

SYNERGY

a joint venture with GONCTD

January - 2016

BSES Mobile App: Register 'No Supply' complaints, Pay Bill and avail 'Door Step Services'

For your convenience, 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 past and current billing details, Pay electricity bills, Download Last 5 bills (with payment details) and current bill (in PDF).
- Get messages on important subjects like Energy Conservation, Electrical Safety etc

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

For your safety and security, get your meter shifted to an accessible place

A few cases have come to our notice where impostors, masquerading as BSES officials, have gained / tried to gain unauthorized access into consumers' premises, ostensibly to check the meter / meter reading – posing a potential security risk to the occupants and the premises itself.



In the interest of your own safety, we appeal to you – our esteemed consumers to get your electricity meters voluntarily shifted to a safe, easily accessible and covered place outside the premises. For shifting their meter, consumers can call our helpline number 399 99 707. We will help complete the meter shifting formalities expeditiously and at our cost.

Shifting meter to an accessible place will help reduce:

- Threat of unauthorized persons from gaining access into your premises
- Incidence of provisional billing
- Time taken to identify meter/ premises during cases of sparking / other emergencies

Electricity bill payment is also accepted on Sundays through payment kiosks installed at all BRPL customer care centers

Customer Grievance Redressal Mechanism:

For any query / grievance, you may contact us using any of the following options:

- 24 Hrs. Call Center No. 011-39999707
- Customer Care Centre (Timing 09:15 AM to 3:15 PM)
- Email - brpl.customercare@relianceada.com
- www.bsesdelhi.com

Escalation matrix for Grievance:

01 In case you are not satisfied with the resolution of your query / grievance, you may contact the below listed BRPL officials:-

- Customer Care Officer (Timing 09:15 AM to 3:15 PM)
- Business Manager (between 10 AM to 11 AM on any working day)
- Circle Head (with prior appointment)

02 **Head-Customer Care:** BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi-110019, Email - brplhead.customercare@relianceada.com

03 **Consumer Grievance Redressal Forum (CGRF):** In case you are not satisfied with the response of the above, you may approach CGRF-BRPL, Sub-station Building, Sector - V, Pushp Vihar, New Delhi-110017. Tel 011- 32978194, 32978195. Email: cgrfbrpl@gmail.com

04 **Electricity Ombudsman:** An appeal against the CGRF order may be filed with Electricity Ombudsman, B-53, Paschim Marg, Vasant Vihar, New Delhi-110057. Tel 011- 32506011.

A consumer may approach CGRF only after exhausting the complaint handling mechanism of the Discom. The Forum shall not entertain a complaint, if it pertains to matters for which any proceedings are pending before any court and cases related to theft of electricity, unauthorized use of electricity, appeal against assessment etc which fall u/s 125,127,135,139,143,152& 161 of Indian Electricity Act, 2003

Dial 1800-10-39707 for Emergency (Fire & Shock) and Streetlight Complaints

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and streetlight complaints, BRPL has a dedicated 24 x 7 toll-free number 1800-10-39707.

This dedicated number is over and above the existing option of registering emergency and streetlights complaints on BRPL 24 x 7 helpline number 399-99-707.



Follow us on Facebook:
www.facebook.com/besdelhi

