

# SYNERGY

**BSES**  
BSES Rajdhani Power Limited

a joint venture with GONCTD

Nov - Dec 2012

**BRPL Team Wishes all a Shubh Deepawali! Merry Christmas! & Happy New Year!**

## SBI Cap Securities Power Sector Update (October 2012)

### BRPL – DLSA Lok Adalat settles 1579 cases on-the-spot

The Special Lok Adalat organized by Delhi State Legal Services Authority (DLSA) in association with BSES Rajdhani Power Limited (BRPL) on October 13 and 14, 2012, was an unprecedented hit. Surpassing all expectations, the Lok Adalat, organised at the premises of District Court, Saket, saw 1579 cases of value Rs.12.31 crores settled. The two-day 'green' Lok Adalat also managed to save over 30,000 A4 size sheets.

Ensuring wider representation across consumer categories, the Lok Adalat took up cases that were either pending or were yet-to-be-filed in any Court of Law. The two-day Lok Adalat provided BRPL customers/ litigants residing in South and West Delhi, a one-time opportunity, for an amicable and on-the-spot settlement of their power theft cases, relating to both Direct Theft (DT) and Meter Tampering (DAE).

### Beware of Impostors

BRPL has come across incidents of forgery and misrepresentation – where gullible and unaware customers have been targeted by imposters and conmen. Masquerading as BRPL employees, these imposters try to extract money from the unsuspecting customers on one pretext or the other.

BSES urges its customers to guard against unscrupulous elements - out to make a quick buck in a clandestine manner and tarnish the company's image – and not to get intimidated by their threats and false assurances – and not to give them any money – whatever is the reason. All Enforcement, Fines, Penalties and other Commercial payments are to be made only at designated BSES offices.

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: (i) BSES Logo (ii) BSES Hologram (iii) Date of Issue (iv) Validity (v) Photograph (vi) Signature of authorized signatory (vii) Signature of employee (viii) Employee Number / I Card Number (ix) Name / Logo / Address of the Contractor and (x) Lamination.

### Register for SMS Alerts and Bill on Email

Help us serve you better! Please register your mobile number and email id for handy SMS alerts on billing, payment details and 'Bill on Email'. Alternatively, call our 24x7 helpline number 399-99-707, or write to us at [brpl.customercare@relianceada.com](mailto:brpl.customercare@relianceada.com).

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](http://www.bsesdelhi.com) or call +91 11 300-99-999

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