

January 4, 2023

Press Release

## **BSES launches electricity Bill in Braille for the visually impaired**

**Shri S K Rungta, eminent lawyer, torch bearer for the visually impaired and General Secretary of the National Federation of the Blind launched the BSES Braille Bill**

**Braille Bill launched on occasion of the World Braille Day**

**BSES becomes the 1<sup>st</sup> discom in Delhi & among a handful in India to offer Braille Bill**

**BSES' upgraded & voice enabled accessible mobile app & door-step services for the visually impaired also launched**

**Visually impaired will be able to avail the full suit of BSES services from the comfort of their homes**

**BSES offerings launched in consultation with the National Federation of the Blind**

**Visually impaired can register for the Braille Bill and the Door Step Service through the BSES Mobile App, BSES Call Centre, Voice Bot, Email and Customer Care Centres**

**New Delhi:** Demonstrating its commitment as an inclusive organisation that empowers all sections of its consumers, BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) have come-out with an electricity bill in Braille for the visually impaired.

On occasion of the World Braille Day, today, the BSES Brail Bill was launched by Shri S K Rungta, noted lawyer, torch-bearer for the visually impaired and General Secretary of the National Federation of the Blind at BSES' head-office at Nehru Place in the presence of the officials of the National Federation of the Blind and visually impaired consumers. BSES team was led by BSES Director Shri Amal Sinha, BRPL CEO Shri Vineet Sikka and BYPL CEO Shri Amarjeet Singh.

With this, BSES has become the first discom in the city and only among a handful in the country, which has launched a bill in Braille. On the occasion, apart from the bill in Braille, BSES's upgraded & voice enabled accessible BSES Mobile App and door-step services for the visually impaired were also launched.

BSES' electricity bill in Braille will cater to the specific needs of the visually impaired and empower them to better understand the various components of the electricity bill like units consumed, payment of due date, subsidy details, schemes etc. The households opting for the bill in Braille will continue to receive the regular BSES electricity bill.

## BSES Mobile App and Door Step Service for the Visually Impaired

Apart from the Braille Bill, BSES also launched the upgraded and voice enabled accessible Mobile Apps - BRPL Power App for the residents of South and West Delhi and BYPL Connect - for those residing in East and Central Delhi.

Further strengthening the bouquet of BSES services and making it still easier for the visually impaired to apply for them are the Door Step Services (DSS) for them. The visually impaired can simply register for the DSS and upon receiving the request, a BRPL/BYPL official will visit them at their home at a convenient time and help them complete all the formalities. There will be no need for them to visit a BSES office.

### Registering for the Braille Bill and the Door Step Service

BSES is making it very easy for the visually impaired to register for the Braille bill and avail door-step services. They can do this by simply registering their CA and mobile numbers through convenient options like the BSES Mobile Apps, BSES Call Centre or emailing BSES Customer. They can do this themselves or with the help of their friends and family members.

	BRPL	BYPL
Call-Centre (Toll-free)	19123	19122
Mobile App	BRPL Power App	BYPL Connect
Door Step Services	Through the BSES Mobile App and the Call Centre	
Emailing	brpl.customercare@relianceada.com	bypl.customercare@relianceada.com

**While announcing the consumer friendly initiative, a BSES Spokesperson said,** “We are very grateful to Shri S K Rungta, General Secretary of the National Federation of the Blind for launching the BSES Braille Bill for the visually impaired. On the occasion BSES’s upgraded and voice enabled accessible mobile app and door-set services for the visually impaired were also launched. These will cater to the specific needs of a very important segment of our consumer base”

“We express our gratitude to the National Federation of the Blind and it’s General Secretary Shri S K Rungta for their continuous guidance and support in helping us to better understand the needs of the visually impaired for this socially inclusive initiative. We are confident; this initiative will empower them further.”, **added the Spokesperson.**

BRPL & BYPL are premier power distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCTD.