

happy diwali

BSES
BSES Rajdhani Power Limited

SYNERGY

a joint venture with GONCTD

November - 2015

BSES upgrades Mobile App with additional features

For the convenience of its consumers, BSES has upgraded its Mobile App. Now, besides registering 'No Supply' complaint, you can also:



- Register for various Door Step Services like New connection, Name change, Load enhancement / reduction, Address correction and view Status of new connection
- Use My Account to view Billing details, Current bills, Download Last 5 bills (with payment details) and download current bill (in PDF)

Consumers can download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Presently this App is only for Android phones.

Facts about Temporary Connections

- Temporary connections are available for short-term requirements such as marriages, religious functions, large and small construction activities, renovation, exhibitions, and cultural functions.
- Renovation of the house while simultaneously residing does not require a temporary connection, but renovating an unoccupied premise does.
- Use of regular connection for the above mentioned activities attracts penalty at two times the rate applicable to the higher category of use, including one year prior to the date of detection.
- Those desirous of taking of temporary connection should apply in the prescribed format at the customer care centre of the concerned division.
- If the requested connection is found technically feasible, BRPL will process the application expeditiously and release the demand note within two days of acceptance, subject to no pending dues on the premises / location.
- No Temporary connection request will be rejected on technical grounds for loads upto 10 KW.
- For temporary connections, service line is required to be laid by applicant at its own; BRPL will provide the energy meter.
- The applicant is required to make the payment within two days of receipt of the demand note, post which BRPL will energise the connection as per date requested in the application.



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BSES organises Aap Ke Dwar for Sainik Farms consumers

Every month, BRPL organises BSES Aap Ke Dwar, where an empowered team of senior officials hold interactive sessions with the RWA / residents of an area for on-the-spot resolution of concerns and receiving first-hand feedback from the residents. Recently, it was organised for the residents of Sainik Farms in South Delhi. During the session, aspects of Demand Supply Management and energy conservation were also discussed.



Independent Third Party Meter Testing

In case you are not satisfied with the results of the meter testing undertaken by your discom, you can get your meter tested through an independent third party. Delhi Government's Public Grievance Cell (PGC) has entered into an agreement with Central Power Research Institute (CPRI), an autonomous society under Ministry of Power, Govt of India, to undertake this task. The charges for the same are Rs 200 for a single phase meter and Rs 500 for a three phase meter.

Those interested can get in touch with PGC at the following address:

Public Grievances Cell, Department of Power, GoNCTD
33 kV SLDC Building, Near Civic Centre
Minto Road – Tagore Road, New Delhi – 110002
Tel: 1800 11 2222, 2323 0593, 2323 6596, 2323 4028
Website: www.bijlipgr.gov.in

You can register a 'No Supply' complaint through Helpline no, IVRS & SMS

Call 24x7 399-99-707

IVRS



- Call 399-99-707 from your registered contact no*
- Select language
- 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

SMS

Type BSESRP <SPACE> NC <SPACE> Your 9 digit CA no. and SMS to 5-61-61-07