

Citizens Charter



BSES
BSES Yamuna Power Limited

A joint venture with Govt of NCT, Delhi

INTEGRATED MANAGEMENT SYSTEM POLICY

बीएसईएस यमुना पावर लिमिटेड कानूनी, नैतिक, पर्यावरण हितैषी, स्वस्थ व सुरक्षित तरीकों से, अपने सभी उपभोक्ताओं व शेयरधारकों को लगातार बेहतर, गुणवत्तायुक्त व विश्वसनीय सेवाएं देने को प्रतिबद्ध है।

BSES Yamuna Power Limited is committed towards continual improvement in its quality and reliability of services to all customers and other stakeholders in an ethical, lawful, environment friendly, safe and healthy manner.

ਬੀਐਸਈਐਸ ਯਮੁਨਾ ਪਾਵਰ ਲਿਮਿਟੇਡ ਕਾਨੂੰਨੀ, ਨੈਤਿਕ, ਪਰਿਆਵਰਣ ਹਿਤੈਸ਼ੀ, ਸੁਅਸਥ ਅਤੇ ਸੁਰੱਖਿਅਤ ਤਰੀਕਿਆਂ ਨਾਲ, ਆਪਣੇ ਸਾਰੇ ਉਪਭੋਗੀਆਂ ਅਤੇ ਸ਼ੇਅਰਧਾਰੀਆਂ ਨੂੰ ਲਗਾਤਾਰ ਬਿਹਤਰ ਕੁਆਲਿਟੀ ਦੀ ਅਤੇ ਭਰੋਸੇਯੋਗ ਸੇਵਾਵਾਂ ਦੇਣ ਲਈ ਵਚਨਵੱਧ ਹੈ।

بی ایس ای ایس یمنی پاور لمیٹیڈ اپنے سبھی صارفین و شیئر ہولڈروں کو قانونی، دوستانہ ماحولیات، صحت مند و محفوظ طریقوں سے مسلسل بہتر خصوصیات اور قابل اعتماد خدمات دینے کیلئے عہد بند ہے۔



Ramesh Narayanan
Chief Executive Officer

New Delhi

We are pleased to present the '**Citizens Charter**' - a handy reference guide to BSES Yamuna Power Limited operations in East and Central Delhi.

For our customers convenience we are offering **Door Step Services** on our 24x7 helpline number **399 99 808** and also our newly launched SMS services on 5-545-464, this in addition to the facility of on-line customer support and payment options on our website **www.bsesdelhi.com**.

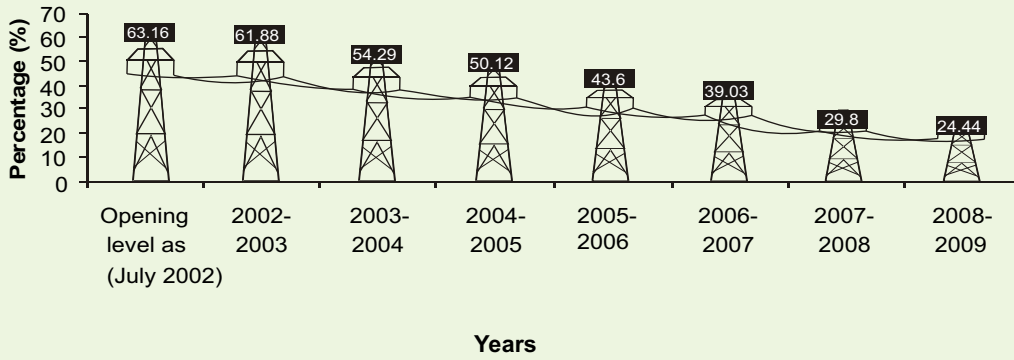
BSES Yamuna Power Limited Area of Operation



Catering to a geographical area of around 200 sq kms, BSES Yamuna Power Limited (BYPL) is the smallest of the three private distribution companies (discoms) in Delhi. The company supplies electricity to over 10.46 lakh customers, covering a population base of nearly 42 lakh in Central and East Delhi.

Consumer Profile	
Maximum Demand Met (MW)	1051 MW
Population Density	4203 (per sq km)
Domestic consumers	776100
Non-Domestic consumers	249044
Industrial consumers	21146
Public Lighting	1
Agriculture	76
DMRC	1
Others	19
Total	1046387

BSES Yamuna Power Limited - AT & C Loss Reduction



Here's How Your House Gets Powered...

In July 2001, the erstwhile Delhi's Electric Supply Undertaking (DESU) was divided, or unbundled as it is technically described, into three entities-Genco(power generating company), Transco(power transmission company) and Discoms(power distribution companies).

