

Beware of Touts and Impostors!

Help us get rid of touts and impostors! BRPL has come across incidents of forgery and misrepresentation – where gullible and unaware customers have been targeted by imposters, conmen and touts. Customers have fallen for the false assurances of middlemen / touts – promising to have their “BSES” work done “speedily”.

Please remember:

- No BRPL staff or representatives visiting your residences is authorised to accept any cash transactions on account of BRPL.
- All enforcement, fines, penalties and other commercial payments are to be made only at designated BRPL offices.

Please ascertain and verify the identity of persons visiting your premises and claiming to be from BRPL. If in doubt or you notice anything suspicious, please immediately alert BRPL Vigilance Office on 011-262 73 311 (Between 9 am to 5:30 pm; Monday to Friday). On other days and timings, please call 399 99 707 or dial 100 and inform the local Police.

I-Cards for safety

Customers are advised to ascertain and verify the identity of persons, claiming to be from BSES, 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 and Lamination.

Reasons for Outages

BRPL strives to provide you un-interrupted power supply. Our efforts at times get constrained due to factors, many of which are beyond our control. They include:

(i) Low frequency in the Grid; (ii) Breakdown of equipment at the generating units; (iii) Low generation on account of fuel shortages at generating stations (iv) Breakdown / capacity constraints of transmission lines and equipment; (v) Over loading of the distribution system due to power-theft; (vi) Breakdowns at the distribution level due to illegal encroachments (vii) Local faults and (viii) Planned shut downs for preventive maintenance for system improvement*

BSES appeals to the owners of such unauthorized constructions to remove their illegal and unauthorised constructions from near the electricity mains and installations.

* Preventive maintenance schedule is uploaded on www.bsesdelhi.com

Proper wiring helps you stay safe

Faulty Internal wiring, besides being a serious safety hazard can also play havoc with your electricity consumption. Follow these simple dos and don'ts and enjoy years of trouble free living:

- Check your Electronic Meter's EL LED indicator. Glowing EL LED indicates one or more of the following: (i) Earth is being used as neutral; (ii) Neutral wire is touching the earth wire; (iii) Phase/Neutral wire is mixed with a neighbours phase/ neutral wire.
- Incorrect house wiring may affect electrical safety and can cause fire and mishaps.
- As per Indian Electricity Act, 1956, ensure all electrical work, including addition, alteration and adjustment should be undertaken only by qualified and certified electrical contractors.
- Install an Earth Leakage Circuit Breaker (ELCB). This simple yet very useful device detects Earth Leakage in your house and thereby preventing major mishaps. It is mandatory for consumer, having an electricity load of 5 KW of more to install an ELCB.
- Each independently metered consumer load must be directly connected to the distributing mains, only through its respective meter. If you have more than one meter installed in your building, get a qualified electrician to check that the wiring in the building is segregated.

At your service – 24 x 7

BRPL is committed to provide it's over 18 lakh consumers' reliable power supply. Though BRPL is fully geared-up to meet the power demand in its licensed area, at times though, our efforts are constrained due to factors, many of which are beyond our control. However, we remain alert and seek your support, while we attend to your calls. In case you have any electricity supply related issues, you can reach us in multiple ways

Call 24 x 7 399 99 707

SMS Type BSESRP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-07

IVRS Call 399 99 707 from your registered contact no and press 1 for 'no supply' and choose option 2 for IVRS based services. Your request will be automatically registered. If you are not calling from a registered no, please punch the CA/ CRN no for registering the request.



We are listening
Dial BRPL- 39999707