

# Supenergy

**BSES**  
BSES Rajdhani Power Limited

...a joint venture with GONCTD

May - June 2010

## Now simply enter your CRN Number to register 'No Supply' complaint

You are no longer in a queue. All BRPL customers in South and West Delhi can register their "no supply" complaints directly. You need to just call the state-of-the-art call centre number - 39999707 - and simply enter your 10-digit CRN number, as printed on your bill.

Not only will the complaint be immediately registered in real time and the query sent directly to the concerned complaint centre for faster resolution, but you will also be given an instant acknowledgement number. For your convenience, this automatic acknowledgement number can be replayed.

Procedure to register a power outage complaint on IVRS

Step 1- Dial 399 99707

Step 2 - Choose Language (English/Hindi)

Step 3 - Press 1 for registering no supply complaint

Step 4 - Press 1 to enter your 10-digit CRN Number

Bill and Payment Details

Now you can get your Bill and Payment details by simply sending a SMS. You just need to SMS your CRN number to 5-545-464 and immediately, you will receive the requisite details. All you have to do is:

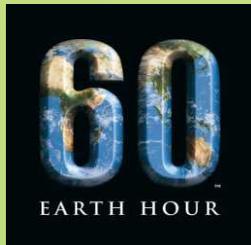
Type BSES <SPACE> BILL <SPACE> CRN Number and SMS to 5545464

Initially both the services are for single phase customers, comprising a bulk of the company's over 14 lakh customers.

## Thank you for saving 173 MW during Earth Hour

BSES' customers in particular and Delhiites in general once again united, this time with a billion individuals, businesses, civil groups and governments in 6000 cities across 77 countries to show solidarity with "Earth Hour" and voluntarily switched off lights on Saturday 27 March, 2010.

In total, BSES areas of West, South, East & Central Delhi helped save 173MW (BYPL 77/BRPL 96) during the Earth Hour this year.



## Home Delivery of BRPL Services - Touts clean bowled!

Help us get rid of touts. We know of several instances where gullible and unaware customers have fallen for the false assurances of middlemen / touts - promising to have their "BSES" work done speedily.

From the comfort of your home just dial 39999707 or contact us through our web site [www.bsesdelhi.com](http://www.bsesdelhi.com). for any BSES related work including New Connections, Load Enhancement or Reduction, Name Change, Address Correction Category or Tariff Change, etc.

A trained BRPL representative will visit your residence to facilitate in completing the required Commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline. After the documentation is completed, your request will be processed within the stipulated timeframe and much faster than the "speedy" promises made by touts.

## Now also pay in cash for online payment of BRPL electricity bills

Now you - residents of South and West Delhi - have yet another convenient, hassle free, safe and secure way to pay your BRPL electricity bills. The company has entered into an agreement with Oxigen Services India Private Limited to let you pay your electricity bills using "OxiCash" - a next generation virtual e-wallet platform. You can also pay your electricity bills at a neighbourhood Oxigen retail outlet. There are around 7500 Oxigen retail / partner outlets in Delhi and the NCR.

"OxiCash" is a unique cash based online payment solution, specifically aimed at customers who prefer to use cash for online transaction payments. BRPL customers can pay their electricity bills using "OxiCash" by logging on to [www.bsesdelhi.com](http://www.bsesdelhi.com) or at Oxigen's web enabled retail outlets across Delhi and NCR. For online payment of bills, you simply have to enter your BRPL CRN Number (as printed on the electricity bill), OxiCash e-wallet id or Registered Mobile Number and six-digit password.

Not only will the electricity bill be instantly paid, you will also get an instant acknowledgment. It is extremely easy to create an "OxiCash" e-wallet account. You can create it by SMSing OXICASH to 9870 888888 or 9731 888888 or 9971 888888. You can also create it by logging on to the "OxiCash" web site. Post this; you simply need to top-up/recharge your "OxiCash" account. This can be done (i) Online (through Netbanking / Debit / Credit Card) on [www.oxicash.in](http://www.oxicash.in) or (ii) by paying cash at any of their retail / partner outlets.



We are listening...dial  
BRPL - 39999707