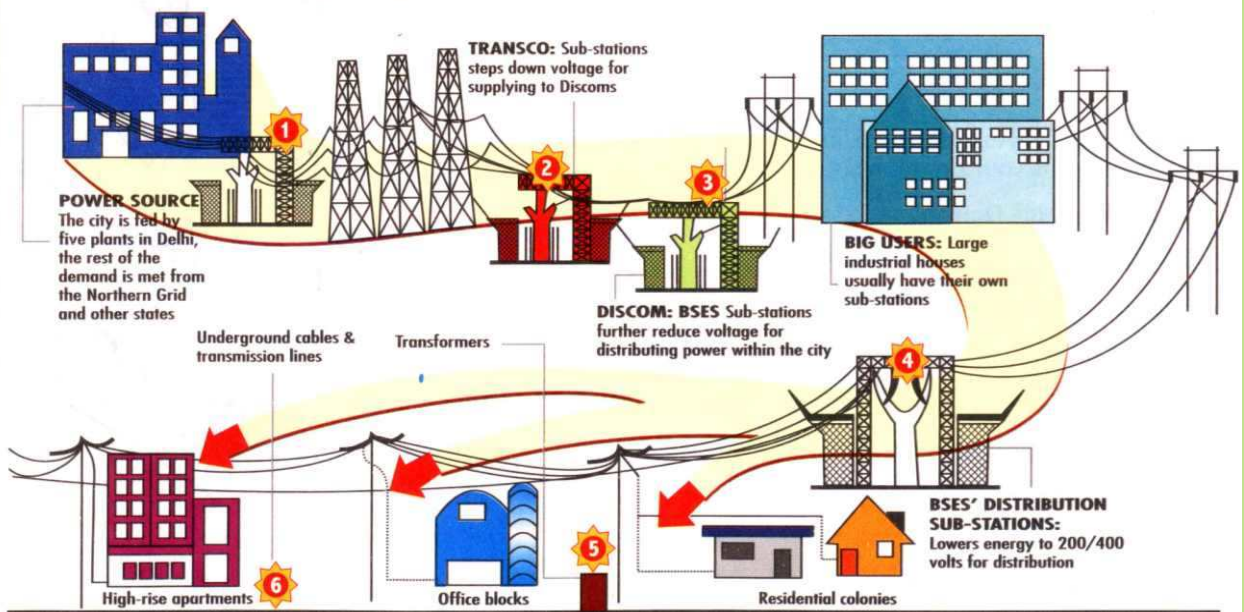
It was only the distribution part of the electricity business that was privatized. The task of power generation and transmission remained in the hands of government controlled entities-Genco & Transco. For distribution purposes, Delhi was divided into three zones. BSES assumed charge for two of these three. Thus were born BSES Yamuna and BSES Rajdhani Power Limited.

The crucial upshot: BSES brings electricity to your homes, but it is not responsible for generation(Genco) or transmission(Transco).

BYPL distributes power after sourcing it from many generating stations spread across the country

- Genco generates power and steps it up to 33/66 KV and then to 220 KV before sending it to Transco.
- Transco receives power at 220 KV and steps it down to 66/33 KV before sending it to Discoms.
- Discoms (BSES) receive power at 66/33 KV and step it down further to 11 KV before feeding it to the distribution transformer.
- Finally, thousands of BSES' distribution transformers step the power down to 0.4 KV and reaches it to your homes.

How do you get power



FLASH POINTS
Glitches in any link of the electricity supply chain lead to power cuts

- Shortage of power from any source
- Problems in transformers, other equipment

- Old systems not equipped to take the load
- Conductor and cable problems

- Local transformers keep bursting
- Faulty cables fail to take increased load

Availing a service - New Connection & more

Applying for a New Connection, Load Enhancement / Reduction, Name Change, Address Correction, Category or Tariff Change...now you can avail of these services without leaving the comfort of your home. Just call BYPL's IVRS based Call Centre number 399 99 808 and select the Door Step Service "DSS" option or simply visit the web site www.bsedelhi.com and fill up a simple request form.

Subsequent to your request, a BYPL representative will visit your residence at a mutually convenient time and help you complete the required commercial formalities (including Application Form,

Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline.

