

SYNERGY

BSES
BSES Rajdhani Power Limited

a joint venture with GONCTD

November – 2013



BRPL WISHES ALL ITS CUSTOMERS A SHUBH DEEPAWALI! & GURU NANAK JAYANTI!



Beware of Touts and Impostors!

Help us get rid of touts and impostors! BRPL has come across incidents of forgery and misrepresentation – where gullible and unaware customers have been targeted by impostors, conmen and touts. Customers have fallen for the false assurances of middlemen / touts – promising to have their “BSES” work done “speedily”.

Please remember:

- No BRPL staff or representatives visiting your residences is authorised to accept any cash transactions on account of BRPL.
- All enforcement, fines, penalties and other commercial payments are to be made only at designated BRPL offices.
- Please ascertain and verify the identity of persons visiting your premises and claiming to be from BRPL. If in doubt or you notice anything suspicious, please immediately alert the BRPL Vigilance Office on 011-262 73 311 (Between 9 am to 5:30 pm; Monday to Friday). On other days and other timings, please call 399 99 707 or dial 100 and inform the local Police.

I Cards for safety!

Customers are advised to ascertain and verify the identity of persons, claiming to be from BSES, who visit their premises. Please ask for their Identity Cards and look for the following to ascertain its genuineness:

- BSES Logo • BSES Hologram • Date of Issue • Validity • Photograph • Signature of authorized signatory • Signature of employee • Employee Number / I Card Number • Name / Logo / Address of the Contractor and Lamination.

Importance of correctly written cheques

A correctly written cheque/ Demand Draft not only goes a long-way to hasten the process, but also helps in avoiding misappropriation of funds. Please follow these simple precautions, while making a cheque / DD in favour of BSES Rajdhani Power Limited.

For Bill payment / New Connection / Other 'Deposit' Works

- ✓ Always quote your 9 digit CA number - “BRPL CA No 123456789”
- ✗ Avoid writing only “BRPL” on the cheques



We are listening
Dial BRPL- 39999707

'My Account' goes live on www.bsesdelhi.com

The much awaited 'My Account' – your own space on BSES' website site www.bsesdelhi.com – has gone live. This password protected module offers multiple benefits to BSES' consumers. They include:

- View account related information on 'My Account' dashboard'
- Update latest contact details
- Activate SMS and Email Alerts
- Latest payment status / details
- Payment history
- Download latest bill
- Consumers with multiple accounts can register their account under a single User Id and password.



How to Register?

Registration for 'My Account' is simple and quick. Go to 'My Details' section on BSES' website and click-on 'My Account'. Click on new user and enter your 9-digit CA and meter numbers – both mentioned in your electricity bill. Follow the easy to understand instructions and in no-time your 'My Account' will be active.

Home Delivery of BRPL services

Do you know, you can apply for a host of BRPL services, including New Connections, Load Enhancement or Reduction, Name Change, Address Correction Category or Tariff Change etc from the comfort of your home?

You simply have to dial 399 99 707 or contact us through our web site www.bsesdelhi.com for any BSES related work

A trained BRPL representative will visit your residence to facilitate you to complete the required Commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a specific timeline.

Once the documents are complete, your request will be processed within the stipulated timeframe.

Send in your feedback to Corporate Communications, BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi 110019

For more information visit our website www.bsesdelhi.com or call +91 11 300-99-999

To advertise in Synergy, please call Twohmp at 9650804539 or email : direct@twohmp.in

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