

SYNERGY

BSES
BSES Rajdhani Power Limited

a joint venture with GONCTD

February - 2015

Training organised for RWA nominated electricians

BRPL organised two electrician training programs in its two Circles, recently, which was attended by over 250 electricians.



The key objective of this training program was to train and educate neighbourhood electricians, especially those nominated by RWAs. Besides conventional issues relating to Internal house wiring, Electrical safety, Prevention of short circuits and electrical fires and Importance of installing Earth Leakage Circuit Breakers (ELCB's), they were also educated on Energy conserving appliances, LEDs, Helping Consumers in reducing electricity bills, Roof top solar installations, Net metering, TOD and Consumer portal among others.

So far nearly 1,000 electricians have been trained by BSES. Their contact details are published on BSES' website www.bsesdelhi.com.

Opt for e-bills; Save the environment

It is estimated that for every 3000 sheets, a tree is cut. Now you can do your bit for the environment by choosing to only get e-'electricity' bills.

If you are a BRPL customer residing in South and West Delhi, all you have to do is write to BRPL at brpl.customer@relianceada.com, mention your CA number and state that you only wish to get e-bills.

You can register a 'No Supply' complaint through Helpline no, IVRS & SMS

Call 24x7 399-99-707

- Call 399-99-707 from your registered contact no*
- Select language
- Press 1 for 'no supply' and choose option 2 for IVRS based services
- Your request will be automatically registered
- If you are not calling from a registered no, please punch the CA/CRN no for registering the request

IVRS



SMS

Type BSESRP <SPACE> NC <SPACE> Your 9 digit CA no. and SMS to 5-61-61-07

Dial 1800-10-39707 for Emergency (Fire & Shock) and Streetlight Complaints

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and streetlight complaints, BRPL has a dedicated 24 x 7 toll-free number 1800-10-39707.

This dedicated number is over and above the existing option of registering emergency and streetlights complaints on BRPL' 24 x 7 helpline number 399-99-707.

BSES celebrates National Consumer' Day

BRPL celebrated the National Consumers' Rights Day on December 24, 2014. On this occasion, Consumers, Vishishit Sahayogis and RWAs were invited to visit the company's 20 customer care centers. At all these venues, there was an interaction between the consumers and the company officials on the theme "Know your rights & obligations".

Consumers were also encouraged to provide their valuable feedback on how to further improve the consumer services. They were also educated about their rights and obligations.

All BRPL Divisional Offices, displayed information on various consumer centric initiatives, including messages on energy conservation, power-theft and safety.

Register for free SMS Alerts and 'Bill on Email' and win prizes in Lucky Draw

Are you getting free SMS alerts from BRPL on the payment due date or payment confirmation? Or getting e-bills in your mail box? If not, please get your mobile number and email id registered with us. You will get these and many more useful alerts.

Easy to Register:

- Call BRPL' 24x7 helpline number 399-99-707 or
- Email brpl.customer@relianceada.com

By registering your mobile number and email-id with BRPL, you will not only get useful alerts, but also a chance to win prizes. Each month, names of 3 winners will be selected in a lucky draw.



Send in your feedback to Corporate Communications, BSES Rajdhani Power Limited, Regd. Off: BSES Bhawan, Nehru Place, New Delhi - 110019
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