Documentation

Documents required for availing services like New Connection, Load Enhancement, and Name Change, include:

1	Passport Size Photograph of Applicant
2	Electrical Contractor Certificate for Internal Wiring (in the prescribed form)
3	Fire Fighting / Lift Safety Certificate (wherever applicable)
4	Address Proof - Any of the following: <ul style="list-style-type: none">a. Electoral Identity Cardb. Passportc. Driving Licensed. Ration Carde. Photo Identity Card issued by any Govt. Agency
5	Proof of Ownership / Occupancy (any of the following): <ul style="list-style-type: none">a. GPAb. Possession Letterc. Rent Receipt with Proof of Ownership of Landlordd. Lease Agreement
6	No Objection Letter of Landlord along with Proof of Ownership of Landlord.
7	Other Documents: applicable for selected consumer category: <ul style="list-style-type: none">a. Industrial<ul style="list-style-type: none">Valid Industrial License / Lal Dora Certificate in case of rural areasb. Agricultural Consumers<ul style="list-style-type: none">i. Certificate of Residence from Block Development Officerii. No Objection Certificate from Development Commissioner / Block Development Officer for Tube wells.C. Non-domestic for Khokhas and Temporary Structure<ul style="list-style-type: none">i. The Bazaari Receipt Numberii. No Objection Certificate for Khokhas / Temporary Structure for Municipal Corporation of Delhi / Delhi Development Authority / Land Owning Agency

Timeframe

Though the Delhi Electricity Regulatory Commission (DERC) has laid down the stipulated timeframe within which the various services have to be rendered, BYPL have been continuously striving to even better these. Here's a primer:

S.No.	Commercial / Metering Complaints/ Requests	DERC Timeline (Days)	BYPL Timeline (Days)
1	New Connection Demand Note after Application Received	7	7
3	New Connection-Energisation after payment of Demand Note(Electrified)	12	7
4	New Connection-Energisation after payment of Demand Note(Un-Electrified)	180	60
5	Temp. Connection -Energization after payment	7	7
6	Load Enhancement -Energization after payment of demand note	12	7
7	Load Reduction sanction (effect from next billing cycle)	10	10
8	Testing of Meter after payment	15	15
9	Replacement of Faulty Meter (stop, slow, fast, glass broken)	30	15
10	Replacement of Burnt Meter	3	3
11	Final Bill (Disconnection request)	5	5
12	Reconnection after payment (Normal/Dormant)	2	2
13	Delay of Meter Energisation after Security Deposit	15	7
14	Shifting of Meter/Amalgamation of Meter	15	15
15	Category Change	10	10
16	Re-Sealing of Meter (New)	-	15

S.No.	Billing Complaints Request	DERC Timeline	BYPL Timeline
1	Name Change	2 Billing Cycles	15
2	Billing Complaints	15	7
3	Bill Not Received	1	1
4	Final Bill (Vacating Premises)	23	3
5	Special Reading	7	3
6	Refund of Security Deposit	60	7
7	Correction of Security Deposit	-	7
8	Name Correction,/Address Correction	60	15

Charges

New Connection

The charges payable depend on the Tariff Category and Sanctioned load:

- (i) Advance Consumption Deposit/Security Deposit is dependent on Sanctioned load and tariff category, as specified in the table below:

S.No.	Category	Amount (Rs./KW)
1.	Domestic	600.00
2.	Non-Domestic	1500.00
3.	Industrial	1500.00
4.	Agriculture	300.00
5.	Street Light	1500.00
6.	Railway, DMRC	1500.00
7.	Mushroom Cultivation	600.00
8.	Temporary Connection:	300.00
	• Upto 3 days	500.00 per 7 days block or part thereof
	• Upto 7 days and multiple thereof, in block of 7 days	1.5 times relevant category
	• For regular use/construction works	

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

- (ii) In case area/colony is electrified, the Service line and development (SLD) charges shall be payable by all the consumers irrespective of whether it is electrified or unelectrified area. The SLD charges as given in Table below would be leviable.

S.No.	Sanctioned Load	Amount (Rs.)
1	Upto 5 KW	3000.00
2	More than 5 KW upto 10 KW	7000.00
3	More than 10 KW upto 20 KW	11000.00
4	More than 20 KW upto 50 KW	16000.00
5	More than 50 KW upto 100 KW	31000.00
6	More than 100 KW (at 11 KV)	50% of the cost of HT cables/lines/switchgear

Source: Table 4, Delhi Electricity Supply Code and Performance Standards Regulations 2007

Tariff Category/Load Change

- (i) Advance Consumption Deposit/Security Deposit depending on the final and original tariff category (that shall be applicable after load/tariff category change), as specified in Table below:

S.No.	Category	Amount (Rs./KW)
1.	Domestic	600.00
2.	Non-Domestic	1500.00
3.	Industrial	1500.00
4.	Agriculture	300.00
5.	Street Light	1500.00
6.	Railway, DMRC	1500.00
7.	Mushroom Cultivation	600.00

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

In case of tariff category change, if the original receipt for the security deposit paid is produced, only the differential Security Deposit amount shall be paid by the customer after due verification of the receipt by BYPL

In case of Load Change, Security is required to be paid only on the incremental load.

