

July 23, 2014

1800-10-39707

BRPL' Toll-Free number for Emergency (Fire & Shock) & Streetlight complaints

First discom in the city to launch a Toll Free number

Besides a respite from the dreaded heat-wave, at times, the rainy season also brings its own set of unique problems and issues. During the monsoon months, the chances of electricity related incidents can increase. Adhering to simple safety guidelines, BSES and its customers, together, can help ensure safe and incident free monsoons.

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and Streetlight complaints, BSES Rajdhani Power Limited (BRPL), the discom supplying electricity in South and West Delhi has recently launched 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. BRPL has become the first power utility in the city to offer a toll-free number.

Besides the emergency (fire & shock) complaints, a consumer can also register streetlight complaints, including the complaints of streetlights remaining switched-on during the day.

Register a 'No Supply' complaint through Helpline No, IVRS and SMS

BSES discoms are committed to provide reliable power supply to their over 34 lakh customers. In case of you 'No Supply' issue, consumers can reach BSES discoms in multiple ways, including Helpline Number, IVRS and SMS.

	BRPL	BYPL
Call 24 x 7	399 99 707	399 99 808
SMS	Type BSESRP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-07	Type BSESYP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-08
IVRS	<ul style="list-style-type: none">• Call 399 99 707 from a registered contact no• 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.	<ul style="list-style-type: none">• Call 399 99 808 from a registered contact no• 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 the registered no, please punch the CA / CRN no for registering the request.

