

January 23, 2019

Press Release

## **Need a Duplicate Electricity Bill: Just WhatsApp to BSES**

- **BSES becomes the 1<sup>st</sup> discom in Delhi to launch this innovative WhatsApp service**
- **After South and West Delhi, service will also be launched for East and Delhi consumers**

New Delhi: For making consumer engagement more interactive and the experience rewarding, BSES has taken-to digital in a big way. Today, a consumer can connect with BSES and apply for a host of services using platforms like BSES Mobile App, revamped website, Facebook and Twitter.

Taking this digital journey forward, BSES is embracing the popular messaging app WhatsApp in various innovative ways. Now apart from BSES' Mobile App and Website, a consumer can also get a duplicate bill on WhatsApp. With the launch of this service, BSES has become the first discom in Delhi to do so.

### **Getting a duplicate bill on WhatsApp**

To get a duplicate bill, all a consumer has to do is save the BSES WhatsApp number in their phone's 'contacts' list and send a Whats App message **"Type #Bill<space>9-dgit CA No and send it to 9999919123"** and the duplicate bill will be WhatApped. To begin with, this service is first being rolled-out for BSES consumers in South and West Delhi. Looking at the response, the service will also be extended for BSES' electricity consumers of East and Central Delhi.

### **Third Innovative Service**

This is the third innovative WhatsApp service launched by BSES. Earlier BSES had introduced registering of 'no supply' complaints and reporting of power theft on WhatsApp. To facilitate seamless services on WhatsApp, BSES has integrated this platform with the backend SAP and IOMS platforms.

**Announcing this pro consumer initiative, Spokesperson said, " This feature will make it even easier for consumers to avail BSES services. We will continue to offer such new services to make it a delightful experience for our consumers. "**

**"As part of these efforts, BSES has also been promoting digital payments and have been partnering with several wallet companies to facilitate attractive cash-back schemes for timely payments of bills. Today, over 90% of our collections are through non-cash means"- added the spokesperson.**



---

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

---

---

Follow BSES on Facebook and Twitter



[www.facebook.com/bsedelhi](http://www.facebook.com/bsedelhi)



<https://twitter.com/BSESDELHI>