



अंचल कार्यालय : दिल्ली, राजेन्द्र भवन, राजेन्द्र प्लेस, नई दिल्ली
Zonal Office: Delhi, Rajendra Bhawan, Rajendra Place, New Delhi

Date- 22nd August, 2019

The Head of Collections Department
BSES YAMUNA POWER LTD.
KARKARDUMA, DELHI - 110092.

REG: Process Layout for BSES YAMUNA- Proposal for FCMBR

We are pleased to inform you that our arrangement of Fund Collections for BSES Energy Bills through branches is ready to Go Live.

For your understanding, the layout of the process through which customers can pay their 'BSES Energy' bill amount through various PNB branches is placed here under.

1. **STEP 1:** Customer willing to pay his BSES Yamuna Energy bill required to contact 'May I Help You' counter of any PNB branch in Delhi NCR.

2. **STEP 2:** The FCMBR Challan for this arrangement can be accessed through (i) directly approaching 'May I Help You' for the challan, (ii) If Challan not available at the counter, branch personnel can download it from the CBS Homepage, (iii) Challan can also be downloaded from BSES website. Customer has to fill the CA no., Customer Name, Currency denominations and Customer's Signature.

Note:

- Cash Payment of up to Rs. 50,000/- can only be paid through this facility.
- No part payment of bill is allowed through this mode.

3. **STEP 3:** Once the customer hand over the duly filled challan to the branch personnel, he will enter the CA No. on the FCMBR portal for BSES on our CBS page. All the billing information will be fetched through the intergration between bank and client's server. The branch personnel will receive the cash/cheque and an instant message will be prompted to the customer informing him about the successful/unsuccessful transaction of bill payment.

Below here we are providing Point of contacts in different circles for any support regarding this arrangement:

Circle Office	Name of Official	Contact Number	Email Id
Central Delhi	Saurav Kumar, Manager	011-25744494	cocdelcomp@pnb.co.in
Noida	J S Sobti, Manager	0120-4818124	conoidacomp@pnb.co.in
North Delhi	Pratibha Prasad, Manager	011-25744521	condelcomp@pnb.co.in
South Delhi	Sandeep Singh Negi, Manager	011-25754233 8700660388	sandeep.negi@pnb.co.in

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For technical queries:

DBD, HO	Amit Kumar, Sr. Manager	011-28044621	amitk@pnb.co.in
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CHIEF MANAGER