- (ii) Service Line cum Development charges would be payable in case a service line change is required. The changes would depend on the final sanctioned load as specified in Table below:

S.No.	Sanctioned Load (KW)	Amount (Rs.)
1	Upto 5	3000
2	More than 5 upto 10	7000
3	More than 10 upto 20	11000
4	More than 20 upto 50	16000
5	More than 50 upto 100	31000
6	More than 100 (at 11 KV)	50% of the cost of HT cables/lines/switchgear

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

Availing SMS services on 5-545-464

BYPL has introduced a SMS service 5-545-464 for your convenience. In case of a power outage,

voltage fluctuation or an outage due to a meter issue, now you - residents of East and Central

Delhi - can simply SMS and register your complaint. All you have to do is:

Type BSES <SPACE> FAULT CODE <SPACE> CRN Number and SMS to 5-545-464

Fault Codes are:

- (i) NC for No Current,

- (ii) VF for Voltage Fluctuation and

- (iii) MB for Outages on account of Meter Issues

Even Bill and Payment details are available through SMS. All you have to do is:

Type BSES <SPACE> BILL <SPACE> CRN Number and SMS to 5-545-464

We are happy to offer this service to our largest consumer base - all 'single phase' users.

Efforts are on to offer services such as, New Connection, Load Enhancement, Name/Address and Category Change on this SMS services.

Safety First Do's and Don'ts

Observe these simple Do's and Don'ts, and help keep you, your friends and your family safe!

Do's

- ✓ Carry out all electricity related work, only after switching off the power supply
- ✓ In case of an electrical fire, immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water
- ✓ Provide effective Earthing for all electrical appliances and install Earth Leakage Protective Device(ELCB) to prevent electrical shocks
- ✓ Old and damaged wiring, where insulation has worn out, should be immediately replaced
- ✓ For all electrical appliances use properly earthed 3-pin plugs
- ✓ Electrical appliances should be kept away from damp & hot surfaces and from flammable goods
- ✓ Contact a qualified electrician, in case of dim or flickering lights, sparks and buzzing sounds from electrical appliances. They are signs of a potential hazard
- ✓ Keep away from overhead electricity lines and cables and do not touch broken wires
- ✓ Avoid joints in the wiring. All necessary joints should have proper taps / insulation

Don'ts

- × Don't go near any place where 'Danger'/ Caution board is placed
- × Don't climb a tree that has power lines running through or near it
- × Never climb utility poles or play near fencing around substations
- × Don't touch switches / plugs with wet hands
- × Don't fly kites near High Tension electrical wires
- × Don't use broken electrical fittings replace them immediately
- × Don't use metallic wires, near electric cables, for hanging wet clothes
- × Don't use electrical appliance or talk on the phone during an electric storm
- × Don't insert wires directly into the plug socket, without a matching plug pin
- × Don't touch a bare wire i.e. without insulation. It may be live
- × Don't provide for a fuse on a neutral circuit

Tips on Energy Saving

Follow these simple energy saving tips to reduce your bills as well as keep the earth green.

Lighting System

- Turn off lights and fans when not in use.
- As far as possible use task lighting which focuses light where it is needed.
- Clean tube lights and bulbs regularly - dirty ones waste upto 50% of the light through absorption.
- Replace ordinary lamps with energy efficient CFLs which use 80% less energy. Savings between Rs 321 - Rs 525 (depending on wattage) per year can accrue with just one CFL bulb.

Room ACs

- Air-conditioners cost over Rs 10 per hour to run. You can reduce energy use by as much as 40% by shading the windows and the walls with plants etc.

- Set AC thermostat at 25 degree C to provide the most comfort at the least cost.
- Keep the doors of the air-conditioned room closed as far as possible.
- Clean the AC filter every month.
- Set a higher cut-off temperature for your air-conditioner when not required.

Refrigerator

- Make sure the refrigerator is placed away from any heat source including direct sunlight.
- Allow enough space around the refrigerator for continuous airflow.
- Defrost the freezer compartment regularly for a manual defrost refrigerator.
- Do not keep your refrigerator door open for too long.

- Periodically check the condition of the door gasket.

