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Press Release

BSES Launches Digi Seva Kendra to Provide Seamless ‘single window services’

- **Modelled on the lines of Passport Seva Kendras**
- **Help reduce lead time by 200% by leveraging technology and Aadhar based authentication**
- **No need for repeat visits – one visit sufficient to get the work done**
- **Provide a complete digital experience**
- **First Digi Seva Kendra (DSK) opened at Nehru Place, more centres to be opened across BSES license area**

BSES has been tailoring its services in line with ‘Ease of doing business’. As part of this, the discom is rolling-out Digi Seva Kendras (DSK) - state-of-the-art centres modelled on the line of Passport Seva Kendras. These DSKs will offer quick, convenient and hassle free single window services to customers, who can apply for a host of services like new connection, load/ name/ category change etc.

Leveraging technology, including Aadhar card based authentication, DSKs will provide a complete digital experience to a customer. Looking at their busy schedules, a customer can book a prior appointment for the DSK through the BSES website and mobile App. The end-to-end use of digitized paperless process will help in substantially reducing the turnaround time by around 200% (from 8 days to under 4 for in case of a new connection).

The first of the DSK’s was inaugurated at BSES’ Nehru Place Office. This will cater do around 2 lakh 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. BRPL’ team was led by its CEO, Shri Amal Sinha. Plans are afoot to open more DSKs in South, West, East and Central Delhi.

Benefits:

There are several benefits that will accrue to a customer at a DSK. These include:

- Aadhar based authentication
- Just one visit required to get connected
- On-the-spot demand note generation
- Meeting with prior appointment

Commenting about the initiative, a BSES spokesperson said, “Digi Seva Kendra is an innovative step in continuation of our digital journey. It is infusing and leveraging technology to provide a digital and hassle free experience to customers.”

Applying for a New Connection – Online and through BSES Mobile App-BSES has been continuously strengthening its digital offerings. BSES consumers can also avail a host of services, including apply for a new electricity connection, upload documents and even make payment from BSES' website and Mobile App.

BRPL & BYPL are premier power distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCT.

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