



CEO'S MESSAGE

Dear consumer,

Namaskar and wish you and your family a very happy and prosperous New Year!

In BYPL, we strive to improve the customer services year after year. I am happy to inform you that we have been quite successful in achieving this feat this year too. During 2018, we reached the highest level of power supply reliability index of 99.92% implying power availability at 99.92% of time. The declining numbers of power supply complaints and negligible metering and billing complaints are also confirming that our customer service is on an improvement path.

With an endeavour to improve services to our customers, we launched a host of new services during the year. These include a toll free number (19122), improved IVR system with auto recognition and information facility, and a state-of-the-art Mobile App. The company also revamped its website www.bsesdelhi.com- giving it a new look and easier navigation. During the year, the company also uploaded short animation films on "Know your Bill" & "Know you Meter" on YouTube and Facebook to create awareness about contents of Electricity Bill and functioning of meter amongst customers.

In order to ease bill payment by customers, the company has aggressively promoted digital payment methods like PayTM, PhonePe, Google Pay, NEFT, etc. I am happy to inform you that 58% of our customers are availing these convenient services every month.

On the occasion of the New Year, I wish to assure you that BYPL will continue to pursue a customer focused approach and we shall introduce many more consumer friendly services in the Year 2019.

Wishing you and your family a Happy New Year once again.

Sincerely,

P.R. Kumar



BYPL now in world's top 15 power companies

Your discom BYPL is being recognised not only in India, but globally. BYPL has emerged as one of the top 15 finalists internationally in the recently concluded Platts Global Energy Awards- considered as the "Oscars" of the power sector.

BYPL bags award from Union Ministry of Power

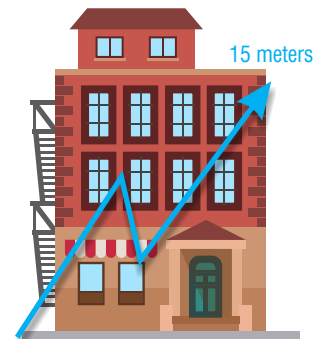
BYPL has been conferred with the prestigious National Energy Conservation Award (NECA), 2018. The company has been ranked 1st under the 'Discom' category.

Instituted by the Ministry of Power, the award was presented by the Hon'ble Lok Sabha Speaker, Ms Sumitra Mahajan and the Hon'ble Union Minister of State for Power, New & Renewable Energy, Mr R K Singh.

The second prize was awarded to the Dakshin Gujarat Discom and an appreciation awards were given to BRPL and SouthCo, Andhra.

Fire Clearance Certificate must for connection in buildings over 15 meters in height

For getting a new electricity connection in a building which is more than 15 meters in height, the applicant needs to have a Fire Clearance Certificate with him/ her. This is mandatory as per the regulations of DERC and Building Bye-laws of Master Plan of Delhi.



As per DERC (Supply Code & Performance Standards) Regulations, 2017, after a consecutive period of three billing cycles, the licensee may stop the delivery of hard copy of the bill.

FEEDBACK

Send in your feedback to: Corporate Communications, BSES Yamuna Power Limited. Registered Office: Shakti Kiran Building, Karkardooma, Delhi-110032, CIN:U40109DL2001PLC111525, Tel: 011- 399-97-111/ 399-99-273, E-mail: bypl.Feedback@relianceada.com, Website: www.bsesdelhi.com

Register 'No Supply' complaints through convenient options like Mobile App, Toll Free and Helpline Numbers



Available on the App Store

Available on the Google Play



Toll Free 24x7
19122



Call 24x7
011-399 99 808



SMS
5616108



Power theft related
8588892156
No Supply complaints
8745999808



Streetlight
41999808