

July 22, 2015

## BSES Mobile APP

### Now register 'No Supply' complaints from your mobile

- APP can be downloaded from [www.bsesdelhi.com](http://www.bsesdelhi.com) and Google Play
- 'No supply' complaints can also be registered through 24x 7 helpline, IVR and SMS

Consumers of BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) need not call the discoms 24 x 7 call centre numbers to register their 'No Supply' complaints. They can register simply by accessing BSES' newly launched and user friendly Mobile App from their smart phones.

Named 'BSES App', BRPL and BYPL consumers can easily register complaints related to 'No Supply', 'Streetlights' and those related to 'Emergency (Fire & Shock)' through this Mobile App.

To begin with, this application is only for Android phones. It will also be launched for other mobile platforms in some time. Consumers can download this App from the BSES website [www.bsesdelhi.com](http://www.bsesdelhi.com), under the section 'Customer Support' and from Google Play.

#### Easy to Use

- Click on the App
- Enter 9-digit CA number (once)
- Select the Complaint Type
- On registering the complaint, an acknowledgement number will be generated
- Consumers will also be able to get status of the complaint

Besides registering 'No Supply' complaints, BSES consumers will soon be able to access important information such as consumption history, bill details (Current and Last five), Status of a new connection etc. It will also have energy Saving tips for the consumers.

**Announcing BSES APP, a BSES spokesperson said,** " It is a major consumer centric initiative launched this summer. We have provided one more access points to our esteemed consumers to connect with us. It will help further enhance our consumer services."

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

BSES discoms are committed to provide reliable power supply to over 34 lakh customers. In case of 'No Supply', besides the Mobile APP, consumers can also reach BSES discoms through 24 x 7 Helpline Number, IVRS and SMS.

	BRPL	BYPL
Call 24 x 7 / IVRS	399 99 707	399 99 808
SMS	Type BSESRP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-07	Type BSESYN < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-08