

# SYNERGY

a joint venture with GONCTD

## For your own safety, please check permissions of cables on electricity poles

Discoms electricity poles are often used by Cable/ Internet/ Telecom operators for laying cables. For doing so, they need to take necessary permissions from discoms (in this case BRPL) as per the laid down guidelines. It has come to our notice that some of the operators in BRPL' area do not have permissions and are infact misusing the poles. Besides being illegal, this can lead to mishaps.

Please check that the cable operator in your area has the necessary permissions for using the electricity poles. This will promote correct usage of these poles, avoid any misuse and provide security to you and your loved ones from mishaps. Please cooperate and report misuse, if any, on 011-39999579 or by email to [brpl.bd@relianceada.com](mailto:brpl.bd@relianceada.com), along with the name and contact details of the cable operator.



## Bumper lucky draw @ Cash back scheme: BRPL consumers get iPhones



Winners posing with BRPL CEO Mr. Amal Sinha

Two BRPL consumers (Mr Durvish Yadav and Mr Saroj Gupta) received an iPhone 6 S each as part of the lucky draw undertaken for the second cash-back scheme. They were given the prizes by BRPL CEO Mr Amal Sinha. The second cash-back scheme offered by Paytm for consumers of BRPL during June was an unprecedented success. Consumers received upto Rs 350 cash-back for timely payments, besides a chance to qualify for the lucky draw.

## Get cash back for timely payment of BRPL bills

**Paytm** Get 2% cash back (Max upto Rs 200) in September (Promo Code BSES 200)

**Freecharge** Get Rs 75 cash back till November 16, 2016

**MobiKwik** Get 2% cash back (Max upto Rs 200) till November 18, 2016

**helpchat** Get 15% cash back (Max upto Rs 100) for first time bill payers in September

To avail the offers, payments will have to be made through the respective websites / APPs of Paytm, Freecharge, Mobikwik and HelpChat

\*Conditions apply

## Customer Grievance Redressal Mechanism:

For any query / grievance, you may contact us using any of the following options:

- 24 Hrs. Call Center No. 011-39999707
- Customer Care Centre (Timing 09:15 am to 3:15 pm)
- Email - [brpl.customercare@relianceada.com](mailto:brpl.customercare@relianceada.com)
- [www.bsesdelhi.com](http://www.bsesdelhi.com)

## Escalation matrix:

**01** In case you are not satisfied with the resolution of your query / grievance, you may contact the below listed BRPL officials:-

- Customer Care Officer (Timing 09:15 am to 3:15 pm)
- Business Manager (between 10 am to 11 am) on all working days
- Circle Head (with prior appointment) on all working days


**02** **Head-Customer Care:** BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi-110019, Email - [brplhead.customercare@relianceada.com](mailto:brplhead.customercare@relianceada.com)


**03** **Consumer Grievance Redressal Forum (CGRF):** In case you are not satisfied with the response of the above, you may approach CGRF-BRPL, Sub-station Building, Sector - V, Pushp Vihar, New Delhi-110017. Tel: 011-8468952631, 8468935702, 29564400 Email - [cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com)

**04** **Electricity Ombudsman:** An appeal against a CGRF order may be filed with Electricity Ombudsman. B-53, Paschim Marg, Vasant Vihar, New Delhi-110057. Tel 011- 32506011.

*A consumer may approach CGRF only after exhausting the complaint handling mechanism of the Discom. The Forum shall not entertain a complaint, if it pertains to matters for which any proceedings are pending before any court and cases related to theft of electricity, unauthorized use of electricity, appeal against assessment etc which fall u/s 125, 127, 135, 139, 143, 152 & 161 of Indian Electricity Act, 2003"*

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