

# Synergy

**BSES YAMUNA**

March-April, 2006

**BSES RAJDHANI**

## At your doorstep...

Now you can pay electricity bills right at your doorstep...24x7.

As part of Project Nikat, BSES has started installing aesthetically designed all weather proof fibre glass cheque drop boxes, in various colonies in its licensed area. These drop Boxes have daily clearances on all working days.

Over 200 RWAs have got BSES Drop Boxes successfully installed at a place of their choice. We welcome similar requests from similar consumer organizations.



Mr Anil Kapoor, President (second from right), and other members and residents of the Greater Kailash I, RWA at the BSES drop box installed at a convenient place at their colony.

"Great job done. BSES should continue providing these kinds of facilities to its consumers." says Mr Anil Kapoor, President, Greater Kailash I, RWA.

"One of the most beneficial and essential things introduced by the BSES. Saves our senior citizens' walk through crowded roads. We thank you for having thought of this facility", says Mr T S Kohli, a senior citizen from G.K. 1.



Mr A K Anand, President of Prince Apartments, Mr S K Biswas, President of I P Society, Mr Naveen Vats (BSES) Mr M N Bhattacharya, General Secretary of Federation of Group Housing Societies, Mrs Sangita Goel, Secretary of Sukh Sagar, at a recently installed BSES drop box in I. P. Extn.

"Apart from individual consumer, society bills can similarly be paid through these drop boxes. Residents living in adjoining societies can also take advantage of the same. This is a very good facility to save time. All are very happy to see this facility", says Mr M.N. Bhattacharya General Secretary of Federation of Group Housing Societies I.P. Extension

"I, on behalf of the members of this association, thank you very much for providing BSES cheque collection

drop box" says Mr Harish Kumar Sachar, Hony. General Secretary, The General Machinery Merchant's Association, Shardhanand Marg.

This facility is in addition to the existing 835 payments options plus an option of online bill payment through payment gateway on our website [www.bsesdelhi.com](http://www.bsesdelhi.com)

## Dear Students ...

BSES wishes YOU all the very best for your ensuing Examinations. We would strive to ensure constant and uninterrupted power supply.

Good Luck!

## Do you know?

As per the recent High Court order dated 14.12.2006

1. Discom has the power to replace an existing meter not determined as a faulty meter.
2. Till regulations are framed under Section 55 of the Electricity Act 2003, subject to adherence to the BIS standards, discoms would have the authority to determine the specifications of a correct meter.
3. a) In all those cases, where electronic meters have been installed by the Discom, consumers shall be advised to check their internal wiring and ensure that no two connections have a common neutral.  
b) For future, before replacing the existing electro-mechanical meter, wiring of the consumer would be checked and if it is noted that there is inter-mixing of the neutral wire, a weeks notice before replacing the meter shall be given by the Discom to the consumer to have deficiency removed.

## It pays to be honest: Don't tamper your Meter

Delhi is reeling under the deadly epidemic of Meter Tampering. The magnitude of the epidemic has reached alarming proportions. Detailed and exhaustive surveys have revealed that the epidemic of meter tampering is not confined to any particular section, strata or area.

Recently cases of this deadly strain were discovered from Neelkanth Apartments in I P Extension- where 17 cases of meter tampering came to light; and Malviya Nagar- where more than 70 cases were reported. Reports of this deadly virus are pouring in regularly from all across including Greater Kailash, Saket etc. Doctors at BSES have deployed state-of-the-art technology to detect and weed out this epidemic of meter tampering. Critical cases and those not taking preventive measures are being booked with heavy penalties and even jail terms.

Power theft is a criminal offence and anyone caught stealing electricity faces charges under section/s 135,138 and 150 of the Electricity Act, 2003 and Section 420 of Indian Penal Code (IPC). These offences carry an imprisonment of upto three years, fine or both.

## BSES introduces PayByPhone

### PayBySMS

You will receive a new bill alert via SMS with the Bill Amount and Due Date. To pay the bill, all you have to do is to write PAY BSES or PAY BSESY respectively and SMS to 6161, from your mobile number, mentioned in the registration form.

### PayByPhone

Customers upon receiving their regular bill have to call Bill Desk at 26287125 between 9:30 am to 6:00 pm on all working days, give their new KNo and issue payment instructions. Customers will be given a unique transaction ID for any future reference.

### PayByInternet

Customer opting for payment through Internet will receive a new bill via mail alert and they have to simply log onto the BSES website [www.bsesdelhi.com](http://www.bsesdelhi.com) and log in using email id and password and pay the due amount, using any of their registered bank accounts.

### Auto Pay

Your bank account or credit card will be automatically debited, as per the option chosen by you, according to your billing cycle. If you have provided an email id or mobile number, you will even receive new bill alerts and payment confirmations.

For more information visit our website [www.bsesdelhi.com](http://www.bsesdelhi.com) or your nearest BRPL/BYPL Customer Care Center or call at 39999707/39999808

If your complaints are not resolved to your satisfaction, you can approach the Consumer Grievance Redressal Forums.

### BRPL consumers can approach



Mr S K Behl  
Chairman  
Consumer Grievance Redressal Forum - BRPL, Sub Station Building, Sector V, Pushp Vihar, New Delhi - 110 017  
Tel: 3097 8194 / 95, Fax: 2956 4400  
Email: [cgrfbrpl@rediffmail.com](mailto:cgrfbrpl@rediffmail.com)

### BYPL consumers can approach



Mr. K L Bhayana  
Chairman  
Consumer Grievance Redressal Forum - BYPL, 1st Floor, Sub Station Building, Shakti Kiran Building, BSES, Karkadooma, Shahdara, Delhi - 110 032  
Tel: 3097 8140 / 41, Fax: 2238 4886  
Email: [cgrfbypl@hotmail.com](mailto:cgrfbypl@hotmail.com)

### Please note our New Helpline numbers

	BYPL	BRPL
Power Supply	4289 5555	4289 5556
Billing & Metering	3999 9808	3999 9707
Anti Corruption	3999 9888	3999 9777

Editorial Team: Corporate Communications Department

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For more information visit our website [www.bsesdelhi.com](http://www.bsesdelhi.com)