

# Supergy

**BSES**

BSES Yamuna Power Limited

July - August 2008

## "Save Energy & Save Environment"

BSES, in tandem with Finolex - an IS/ISO 9001 company - has launched a unique initiative that addresses current priorities - Energy Conservation and Safe Disposal of CFLs. The scheme provides BSES customers, an opportunity to buy CFLs at heavily discounted prices and also get additional discounts for turning in discarded (but not broken) CFLs and Incandescent bulbs.

Wattage	Special Price of Twin Pack (Rs)	Savings on the Twin Pack (Rs)	Discount on discarded CFL (Rs)	Discount on discarded bulb (Rs)
20 W (=100 W)	200	140	12.00	8.00
15 W (=75 W)	150	110	9.00	6.00
11 W (=60 W)	135	105	8.00	5.00

The initiative was launched by Dr A K Walia, Hon'ble Minister for Power and Finance, in the presence of Shri Arvinder Singh Lovely, Hon'ble Minister for Education, Shri Haroon Yusuf, Hon'ble Minister for Transport, Shri Rajendra Kumar, Principal Secretary Power, Shri

Arun Kanchan, CEO, BSES and Shri Deepak Chhabria, MD, Finolex.

Finolex' 'FINOGLOW' CFLs are ISI marked and manufactured in their state-of-the-art automatic plant in Pune. These CFLs have many unique features, including efficient use of Mercury.

To avail the scheme, all you need to do is visit any of BSES' 33 Customer Care Centres and 33 select Cash Counters - where special kiosks have been set up, to sell the CFLs. Also there is no restriction on the number of CFLs a customer can buy. The CFLs sold under the offer will be backed by a one-year replacement warranty.

Studies have shown that Delhi can save over 450 MW of electricity and you between Rs 321 and Rs 525 per CFL per year - by simply switching over to CFLs. So hurry. Grab the unique offer.



### Register@ MP/MLA

Continuing with its confidence building measures, BSES has re-launched its popular 'BSES Aapke Dwar' initiative in a daily format. Under the initiative launched on 1 June 2008, BSES is working in tandem with elected representatives (MPS/MLAs) to resolve customer grievances on priority. This joint initiative with MLAs and MPs would continue till 30 September 2008.

Under the initiative, BSES has made arrangements to collect consumer complaints from the office of each MP and MLA in its licensed area. BSES has provided the MLAs / MPs office with a customised complaint recording mechanism. These complaints are resolved within three working days. If for some reason, the grievance cannot be resolved at the Division Office within the stipulated timeframe, the same is then forwarded to BYPL' Head Office at Karkardooma and resolved in a further three days.

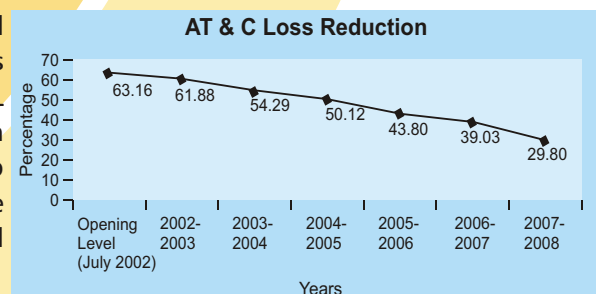
This initiative has been designed to provide quicker relief to customers, especially those belonging to the Economically Weaker Sections (EWS).

### BYPL reduces AT & C losses by a record 10%

BYPL has reduced its AT & C losses by a whopping 10% - from 39.03% in 2006-2007 to 29.80% in 2007-2008 - creating a feat that is simply unparalleled - and that too in just one financial year. Since July 2002 - when the electricity distribution in Delhi was privatized - BYPL has reduced AT & C losses by a whopping 52.8% - from 63.16% in 2002-2003 to 29.80% in 2007-2008.

The stupendous AT & C loss reduction by BYPL has not only led to improved quality of power for the consumers but also translated into a huge savings of Rs 2240 crore (Rs 775 crore in 2007-2008) for the Delhi government.

This unprecedented AT & C loss reduction by BYPL has led other Indian states - to queue up and study the ingredients behind the success story.



We are listening...dial 39999808



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