna Vihar	Anish Prasad	9350261324	39506062
Karawal Nagar	Manan Arora	9350519067	39506109
Nand Nagri	Ashutosh Srivastava	9350130313	30985616
Krishna Nagar	S. Chakarvorty	9350261382	39999290
Laxmi Nagar	Kashmir Singh	9350130346	39999253
MVR - I & II	Amit Aggarwal	9350261533	9350261533
MVR - III	M. A. Reddy	9350130174	39999262

### 833 locations to make bill payments easy

BSES now provides its 23 lakh valued customers a choice of 833 locations for the easy payment of bills. You can avail of these facilities at

- 400 Easy Bill Outlets. Effective April 2005, BSES has also decided to waive the processing fee of Rs 5/-, which was earlier charged to customers at these outlets.
- 33 divisional offices cash counters open from 8am to 4 pm
- 200 BSES Cash Counters open from 8am to 4 pm
- 200 24x7 Skypak drop boxes