Inverter/Generator/Geysers

- Install a Total Isolation Relay for invertors/generators/geysers to prevent your electricity meter from running during a power cut.
- Install Thermostat fitted geysers.
- Get your geyser serviced every year.

Microwaves

- Save 50% on cooking energy costs by using a microwave oven instead of a regular oven.
- Place larger and thicker items towards the outside edge as microwaves cook from the outer to the center of the dish.

Computers

- Turn off the computer when not in use.
- The monitor uses more than half of the energy consumed. Turn it off even if you have to leave the computer on.
- Screen savers do not save energy. Start ups and shutdowns do not use any extra energy and nor do they harm the components.

Switch off

- Avoid keeping electronic appliances in the stand by mode since your electricity meter records such consumption.
- Use ISI marked & energy efficient gadgets to minimize consumption

Electricity Calculator

A handy illustration to calculate your own power consumption.

Appliances*	Load (Watts) (a)	No of Appliances (b)	Consumption (Hours/Day) c)	Units/Months axbxcx30/1000
Refrigerator (Small)	225	1	10	68
Window Air Conditioner (1.5 ton) / Room Heater (Blower Type)	1800	1	5	270
Cooler (Medium size)	170	1	8	41
Table fan / Ceiling Fan	80	3	12	86
Exhaust Fan	150	1	2	9
Incandescent Bulb	100	2	2	12
Tube Light with Cu choke	55	4	7	46
Washing Machine	500	1	1	15
Colour Television	120	1	6	22
Pump Motor (1 HP)	740	1	1	22
Geyser (Storage)	2000	1	2	120
Computer	150	1	2	9
				720

You can calculate your own consumption by multiplying 'a' (wattage) x 'b' (your appliance) x 'c' (consumption, hours/day) x 30 (days) and divide it by 1000 to convert W to KW

- The list and figures are indicative. Please calculate for your appliance and check actual wattage.

Log on to www.bsedelhi.com and check the on-line Energy Calculator

Earth Leakage Protective Device (ELCB)

Earth leakage, may turn simple everyday appliances into objects of dread - giving electric shocks and causing serious bodily injury, which sometimes can be fatal. These shocks and mishaps can be avoided by installing an Earth Leakage Protective Device (ELCB). This simple yet a very useful device detects even a small "current to earth" (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises / equipment, thus preventing serious mishaps. Another useful benefit of installing an ELCB is that it also detects faulty and inter-mixing of internal wiring. On detection, the ELCB immediately trips, thus preventing potential wastage of electricity and accidents.

Under Section 61 A of the Indian Electricity Rules, 1956, it is mandatory for all consumers, having an electricity load of 5 kW and above, to have an ELCB installed at their premises. DERC in its latest order has directed the Delhi discoms to ensure strict adherence to Section 61 A of the Indian Electricity Rules, 1956 and make the installation of an ELCB mandatory and a pre requisite for providing a new connection with immediate effect. Moreover, in compliance with the DERC directive BYPL in East and Central Delhi will be issuing a formal time frame for existing consumers to have an ELCB installed.

Property Dues

Are you buying or selling property? Are you taking / leaving rented accommodation (including government quarters / flats / bungalows)???

Please remember to take "No Dues Certificate" from BYPL to avoid "outstanding dues" problem in future. The last Bill paid is not conclusive proof that no other dues are outstanding on the property. There could be other dues which can be broadly classified as follows:

- Enforcement (Power theft/dishonest abstraction of electricity)

- Assessment for the period for which meter remained defective (which is done only six month after the replacement of defective meters)
- Adjustment of Bill from Provisional to Actual
- Dues kept as deferred pending settlement of dispute.
- Dues kept as deferred for the installment not yet due.
- Dues of Temporary Connection on the Premises taken for construction / renovation / social function etc.
- Cost of the meter which was tampered, burnt or found defective at the time of change of occupancy etc.

Beware of Impostors

Often BYPL has come across incidents of forgery and misrepresentation - where gullible and unaware customers have been targeted by impostors and conmen. Masquerading as BYPL employees, these impostors try to extract money from the unsuspecting customers on one pretext or the other. Thankfully, some aware and alert customers have thwarted such attempts.

BYPL urges customers to guard against unscrupulous elements - out to make a quick buck in a clandestine manner and tarnish the company's image. Do not get intimidated by their threats or false assurances. Do not to give them any money remember, all Enforcement, Fines, Penalties and other Commercial payments are to be made ONLY at designated BYPL offices.

