

# SYNERGY

**BSES**  
BSES Yamuna Power Limited

...a joint venture with GONCTD

July - August 2010

## BYPL 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 a guidelines 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.

### Sonia Vihar gets a new Assistance Centre

For faster power restoration, maintenance of supply and rectification of cable faults in the area, a new Assistance Centre was opened at Sonia Vihar on May 14.



This Assistance Centre inaugurated by BYPL CEO Mr Ramesh Narayanan, will benefit over one lakh consumers living in the high density areas of Sonia Vihar, Chauhan Patti, Sriram Colony, Khajuri Khas, Sabapur Village and Milan Garden. This Assistance Centre will be manned by a 24 member team working in two shifts. After Gokalpuri, and Karawal Nagar - Sonia Vihar is the third assistance center in the BYPL Karawal Nagar Division.

### BYPL launches next-generation services

Now Dial 399-99-808 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 BYPL' helpline number 399-99-808, 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).

### SMS at 5-54-54-64 register for Door Step Service & Duplicate bills

Now place your request for a New/Temporary Connection, Change in address, name, load, or category through SMS. Just TYPE BSES <space> TYPE code (Pick from selection below) <space> TYPE your 10 digit CRN# and send an SMS to 5-54-54-64 :

- New Connection code - New\_CONNEX
- Temporary Connection code - Temp\_CONNEX
- Address Change code - ADDR\_CHNG
- Load Change code - LOAD\_CHNG
- Name Change code - NAME\_CHNG
- Category Change code CATG\_CHNG

Post this, a trained representative from the company's Door Step Service (DSS) department will visit your residence at a convenient time to help you complete the required Commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated time frame.

You can register your DSS service request by calling BYPL's Helpline number 399 99 808 or log in and post your request on [www.bsesdelhi.com](http://www.bsesdelhi.com).

For 'Duplicate Bill through SMS' simply SMS your CRN Number

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

Your duplicate bill will be couriered to you.

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

BYPL urges all customers to guard against unscrupulous elements imposters. 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 BYPL offices.

Customers are advised to check for Identity Cards. In case you have any doubt or notice anything suspicious, please immediately alert the nearest BYPL office, or inform the local Police on # 100.



We are listening...dial  
BYPL - 39999808