

**Help us to rectify a power outage at the earliest!**

**Often, a power-cut is on account of tripping of a MCB / ELCB of a premise & and not a local fault**

We at BSES strive to ensure uninterrupted power-supply to our consumers. At times, there can a power outage for a variety of reasons. Before registering an electricity complaint, we request you to please check the following at your premises. At times, the issue can be as simple as tripping of a MCB/ELCB.

| Step          | Check   | Situation  | Action /Outcome  |
|---------------|---|--|--|
| <b>Step 1</b> | Electricity at your neighbour's place, streetlight (during the night) and neighbourhood | If they have electricity and you don't   | Go to Step 2   |
|               |   | If they also don't have electricity  | Register a complaint   |
| <b>Step 2</b> | MCB / ELCB / Fuse   | If it has tripped  | Switch-it on - Electricity restored  |
|               |   | If it is tripping repeatedly<br><br><i>(In both the above cases, please try and find-out the reason for the tripping. More-often than not, an electric appliance may have caused the tripping)</i> | Call your local electrician  |
|               |   | If ELCB/MCB / Fuse are fine  | Go to Step 3   |
| <b>Step 3</b> | Electricity Meter   | If the meter has electricity   | Discom's power supply is normal. It's an internal fault, call your electrician |
|               |   | If the meter does not have electricity   | Register a complaint   |

**Pay-your bills online & get upto Rs 220\* rebate**



Now get rebate for paying BSES bills through a variety of new age digital payment options from the comfort of your homes on BSES Website, Mobile App & other payment platforms. #GoDigital

- 1% or (max)Rs 200# rebate if full payment made within 7 days of the bill generation date
- 0.5% or (max) Rs 150# rebate if payment made between 8-14 days of the bill generation date
- No transaction charges on online payment of BSES bills
- Get Rs 20 rebate on Self Meter Reading on the BSES Mobile App
- No transaction charges on payments upto Rs 10,000
- No transaction charges on any amount if paid through Bharat Bill Pay enabled channels

# Whichever is lower

*The schemes are applicable on the bills raised from March 24, 2020 to June 30, 2020 only*

**Apart from the BSES Mobile APP, 'Self Meter Reading' of your electricity usage is now just a SMS away & rewarding!**



Get a rebate of Rs 20 for 'Self Meter Reading'  
**Step 1:** Click on the link received in the SMS  
 (Dear consumer, to maintain social distancing meter reading is suspended. Click to submit your meter reading <http://tinyurl.com/ycqffyl3>. Team BRPL)  
**Step 2:** Click to go on the 'Reading Page'

**Step 3:** Verify the CA number and Meter Number displayed on the screen  
**Step 4:** Enter the meter reading (kWh) displayed on the meter and capture a clear photograph of this reading  
**Step 5:** Click "Submit" to successfully complete the self meter reading process & to receive confirmation of the same

**Register 'No Supply' complaints through convenient options like Mobile App and WhatsApp**



**Toll Free 24x7**  
 19123

**WhatsApp Duplicate Bill**  
 (Type #Bill 9 digit CA No & send to 9999919123)

**WhatsApp Register 'No Supply' complaints**  
 (Type #NC 9 digit CA No & send to 9999919123)

**Emergency (Fire & Shock)**  
 1800 10 39707

Send your feedback to: Corporate Communications, BSES RAJDHANI POWER LIMITED, BSES Bhawan, Nehru Place, New Delhi - 19

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