Customers are advised to ascertain and verify the identity of persons, claiming to be from BYPL, who visit their premises. Please ask for their Identity Cards and look for the following to ascertain its genuineness:

BSES Logo, BSES Hologram, Date of Issue, Validity, Photograph, Signature of authorized signatory, Signature of employee, Employee Number / I Card Number, Name / Logo / Address of the Contractor, Lamination

In case you have any doubt or notice anything suspicious, please immediately alert the nearest BYPL office or call 39999808 and inform the local Police on # 100.

Load Enhancement

At times outages also occur due to OVER drawal / loading. Now what is OVER-LOADING / DRAWAL? Simple. You have an electricity connection for an X amount of load. Say 5 KW. But over the years, your life style changes and you acquire more electricity guzzling gadgets like Air Conditioners, Geysers, Blowers etc. But you don't get your Sanctioned load increased / enhanced from 5 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 - declaration made by You - the consumer, about your load (quantity of power) required. There are many consumers, who over the years have acquired electricity guzzling gadgets like Air Conditioners, Geysers, Blowers etc, but have not got their Sanctioned

load enhanced.

An oversight of not enhancing ones sanctioned load, not only puts a huge strain on the network, leading to trippings and outages, but is also a safety hazard.

Therefore the declaration made, about the required load and more importantly about enhancement of load with passage of time is crucial to maintain the distribution network's health and ensures quality power at home and office.

Avail the services of a licensed electrician to gauge your electricity load. All it takes is Rs 600 per KW (Domestic) and Rs 1500 per KW (Commercial) to enhance your load

Here is a simple illustration to calculate Sanctioned Load

Appliances	Load (Watts)*	Quantity	Total Watt
Refrigerator (165 Ltr)	150	1	150
Window Air Conditioner (1.5Ton) / Blower/heater	2000	1	2000
Cooler Medium Size	200	1	200
Table Fan/ Ceiling Fan	80	4	320
Exhaust Fan	150	1	150
Bulb	100	5	500
Tube Light (With Choke)	52	4	208
Washing Machine	500	1	500
Colour TV	150	1	150
Pump Motor (1 H.P)	740	1	740
Total			4918

* 1000 Watts = 1 KW

Minimum Sanctioned Load in the above illustration should be 5 KW.

Handy Addresses

Grievance Redressal

BSES has a very robust grievance redressal mechanism. In case, your queries / complaints are not resolved to your satisfaction at the discom level, you can approach the following.

Consumer Grievance Redressal Forum (BYPL)

Sub Station Building, Adjacent to BYPL Regd. Office,
Karkardooma, Shahdara, Delhi - 110032

Phones : 32978140; Fax : 22384886

Email : cgrfbypl@hotmail.com

Address for Special Courts of Electricity

BSES Yamuna Power Limited

1 Karkardooma Special Court

Court Room No. 5, Karkardooma Court Complex, Delhi-110092.

Electricity Ombudsman.

B 53 Paschimi Marg, Vasant Vihar, New Delhi - 110 057

Tel 32506011, Fax 26141205

2 Tiz Hazari Special Court

Court Room No-21, Tis Hazari Court Complex, Delhi-110054

BYPL Commercial Office Contacts

S.N.	Division/Circle	Address	Contact Number
A	CIRCLE HEAD-South-East	Shakti Kiran Building, 2nd Floor, Opposite Karkardooma Court, Karkardooma, Delhi- I 10092	39992077
1	Karkardooma	Shakti Kiran Building Opposite Karkardooma Court, Karkardooma, Delhi- I 10092	39999233
2	Krishna Nagar	F-15/2, Krishna Nagar, Delhi- I 10051	39999296
3	Laxmi Nagar	Sub-Station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi- I 10092	39999256
4	Mayur Vihar Ph I & II	MVR-I & II , sub-staion building, adjacent to Local Shopping Complex, Pocket- I, Mayur Vihar-Ph- I	39992901
5	Mayur Vihar PH III	BSES Office, sub-station building, Near Somervilla School, Vasundhara, Delhi.	39992901
B	CIRCLE HEAD-North-East	33 kv grid, GT Road, Dilshad garden, Room No.- I 10, Delhi- I 10095	39999283
6	G T Road	Sub-station building, GT Road, Shahdara, adjacent to Hind Pocket books, Delhi- I 10095	39999272
7	Nandnagri	C-102, Tahirpur Grid, Nand Nagri, Delhi- I 10094	39993403
8	Karawal Nagar	66 kv grid sub-station building, Bhagirathi , Near Gokul Puri Police Station, Yamuna Vihar, Delhi	39993276
	Divisional Chief Yamuna Vihar	33 kv Grid sub-station, G T Road, Dilshad Garden, Delhi- I 10032	39999076
9	Yamuna vihar	Sub-station building, C-7, Yamuna Vihar, Delhi- I 10053.	39993162
C	CIRCLE HEAD-Central	BSES Building, Gandhi Market, Behind Zakir Hussain College, New Delhi- I 10002	39994251
10	Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-6	39999316
11	Paharganj	Paharganj District Office, Building, Aram Bagh, Near Paharganj Police Station, Delhi- I 10055	39999362
12	Shankar Road	33 kv sub-stn building, Shankar Road, New Delhi- I 10060	39995338
13	Patel Nagar	Patel Nagar Sub-stn building, Block-18, East Patel Nagar, Delhi- I 10018	39994601
	Divisional Chief Darya Ganj	BSES Office, I st Floor, Gandhi Market, Minto Road, New Delhi.	32587135
14	Darya Ganj	Kamla Market Office, Asaf Ali Marg, Delhi- I 10001	39994129

