

BSES Launches Digi Seva Kendra to Provide Seamless 'single window services'

Modelled on the lines of Passport Seva Kendras, BRPL has started rolling-out Digi Seva Kendras (DSK). They offer quick, convenient and hassle free single window facilities to customers, who can apply for a host of services like new connection, load/ name/ category change etc.

Leveraging technology, DSKs will provide a complete digital experience to a customer, who can also book a prior appointment for the DSK through the BSES website and mobile App. The first of the DSK's was inaugurated at BSES' Nehru Place Office recently and will cater to customers in the discom's Nehru Place and Alaknanda Divisions. It was inaugurated by Hon'ble MLAs Shri Madan Lal, Shri Saurabh Bhardwaj, Shri Avtar Singh and Shri Sahi Ram Pahelwan in presence of senior BSES officials led by the CEO Shri Amal Sinha.



Benefits

- Aadhar based authentication
- Just one visit required to get connected
- On-the-spot demand note generation
- Meeting with prior appointment
- Reduce turnaround time by around 200%



BSES MOBILE APP: POWER IN YOUR POCKET REGISTER 'NO SUPPLY' COMPLAINT AND MUCH MORE

Services offered

- Register 'No Supply' complaints
- Pay electricity bills
- Register for new connections
- Know your billing / payment history
- View past and current bill details
- Name / Load / Category change requests
- Update contact details
- Feedback and suggestions

New Services offered

- GIS location of nearby commercial office / payment centre
- Billing & Meter related complaint registration
- Print & save payment receipt
- And much more



Now available for IOS and Android phones!



"Do you know theft of oil from transformers causes prolonged outages?"

There have been several incidents of theft of oil from distribution transformers in the recent past. Such incidents have not only damaged the transformers in many cases, but also caused prolonged power outages. Theft of oil can (and does) also lead to its leakage, which can be a serious fire hazard. We appeal to you to be vigilant and immediately alert BSES on 39999707 or call police on 100 to report such cases.



Register
 'No Supply' complaint
 through Helpline No,
 IVRS, and
 Mobile App

Call 24x7-IVRS



399 99 707

Emergency (Fire & Shock)
 and non LED streetlights



1800-10-39707

Mobile APP



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Let's contribute towards Disability friendly & leprosy free Society

- Leprosy is caused by bacteria, not by any sin or curse.
- Early detection & treatment of leprosy prevents deformities and disabilities.
- Leprosy is completely curable with MDT (Multi Drug Treatment)
- Persons affected by leprosy hold same human rights as we all do
- Let's eliminate all forms of discrimination and stigmatization

Public interest message by:



Advancing Health & Ability

info@nlrindia.org
 www.nlrfoundation.in

Send your feedback to: Corporate Communications, BSES RAJDHANI POWER LIMITED, BSES Bhawan, Nehru Place, New Delhi - 19

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