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November 20, 2017

**Press Release**

**Pro consumer BSES App will Significantly Reduce the Menace of Imposters  
Consumers Can Ascertain Identity of BSES Officials from Mobile App**

- Feature enabled in BSES' existing Mobile App
- Initially available for BSES customers in East and Central Delhi
- New feature will be available for customer in South and West Delhi shortly

New Delhi: Instances of impostors masquerading as discom officials have been troubling customers for years inspite of BSES' regular campaigns to sensitise them about the menace. Now, coming to the aid of its customers, BSES has come-out with an innovative solution, which will give customers the power to easily identify impostors and put an end to this menace.

BSES has introduced a novel "**BYPL representative check**" option on its popular BSES Mobile App, which will let discom customers verify the authenticity of any official (Meter Reader, Bill Distributor, Inspection Team official etc.) claiming to be from BSES. Initially, this feature has been rolled-out for customers in East and Central Delhi. It will be soon available for BSES customers in South and West Delhi.

**East to use**

The feature is extremely easy to use and will it will take just a few clicks to verify the particulars of a 'BSES official'.

- Download the BSES Mobile App (From Google Play / App Store)
- Click on option "BYPL Representative Check"
- Enter "Employee Id" of the 'BSES official'
- Employee details, including Name, Photo, Employee No, Designation, Office Location, Department, Validity of ID Card etc will pop-up on the screen

**Announcing this pro consumer initiative, BSES official said,** "We have been routinely urging our consumers to be on guard against such unscrupulous elements. We once again appeal to our consumers not to get intimidated or induced by the threats and false assurances of 'impostors' and not give them any money – whatever be the reason. All Enforcement (fines and penalties) and Commercial payments are to be made only at designated BSES offices."

Consumers are advised to ascertain and verify the identity of persons, claiming to be from BSES, who visit their premises. "If consumers have any doubt or notice anything suspicious,

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they should immediately alert the nearest BSES office or call 262 73311 / 39999707 for BRPL and 8010930719 / 39999808 for BYPL or inform the local Police on # 100."- **added the spokesperson.**

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

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