BYPL Operations & Maintenance Office Contacts

S.N.	Division/Circle	Address	Contact Number
A	CIRCLE HEAD -South-East	Shakti Kiran Building, Karkardooma, 2nd Floor, Delhi.	39992029
1	Karkardooma	Sub-station Bldg,B-Block, Vivek Vihar Delhi-I 10091	32019831
2	Krishna Nagar	Sub-station Bldg.18 Block, Geeta Colony In front of Sai Baba Mandir Delhi- I 10031	32594303
3	Laxmi Nagar	Sub-station Bldg. No-7 I.P. Extension Near AVP Public School Delhi-I 10092	39992826
4	Mayur Vihar Ph I & II	Sub-station Bldg No-1 Opp. Sadar CGHS Mayur Vihar Phase-I Delhi- I 10092	39993001
5	Mayur Vihar PH III	Sub-station No-2 Vasundhara Enclave Near Dharamshila Cancer Hospital Delhi- I 10092	39993001
B	CIRCLE HEAD -North-East	33 kv grid, GT Road, Dilshad Garden, Room No.- I 13 Delhi-I 10095	39999328
6	G T Road	Sub-station Bldg,B-Block, Dilshad Garden Behind State Bank of India, Delhi- I 10095	32596043
7	Nandnagri	Sub Station Bldg no-2, MIG DDA Flats East of Loni Road	32475131
8	Karawal Nagar	Sub-station Bldg. Gokal Puri, Karawal Nagar Near State Bank of India Gokal Puri Delhi- I 10094	39993289
	Divisional Chief Yamuna Vihar	33 kv Grid sub-station, G T Road, Dilshad Garden, Delhi- I 10032	39999076
9	Yamuna vihar	Sub-station Bldg.C-6 Yamuna Vihar Delhi- I 10053	39993253
C	CIRCLE HEAD -Central	BSES Building, 1 st Floor, Room No.- I 11, Shankar Road, Delhi- I 10060	39999341
10	Chandni Chowk	Sub-station Bldg.Paiwalan, Dariba Kala, Chandni Chowk Near Jama Masjid Police Station, Delhi- I 10006	32988861
11	Paharganj	Sub-station Bldg. C-Block, Motia Khan Pahar Ganj, Delhi	32475379
12	Shankar Road	Sub-station Bldg. Flat No-88-A, Double Storey, R-Block New Rajinder Nagar New Delhi	39994580
13	Patel Nagar	10-B, Rajendra PlaceNear Patel Auto Workshop Patel Nagar New Delhi- I 10008	39994701
	Divisional	BSES Office, 1 st Floor, Chief Darya Ganj Gandhi Market, Minto Road, New Delhi.	32587135
14	Darya Ganj	Sub-station Bldg. C-Block, Minto Road Housing Complex New Delhi- I 10002	39994227

