

# SYNERGY

**BSES**  
BSES Yamuna Power Limited



...a joint venture with GONCTD



Nov - Dec 2010



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



## Speak Easy: Now connect to BYPL in Urdu and Punjabi also

For our customers in East and Central Delhi, we have introduced announcements on our helpline number 399-99-808 in Urdu and Punjabi.

BYPL has with the launch of this Urdu/Punjabi information service on helpline become the first discom in the Capital to connect with the consumers in four major languages spoken in Delhi - Hindi, English Urdu & Punjabi.

It is extremely easy to opt for the preferred language on BYPL' IVRS based Call Centre. After dialing 399-99-808, for easy to understand instructions/information simply press:

#1 for Hindi #2 for English

#3 for Urdu #4 for Punjabi

## Call, SMS or log on for BYPL "Door Step Service"

All our services and offerings are designed, keeping you in mind. Our revolutionary "Door Step Service"(DSS), lets you apply for a host of BYPL services, including: New Connections, Load Enhancement/Reduction, Name Change, Address Correction Category/Tariff Change etc from the comfort of your home.

Register your BYPL DSS request either by calling 399-99-808 or log on to [www.bsesdelhi.com](http://www.bsesdelhi.com) or you may send us an SMS at 5-54-54-64.

On receipt of your request, our trained BYPL representative will visit your residence to facilitate you to complete the required commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline.

On completion of documentation your request will be processed within the stipulated timeframe.

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## BYPL helps Karol Bagh and Paharganj 'SPORT' new look for CWG



Ajmal Khan Road

BYPL team undertook a "beautify Delhi mission" before the CWG in the busy Parharganj, Karol Bagh area. Overhead wires were replaced with 200 kms of underground cable, electric poles were removed, 500 Feeder Pillars were replaced, 40 old sub-stations were replaced with compact packaged sub-stations.

The result both Karol Bagh and Paharganj now sport a neat clean look and additional space has been made available for pedestrians. In addition it is now easier for BYPL teams to locate and fix electricity fault and also contain power theft.

## Badarpur Khadar joins BYPL' shining network

By including Badarpur Khadar to its distribution network, BYPL has ensured 'electricity for all' in its licensed area, well ahead of the 2012 target set by Prime Minister Dr Manmohan Singh.

Surrounded by Uttar-Pradesh (UP) on three-sides and river Yamuna on the fourth, Badarpur-Khadar is a small hamlet on the eastern-most fringes of Delhi. Despite the odds and difficulties, BYPL team has now electrified the area and created the electricity distribution infrastructure at a cost of Rs 6.6 crore.