

### BYPL ranked as one of India's most admired companies

Fortune India's (India's most admired magazine) August 2014 issue carries its 3rd annual ranking of corporate 'India's most admired companies'. BSES Yamuna Power Limited (BYPL) figures in the list of the most admired companies of power sector and is ahead of organisations like Adani Power, National Hydroelectric Power Corporation, Calcutta Electric Supply Corporation and Suzlon Power.

### Sanjha Prayas: Special camp for BYPL consumers

BYPL has started a Sanjha Prayas campaign for its consumers 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 consumers with their queries on metering, billing, new connections, energy conservation, etc. The innovative campaign is also educating and sensitising consumers on several power related issues.



### Benefits of shifting the meter to an accessible place:

- Prevents imposters from gaining entry into a consumers premise by masquerading as a meter reader.
- Reduces the incidence of provisional billing due to inaccessibility of the meter.
- In case of sparking or any other emergency, it is easier for electricity officials to identify and access the meter.

### Have you participated in BYPL' KYC campaign?

Participate in BYPL' KYC\* campaign and win surprise gifts, Email your CA number, email ID & mobile number to [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

Or simply call or sms your details to (M) 801-093-5803 for East Delhi customers and at

(M) 801-093-5804 for Central Delhi customers

Help us serve you better!

### Power Conclave for Energy Conservation

Recently, BSES launched a cloud based customer portal which will help conserve power, and also reduce the peak power demand in the city. BSES in association with GERMI (Gujarat Energy Research and Management Institute), M/s Ecolibrium Energy, M/s Harsha Abakus Solar and M/s Energynomics, - organizations involved in Demand Side Management (DSM) technologies organised a Power Conclave in Delhi.

In Power Conclave, people were made aware about the cloud based Consumer Portal that can help them track their energy consumption on a real-time basis and recommend measures that can help them save electricity.



### Customer Care officers appreciated

We have got reactions from consumers and RWAs where they have appreciated the work of BYPL customer care officers during recent power crisis in Delhi. They wrote that customer care officers were in constant touch with consumers and RWAs. They listened to the people's problems and got them resolved urgently.



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.

For safety and security reasons, customers are requested to shift meters from inside their houses to an easily accessible common area.

To register for 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.

