

15 March, 2018

Press Release

Just 5-Digits to Connect With BSES

BRPL and BYPL launch 24 x 7 toll-free numbers

BRPL	19123
BYPL	19122

- **New Numbers mirror the offerings on existing numbers: 39999707 (BRPL) and 39999808 (BYPL)**
- **Around 40 lakh consumers can also connect with BSES on the upgraded Mobile App**

New Delhi: It now takes just five-digits to connect with BSES. Discoms BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) have launched 24 x 7 toll-free helpline numbers. While BRPL's (South and West Delhi) number is 19123, BYPL's (East and Central Delhi) is 19122.

For services, these numbers mirror the existing call centre numbers of 39999707 (BRPL) and 39999808 (BYPL). Besides registering 'no supply' and Streetlight (non LED) complaints through this number, consumers can also avail/ apply for a host of services like: New Connection, Name Change, Duplicate Bill and resolve billing and metering queries. They can also anonymously report power-theft.

Upgraded mobile app

Apart from the toll-free number, consumers can also use BSES' upgraded Mobile App to connect. Using the latest in technology, BSES has integrated its Mobile App with its backend IT modules, thereby making it possible for its consumers to get many of these services without even having to visit a BSES office.

Now, besides registering complaints related to 'No Supply', Streetlights and those related to 'Emergency (Fire & Shock)', consumers can also use the upgraded BSES Mobile App for:

- Apply for new connection
- Pay electricity bills
- Use 'My Account' to View past and current billing details,
- Download Last 5 bills (with payment details) and current bill (in PDF)
- Get GIS location of BSES offices
- Update details and much more



BSES Mobile App is now available for both Android and IOS phones. Consumers can download this App from the BSES website www.bsesdelhi.com, Google Play and App Store.

While launching the new toll-free numbers, BSES spokesperson said, “ It has always been our continuous endeavor to keep improving the services that we offer to our consumers. These two new toll-free numbers are a testimonial to this. It will further enhance the services that we offer”.

BRPL & BYPL are premier power distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCT.

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