BYPL Customer Care Offices' Contacts

S.N.	Division/Circle	Address	Contact Number
1	Karkardooma	Shakti Kiran Building Opposite Karkardooma Court, Karkardooma, Delhi-I 10092	39999244
2	Krishna Nagar	F-15/2, Krishna Nagar, Delhi-I 10051	39999298
3	Laxmi Nagar	Sub-Station Bldg. East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-I 10092	39999251
4	Mayur Vihar Ph I & II	MVR-I & II , sub-staion building, adjacent to Local Shopping Complex, Pocket-1, Mayur Vihar-Ph-1.	39992904
5	Mayur Vihar PH III	BSES Office, sub-station building, Near Somervilla School, Vasundhara,Delhi.	39993037
6	G T Road	Sub-station building, GT Road, Shahdara, adjacent to Hind Pocket books, Delhi-I 10095	39999271
7	Nandnagri	C-102, Tahirpur Grid, Nand Nagri, Delhi-I 10094	39993410
8	Karawal Nagar	66 kv grid sub-station building, Bhagirathi , Near Gokul Puri Police Station, Yamuna Vihar, Delhi	39993277
9	Yamuna vihar	Sub-station building, C-7, Yamuna Vihar, Delhi-I 10053.	39993163
10	Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-6	39999326 39999379
11	Paharganj	PaharganjDistrict Office, Building, Aram Bagh, Near Paharganj Police Station, Delhi-I 10055	39999363
12	Shankar Road	33 kv sub-stn building,Shankar Road, New Delhi-I 10060	39999340
13	Patel Nagar	Patel Nagar Sub-stn building, Block-18, East Patel Nagar, Delhi-I 10018	39994604
14	Darya Ganj	Kamla Market Office, Asaf Ali Marg, Delhi-I 10001	39994135

BYPL Bill Payment Counters

S.No	Division	Address
1	Chandni Chowk	Town Hall, Chandni Chowk, New Delhi
2	Chandni Chowk	Lahori Gate, New Delhi
3	Darya Ganj	Ansari Road, Darya Ganj, New Delhi
4	Darya Ganj	Kamla Market, Asaf Ali Road, New Delhi
5	Darya Ganj	Gandhi Market, Minto Road, New Delhi
6	Dilshad Garden	66KV Grid S Stn, G.T.Road,, Near Hind Pocket books, Dilshad Garden, Delhi-I 10095
7	Dilshad Garden	Zonal office,New Zafrabad, Delhi-I 10032
8	Karawal Nagar	Bhagirathi Grid, Karawal Nagar, Delhi

S.No	Division	Address
9	Karawal Nagar	Karawal Nagar Zonal Office, Delhi- I 10094
10	Karkardooma	Shakti Kiran bldg. Opp.Karkardooma Court, Delhi- I 10032
11	Karkardooma	Sub.Station Building, Saini Enclave, Delhi- I 10092
12	Karkardooma	Kasturba Nagar Vivek Vihar Phase II, Delhi
13	Krishna Nagar	F-15/2,Krishna Nagar,Delhi- I 10051
14	Krishna Nagar	Sub. Station Building,Gagan Vihar, Delhi
15	Krishna Nagar	Complaint Centre, Kanchan Aptt. Geeta Colony, Delhi- I 10031
16	Krishna Nagar	Block 8A.Geeta colony, Delhi- I 10031
17	Laxmi Nagar	66KV Grid S.Stn.Building, Guru Angad Ngr, Near Radhu Place Cinema, Delhi
18	Laxmi Nagar	Sub Station No 2, West Vinod Ngr, Near Mayur Public School, Delhi- I 10092
19	Laxmi Nagar	Sub Station No 8. Opp Fire stn,Patparganj,Delhi- I 10092
20	Laxmi Nagar	Sub Station No 5. I.PExtn, Delhi
21	Mayur Vihar Phase-I&II	Zonal office, Mayur Vihar-I,Delhi- I 10091
22	Mayur Vihar Phase-I&II	Sub. Station No.8 at pocket C, Mayur Vihar -II Delhi
23	Mayur Vihar Phase-III	Sub-station No.7,Dallupura Near Summer Ville School, Delhi
24	Mayur Vihar Phase-III	Sub StationNo.6 Ryan Public School Mayur Vihar Ph.III, Delhi- I 10091
25	Nand Nagri	Tahirpur Grid, Nand Nagari , Opp. Rajeev Gandhi Hospital,Delhi
26	Nand Nagri	Zonal Office, Nandnagri, Near Police Stn Delhi- I 10093
27	Paharganj	Chuna Mandi, Pahar Ganj, New Delhi
28	Paharganj	Aram Bagh, Pahar Ganj, New Delhi
29	Paharganj	Motia Khan, Pahar Ganj, New Delhi
30	Paharganj	Bahadurgarh Road, Sadar Bazar, New Delhi
31	Patel Nagar	Anand Parbat . New Delhi
32	Patel Nagar	District Office, 18 block East Patel Nagar , New Delhi
33	Shankar Road	Division Office Shankar Road, New Delhi- I 10060
34	Shankar Road	Tibia College, Karol Bagh, New Delhi
35	Yamuna Vihar	Sub Station bldg, block C- 7,Yamuna Vihar, Nr Masjid,, Delhi
36	Yamuna Vihar	Zonal Office,Zone-2401,Seelam Pur, Nr Police Stn, Delhi- I 10053

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