

# SYNERGY

## Happy New Year

**BSES**  
BSES Rajdhani Power Limited

a joint venture with GONCTD

January - 2015

### BRPL receives ICC's coveted award for 'Innovation & Impact'

During an event organized by the Indian Chambers of Commerce (ICC), BRPL was bestowed with the "Innovation & Impact Award" in the private distribution category.



The event was organised as part of the 8th India Energy Summit, co-partnered by Ernst & Young LLP, on 12th November 2014, New Delhi. Twenty-one states participated in the conclave. BRPL Director Mr Gopal Saxena and CEO Mr Arvind Gujral received the award on behalf of the organisation. The award was presented by Ms Neerja Mathur, Chairperson, Central Electricity Authority (CEA).

### BRPL to observe 'Name & Category Change' fortnight (Jan 2 to 16)

Based on consumers' feedback, BRPL is observing a 'Name and Category Change' fortnight – from January 2 to 16, 2015, at all the company's 20 Customer Care Centres, across its 19 divisions. During this special initiative, our empowered officials will accept applications and requests w.r.t 'Name Change' and 'Category Change' between 9 am and 3 pm, on all days, including Saturdays and Sundays.

Consumers can get a list of requisite documents for 'name change' and 'category change' by either calling our helpline number 399-99-707 or by logging-onto our website [www.bsedelhi.com](http://www.bsedelhi.com).

### Now simply SMS 5-61-61-07 to register Emergency (Fire & Current Leakage) Complaints

Safety of our consumers is important to us! Now you can simply register your emergency complaints by sending a SMS.

#### For Fire related complaints:

Type BSESRP (space) FR (space) 9 digit CA No and SMS 5-61-61-07

#### For Current leakage related complaints:

Type BSESRP (space) CP (space) 9 digit CA No and SMS 5-61-61-07

You can also register emergency (Fire & Shock) and streetlight complaints on BRPL' dedicated 24 x 7 toll-free number 1800-10-39707.

### Gearing up for the summers

Like all machines, electricity infrastructure also needs periodic maintenance. In the case of Delhi, the need is compounded on account of the increasing power demand and an extreme climate. This takes a toll on the electricity infrastructure.

As part of the overall preparation and to ensure reliable network operations during the ensuing summer months, BRPL is undertaking planned shutdowns for carrying-out preventive maintenance and upgrading of the local network. This is a standard practice throughout the world.

To minimise the inconvenience to our consumers, this activity is being undertaken during the lean winter months. For the convenience of our consumers and to help them plan their day better, a division-wise schedule for planned maintenance has been put on BSES' website [www.bsedelhi.com](http://www.bsedelhi.com).

### ELCB – A small price to pay for safety and peace of mind

An 'earth leakage' leads to electricity wastage and worse: it can turn a simple everyday appliances into objects of dread, one that gives electricity shocks, which sometimes can be fatal. These shocks and mishaps can be avoided by installing ELCB (Earth Leakage Circuit Breaker)

This simple yet a very useful device detects even a small "current to earth" (earth leakage) and inter-mixing of wires in one's premises. On detection, it automatically trips and disconnects the electricity supply to the premises / equipment, thus preventing serious mishaps.

Under Section 61 A of the Indian Electricity Rules, 1956, it is also mandatory for all consumers, having an electricity load of 5 kW and above, to have an ELCB installed at their premises.

*ELCB is also available at select BRPL offices at attractive prices. Those desirous can visit (i) Corporate Office @ Nehru Place; (ii) Divisional Offices @ Nizamuddin, Saket, Sarita Vihar & Vasant Kunj. For queries, please dial 9650804539.*

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

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.



Lucky draw winners (for December) are Ms Nafisa Ali (R K Puram), Mr Anoop Kumar Thariyani (Janakpuri) and Mr C P Gupta (c/o Richa Knitwear).



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