

# SYNERGY

**BSES YAMUNA**

Jan - Feb, 2006

**BSES RAJDHANI**

***BSES wishes its consumers a very Happy & Prosperous New Year***

## GYAN for trouble free house wiring

The recent High Court judgement vindicating the accuracy of Electronic Meters has brought into focus that the much-neglected internal house wiring is the main bugbear plaguing residents. Faulty Internal wiring besides being a safety hazard can also play havoc with your electricity consumption.

Here are some simple dos and don'ts that can ensure you years of trouble free living.

- Check your Electronic Meter's EL LED indicator. If it is glowing, it means your house wiring is inter connected with that of another consumer/earth.
- Ensure all electrical work including addition, alteration, adjustment, etc. is undertaken only by qualified and certified electrical contractors and under their supervision. This is mandatory as per the Indian Electricity Act, 1956.
- For your safety, you are requested to install an Earth Leakage Circuit Breaker (ELCB). This simple yet very useful device detects Earth Leakage in your house. Once the leakage is detected, it automatically trips, disconnecting the electricity supply to your house and thereby preventing major mishaps.
- Did you know that under Section 61 A of the Indian Electricity Act, 1956, it is mandatory for all consumers having electricity load of five or more than five KW, to have an ELCB installed in their houses.
- Each independently metered consumer load must be directly connected to the distributing mains, only through its respective meter. If you have more than one meter installed in your building, get a qualified electrician to check that the wiring in the building is segregated.
- For safe and correct wiring, the main distribution box at your premise must have isolating devices (MCB, ELCB), Protection Device (fuses), neutral and phase bus bar.
- Ensure proper ratings of the Fuse Wire and Switches.

### Please note our New Helpline numbers

	BYPL	BRPL
Power Supply	4289 5555	4289 5556
Billing & Metering	3999 9808	3999 9707
Anti Corruption	3999 9888	3999 9777

Our new state-of-the-art system has many customer friendly attributes, including

- Extended timings from 9 am to 9 pm - 365 days a year.
- Customer friendly and simplified Interactive Voice Response System (IVRS), designed to give information on many subjects including last payment details and complaint status.

## BSES bill payment: now only a click away

There is wonderful news for all you BSES consumers. It is now more convenient than ever before for you to pay your electricity bills.

BSES has introduced an "Any Time and Any Where" online bill payment facility. All you have to do is to simply log on to the BSES website [www.bsesdelhi.com](http://www.bsesdelhi.com) and pay your electricity bills from the comfort of your homes and offices.

You can also view all details of your BSES electricity bill and pay by using your credit cards and net banking account Ids. To start with, all BSES customers holding credit cards issued from Master Card, Visa, Diners Club International, Citibank E- Card and Net Banking customers of most of the prominent banks including Citibank, HDFC, IDBI, PNB, UTI and SBI will be able to pay their BSES bills online.

Further, you can transact on the BSES website, without any fear. BSES has taken utmost care to ensure the security of all net transactions on its website. All payments are made over an ultra secure, 128 bit SSL encrypted, Veri sign certified, payment gateway.

Another novel facility introduced by BSES is your bill details on personal email. All you, as a privileged BSES customer, have to do is to log on to the BSES website [www.bsesdelhi.com](http://www.bsesdelhi.com) and click on "Bill on email", enter your CRN number, name, and email address. This will ensure that you will get your bill details on your email, in accordance to their billing cycle.



Responding to the demand of the RWA's and other stakeholders, BSES has initiated "Training on Essentials of House Wiring" for neighbourhood electricians at various places across its licensed area. Photograph taken at a training session conducted by Mr. Rajesh Bansal, Head BSES - Meter Management Group, recently in Karol Bagh.

Pix by Humayun Khan

We, at BSES, are committed to ensure a smile for each of our 23 lakh consumers. In case, your queries / complaints are not resolved to your satisfaction, you can approach the following:

#### Consumer Grievance Redressal Forum (CGRF)

Mr S K Behl  
Chairman  
Consumer Grievance Redressal Forum - BRPL  
Sub Station Building  
Sector V, Pushp Vihar  
New Delhi - 110 017  
Tel: 3097 8194 / 95, Fax: 2956 4400  
Email: [cgrfbrpl@rediffmail.com](mailto:cgrfbrpl@rediffmail.com)

#### Consumer Grievance Redressal Forum (CGRF)

Mr. K L Bhayana  
Chairman  
Consumer Grievance Redressal Forum - BYPL  
1st Floor, Sub Station Building  
Shakti Kiran Building  
BSES, Karkadooma, Shahdara, Delhi - 110032  
Tel: 3097 8140 / 41, Fax: 2238 4886  
Email: [cgrfbypl@hotmail.com](mailto:cgrfbypl@hotmail.com)

If you are still not satisfied, please approach the office of the Electricity Ombudsman\*

Mrs Asha Mehra  
Electricity Ombudsman  
B - 53 Paschimi Marg  
Vasant Vihar  
New Delhi - 110 017  
Tel: 3950 6011, Fax: 2614 1205

\*(A statutory body of the Government of NCT, Delhi under the Electricity Act of 2003)

**Editorial Team: Corporate Communications Department**

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For more information visit our web [www.bsesdelhi.com](http://www.bsesdelhi.com)