

Supenergy

BSES

**Rajdhani Power Ltd
Yamuna Power Ltd**

...a joint venture with GONCTD

Nov - Dec 2009

BSES wishes you Eid Mubarak, Merry Christmas and a Happy New Year

New CEO'S



BRPL CEO: Mr Gopal Saxena (59) joined BSES two years ago and was appointed as BYPL's Chief Operating Officer in August 2007. An alumnus of IIT Kanpur and Administrative Staff College of India (ASCI), Mr Saxena has over 35 years of rich and diversified experience in core and infrastructure industries, including ACC-Babcock, DCM and ESSAR.



BYPL CEO: Mr Ramesh Narayanan (49) joined BSES in 2002 and has headed many crucial portfolios. As Senior Vice President, his last assignment included heading the critical Power Management Group and Operations & Maintenance. An alumnus of Delhi College of Engineering and Delhi University, from where he did his MBA, Mr Narayanan has a rich experience of 27 years, having worked for organisations like National Thermal Power Corporation, Power Finance Corporation, Thapars and Electricite De France (EDF).

Making life simpler for customers

Based on feedback from our customers, BSES continues to make its Bill Payment procedures as hassle free as possible. BSES customers today have the convenience of paying their electricity bills at over 2000 locations through a wide spectrum of options. These include:



152 BSES owned cash counters - Cash of upto Rs 4000/- and cheque payments are accepted on all working days from 9.00am to 3.00pm

250 Jeevan Centres - Under the aegis of the Delhi Government, are open between 8am to 8pm and accept payments through cash (upto Rs 4,000, cheque and credit card)



Bill Payment Kiosks - At every division office, payments are accepted from 8.00am to 8.00pm on all days

Net Banking - Payments accepted through your Net Banking accounts



Credit Card - Payments can be made through your credit cards

BSES Drop Boxes - Installed at Metro stations, RWA offices and Markets



Easy Bill Outlets - Cheque payments are accepted at more than 1000 Easy Bill retail outlets

ITZ Cash Card - BSES bills can also be paid through ITZ Card coupons on www.bsesdelhi.com. They provide real time online information and a transaction number



Cheque in Mail - You can also post/ courier your payment (cheque/ draft). BRPL customers can courier to Customer Care Centre, BSES Bhawan, Nehru Place, New Delhi and BYPL customers to Room No 118, 1st Floor, Shakti Kiran Building, Karkardooma, Delhi

Pay by Phone / ECS - Payment through SMS, Phone, Internet and Auto debit can be made by registering for this service



Time to correct your connected load

Outages generally occur due to a weak link in the electricity distribution system. This weak link can lead to disruption of supply, even collapse of the network. This weak link is not always due to power shortages or under/low frequency. It is also caused due to OVER drawal / loading.

What is OVER-LOADING / DRAWAL? Simple. You have an electricity connection for an X amount of load. Say 2 KW. But over the years, your life style changes and you acquire more electricity guzzling gadgets like air conditioners, geysers, blowers etc. But you have not got your Sanctioned load increased / enhanced from 2 KW to 7 or 10 KW. Not only does this put a huge strain on the network, leading to trippings and outages, it is also a safety hazard.

Our network is designed and periodically upgraded on the basis of Load Forecasts - declarations made by You, about your load (quantity of power required).

We, therefore request you to make a correct declaration about your required load and more importantly about enhancement of load. If Maximum Load Indicator (MDI) is mentioned in the consumption details section of your bill overleaf, call 39999707 or 39999808.



**We are listening...dial
BRPL - 39999707
BYPL - 39999808**

For details on payment collection centers please log on to the website www.bsesdelhi.com. You can also register your mobile number at the website for payment confirmation through SMS. In case of any query, please contact our customer care center at division offices or call the helpline number.