

# SYNERGY

**BSES**  
BSES Rajdhani Power Limited

...a joint venture with GONCTD

July - August 2010

## BRPL wishes all customers a Happy Independence Day! Jai Hind!

### Important Notice - No Alteration on cheques

For your protection from fraudulent encashment of cheques and prevention of fraud, Reserve Bank of India (RBI) has issued guidelines vide circular DPSS.CO.CHD.No 1832/01.07.05/2009-10, dated 22 February 2010.

From July 1, 2010 please adhere to these basic guidelines while writing cheques:

- Please do not make any alterations in the name of the beneficiary or the amount on the cheque.
- Cheques altered, except for the date, will be returned without processing even if the changes are supported by your signature.
- For any change in the name of the beneficiary or the amount, a fresh cheque form should be used by customers.

### Duplicate Bill through SMS

Another useful service launched is the 'Duplicate Bill through SMS'. This service lets you request for a duplicate bill by simply SMSing your CRN Number. All you have to do is:

Type BSES <SPACE> BNR <SPACE> CRN Number and SMS to 5-54-54-64

Not only will the duplicate bill be couriered free of charge within a stipulated timeframe, your request will also be recorded and an acknowledgement number sent through a return SMS.



We are listening...dial  
BRPL - 39999707

### Caution: Customers are urged to guard against imposters posing as BSES employees

BRPL urges all its customers to guard against unscrupulous elements - out to make a quick buck in a clandestine manner and tarnish the company's image. Do not get intimidated by their threats, false assurances - **do not give them any money** - whatever be the reason.

All Enforcement related payments (fines and penalties) are to be made only at designated BRPL offices.

Customers are advised to ascertain and verify the identity of persons, claiming to be from BRPL, who visit their premises. Please ask for their Identity Cards and look for the following to ascertain its genuineness: (i) BSES Logo (ii) BSES Hologram (iii) Date of Issue (iv) Validity (v) Photograph (vi) Signature of authorized signatory (vii) Signature of employee (viii) Employee Number / ID Card Number (ix) Name / Logo / Address of the Contractor and (x) Lamination

In case you have any doubt or notice anything suspicious, please immediately alert the nearest BRPL office, call 399-99-707 or inform the local Police on # 100"

### BRPL launches next gen services

Now Dial 399-99-707 and get your Queue Number and Estimated Wait Time on the IVRS -

In the unfortunate event of your call being on call wait while accessing BRPL' helpline number 399-99-707, this service informs you about your number in the queue and the estimated time, before your call is likely to be put through to a Customer Service Representative (CSR).

### BRPL celebrates World Environment Day



BRPL celebrated World Environment Day on June 5, 2010 by organizing a slew of 'green' activities.

Adoption of 2 km stretch - The company adopted a 2 km long stretch for greening and beautification on the Vivekananda Marg (Hotel Hyatt to Munrika). In a simple ceremony, MLA Ms Barkha Singh and Mr Dharmendra Kumar, Secretary Environment, GoNCTD, along with senior BRPL officials led by the CEO Mr Gopal Saxena, planted saplings of Gulmohar and Bougainvilleas. BRPL will also maintain these plants for a period of 3 years.

Charge ports for electric vehicles - With an aim to popularize cleaner modes of transportation, BRPL entered into an agreement with REVA, the Electric Car Company to set-up charge ports at various conveniently located sites in South and West Delhi. Two charge ports will be installed every-week for the next 18 weeks. Moreover, till October 13, these will be free charging facilities for REVA car owners.

Induction of a REVA Car - BRPL' REVA car, deployed as part of its operations and maintenance fleet, was flagged off by Dr Pawan Singh, Director, Finance, DTL. The zero emission car is expected to not only substantially improve the company's response time in congested areas, but also reduce carbon footprint and running costs. The company plans to induct more such vehicles in the future.