

# SYNERGY

**BSES**  
BSES Yamuna Power Limited

BYPL wishes all its customers a very Happy and Prosperous New Year

January 2015

## Power Alert

- \* Like all machines, electricity infrastructure also needs periodic maintenance. In the case of Delhi, the need is compounded on account of the increasing power demand and an extreme climate. This takes a toll on the electricity infrastructure.
- \* As part of the overall preparation and to ensure reliable network operations during the ensuing summer months, BSES is undertaking planned shutdowns for carrying-out preventive maintenance and upgrading of the local network. This is a standard practice throughout the world.
- \* To minimize the inconvenience to our consumers, this activity is undertaken during the lean winter months. For the convenience of our consumers and to help them plan their day better, a division-wise schedule for planned maintenance has been put on BSES' website [www.bsesdelhi.com](http://www.bsesdelhi.com)

## BSES donates 166 units of Blood

Playing the role of a responsible Corporate Citizens, BSES recently organised 6 Blood Donation camps. With 166 colleagues voluntarily coming forward to donate blood, the Blood Camps received an overwhelming response. The camps were organized in 6 BSES offices.

## BYPL awarded Safety Innovation Award 2014



BSES Yamuna Power Limited (BYPL) has been awarded the **Safety Innovation Award 2014**. The annual award was conferred by the Institution of Engineers, India, in recognition of the company's contribution in the field of safety innovations.

The award was presented to us by Mr. Shankar Aggarwal (Secretary, Ministry of Urban Development) at a glittering ceremony held recently at Hotel Le Meridian, New Delhi.



Dear Customer,

Namaskar!

On behalf of BYPL, I take this opportunity to wish you and your family members a very happy and prosperous New Year.

A customer is the point from where the journey of an organisation starts and it always revolves around him/ her. For us at BYPL, customers' are our most important priority. In the year gone by, we tried to live-up to your expectations and made efforts to further improve our services despite the huge external challenges.

It is our endeavors to be closer to you, listen to your suggestions and come out with initiatives that delight you. We are setting up Sanjha Prayas camps as our effort is to take customer care to your neighbourhood.

Apart from this, one 'Bill Payment Centre' is open seven days a week, including on Sundays, in all our 14 divisions. This is to ensure that our customers can pay their electricity bills with ease. To address complaints related to 'no supply', we have recently launched a Complaint Tracking System. These are some of the initiatives that were launched during the year. Several more are in the pipeline.

In the New Year, we are going to launch a 'Mobile Application', where customers can avail several BYPL services through their mobile phones. This mobile App will help in registering 'No Supply' complaints, 'Tracking Status of new connection', 'Checking Power consumption history' and 'Bill details'. While on one hand, we are taking a series of initiatives to improve our services, BYPL's financial challenges will continue during 2015 primarily due to ever increasing power cost. The issue of power theft (in certain pockets) is only compounding the already precarious situation. I seek your active support in curbing this menace of power theft.

I am sure, with your continued support, we will continue to improve our services and meet your expectations.

Once again on behalf of entire BYPL family, I wish you a very fulfilling 2015!

Warm Regards

P.R. Kumar

Chief Executive Officer

BSES Yamuna Power Limited



**At Your Service**  
24X7  
Call 399 99 808

Send in your feedback to  
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### SMS

Type BSESEYP,  
space, write NC,  
space, Type nine  
digits CA number  
and send it to  
561 61 08.

### IVRS

From your registered phone  
number call on 399 99808, for  
power outage press 1, for IVRS  
based services choose option 2.  
Your request will be registered  
automatically. If you are not  
calling from a registered number,  
then punch your CA number,  
your request will get registered.