

SYNERGY

BSES
BSES Rajdhani Power Limited

a joint venture with GONCTD

July – 2014

You can register a 'No Supply' complaint through Helpline no, IVRS & SMS



Call 24x7 **399-99-707**

IVRS

- Call 399-99-707 from your registered contact no*
- Select language
- Press 1 for 'no supply' and choose option 2 for IVRS based services
- Your request will be automatically registered
- If you are not calling from a registered no, please punch the CA/CRN no for registering the request

SMS

Type BSESRP <SPACE> NC <SPACE>
Your 9 digit CA no. and SMS to 5-61-61-07

* You can register your contact no by calling 399-99-707 or by login on-to BSES' website www.bsesdelhi.com

Monsoon Advisory

Much to everyone's delight, Monsoons are here again! With them, monsoon also brings, its own set of unique problems and issues. Due to water-logging, chances of electricity related mishaps and incidents are especially high during the monsoon season. Simple precautions will help you stay safe and go a long way in ensuring incident free monsoons.

- Stay away from all electrical installations like electricity poles, sub-stations, transformers, streetlights etc.
- Caution children not to play near them, even if they are barricaded.
- Do not touch electrical appliances with wet hands.
- Keep a "Tester" at home. If a switch or a wall of your house is wet, do not touch it. First use the "tester" to check if there is an electricity leakage. If the need be, call your electrician.

Dial 1800-103-9707 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 a dedicated 24 x 7 toll-free number 1800-103-9707.

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.

Organising medical camps in remote areas



For the health of its consumers, BRPL is organising medical camps in rural and semi rural areas. Recently, two such camps were organised in Najafgarh and Jaffarpur in association with a leading hospital chain.

In these camps, consumers were also given tips on energy conservation. Their cooperation was also sought for containing power theft, which will also reduce the incidence of local break-downs.

Power Theft is a cognizable offence!

Under the provisions of the Electricity Act, 2003, illegal abstraction/ unauthorized use of electricity is an offence, The Act provides for stiff penalties, besides, making such thefts a cognizable offence. Power theft is punishable with imprisonment of upto 3 years (and upto 5 years for the 2nd offence), fine or both.

Without revealing your identity, you can anonymously report power-theft on 399-99-707.

Send in your feedback to Corporate Communications, BSES Rajdhani Power Limited, Regd. Off: BSES Bhawan, Nehru Place, New Delhi - 110019
CIN No U74899DL2001PLC111527, Tel No +91 11 399-99-707, Website www.bsesdelhi.com

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