

BRPL CEO elevated as Director; Arvind Gujral is the new CEO



In an endeavor to have an even more focused approach towards consumers, BSES has undertaken a top-level management restructuring exercise.

Mr Gopal Saxena, who was the CEO of BRPL since October 2009, has been promoted as a Director to the boards of both BRPL and BYPL. Besides guiding the BSES companies in the near future, he will concentrate on strategic and policy issues. He will also be instrumental in achieving commonalities and bringing about better synergies between both the BSES companies.

Mr Arvind Gujral, who was appointed as the CEO of BYPL in August 2013, has taken over the reigns of BRPL as its CEO. Mr Gujral has been associated with BSES since 2006, undertaking many challenging assignments.

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 started 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.

Pay your electricity bill, the way you like!



Do you know that BRPL consumers, residing in South and West Delhi, can pay their electricity bills at over 5000 locations, through a wide spectrum of options? These include payment through:

BRPL Cash Counters • BSES & Skypak drop boxes • Credit & Debit Cards • Net banking • Auto Debit • Neighbourhood Easy Bill • Suvidhaa and Oxigen outlets • Phone • Internet • ITZ Cash Card outlets • Bill Payment Kiosks • Cheque in mail facility • RTGS / NEFT through banks for Key consumers.

Please visit our website www.bsesdelhi.com for more details.

Now, BSES on your Mobile Phone (<http://m.bsesdelhi.com>)



BRPL has launched its new user friendly WAP site for mobile phones. Just log onto <http://m.bsesdelhi.com> from your phone browser and get:

Multiple benefit on your finger tips:

Access your 'My Account' anytime, anywhere • No need to call Customer Care for your basic queries • Ideal 'Self Service' tool for Smart Phone users • Password protected module.

On the move, now you can:

- ✓ View your current bill details
- ✓ Keep track of the bill payment status/ details
- ✓ Check your payment history
- ✓ Identify the division in which you are located
- ✓ Update your contact details
- ✓ Activate SMS and Email Alerts
- ✓ Send your query, suggestion and feedback to Customer Care
- ✓ And More...



3 easy steps to 'My Account'

- ✓ Go to <http://m.bsesdelhi.com> in the browser of your phone and select 'Register Now'
- ✓ Click on new user and enter your 9-digit CA and meter number – both mentioned in your electricity bill
- ✓ Follow the easy to understand instructions and in no time, your 'My Account' will be active



We are listening
Dial BRPL- 39999707