

**Swachh Bharat Abhiyan - Hundreds of BSES employees take the "cleanliness" pledge**

Demonstrating BSES' commitment to the Swachh Bharat Abhiyan, hundreds of its employees - across its various offices spread across its licensed area of around 950 sq. kms - took the "cleanliness" pledge on October 2, 2014. They vowed to keep their surroundings and the city clean. They also wielded the broom and cleaned the areas around their offices.

BSES discoms also sent over 15 lakh SMSes to their consumers, appealing to them to participate in the Swachh Bharat Abhiyan.

Going forward, BSES will also educate the school children on the importance of 'cleanliness' as part of its ongoing school program.

**Register for free SMS Alerts and 'Bill on Email' and win prizes in Lucky Draw**

Are you getting free SMS alerts from BYPL on the payment due date or payment confirmation? Or getting e-bills in your mail box? If not, please get your mobile number and email id registered with us. You will get these and many more useful alerts.

**Easy to Register:**

- Call BYPL' 24x7 helpline number 399-99-808 or
- Email [bypl.customer@relianceada.com](mailto:bypl.customer@relianceada.com)

By registering your mobile number and email-id with BYPL, you will not only get useful alerts, but also a chance to win prizes.

**Sanjha Prayas: Special camps for BYPL Customers**

BYPL has started a Sanjha Prayas campaign for its customers residing in East and Central Delhi. As part of the program, BYPL is setting-up special kiosks at various locations to create awareness and assist customers with their queries on metering, billing, new connections, MDI, etc. The facilities of these camps are being provided to the customers in addition to the regular BYPL customers Care and Complaint Centres. In these camps, the residents are also being made aware about the power conservation tips.

**Important Notice!**

As per DERC' Tariff Order for FY 2014-15, in case of a cheque being dishonoured, the consumer will be given one final opportunity for payment of his/ her bill through cheque.

In the event, the cheque of the same consumer is dishonoured for the second time within a period of three months, the consumer will be required to make all future payments through a Demand Draft for a period of next six months.

You are also requested to pay your electricity bills on time to avoid inconveniences/disconnection.

**ACCOLADES**

Dear Shri Prem Kumar ji,  
I saw your letter of October 14, with a great sense of pride that our discom has been ranked as one of "India's Most Admired" companies in the power sector. A very deserving ranking. Congratulations!!

Best regards,  
R. N. Gupta  
General Secretary  
Priyadarshini Vihar Residents' Welfare Association  
B-170, Priyadarshini Vihar  
Delhi - 110 092



**At Your service**  
**24x7**  
**Call 399 99 808**

Send in your feedback to Corporate Communications, BSES Yamuna Power Limited.

**Registered Office:**  
Shakti Kiran Building,  
Karkardooma, Delhi-110032  
CIN: U74899DL2001PLC111525,  
Tel: 011-399-99-808  
**Website:** [www.bsesdelhi.com](http://www.bsesdelhi.com)

**SMS**

Type-BSESEYP, space, write NC, space, Type nine digits CA number and send it to 5 61 61 08.

**IVRS**

From your registered phone number call on 399 99 808, for power outage press 1, for IVRS based services choose option 2. Your request will be registered automatically. If you are not calling from a registered number, then punch your CA/CRN number, your request will get registered.

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**Avoid using appliances which draw lot of electricity in the peak hours of 5 pm to 11 pm**

For safety and security reasons, consumers are requested to shift meters from inside their houses to an easily accessible common area. To register a meter shifting request, call 399-99-808 and press 3.

**For Streetlight & Emergency Services Dial -419-99-808**

This festive season, BYPL has brought to you an additional helpline service. You can make complaints related to streetlights, fire and shock at this number. The dedicated number is 419-99-808.

The 24x7 service will benefit BYPL' 14 lakh customers in East and Central Delhi. This number is over and above the existing 24 x 7 helpline number 399-99-808.

