

BSES Mobile APP
Now register 'No Supply' complaints from your mobile

Now, BYPL consumers have got an additional facility to register their 'No Supply' complaints. They can simply register that by accessing BSES' newly launched and user friendly Mobile App from their smart phones.

Named 'BSES App', 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 presently for Android phones. Consumers can download this App from the BSES website - www.bsedelhi.com, under the section 'Customer Support' or from Google Play.

**LED bulbs on easy installments**

Distribution of LED bulbs under Domestic Efficient Lighting Programme (DELP) by EESL is on. Buy 4 LED bulbs per bill (MRP per Bulb - Rs.350-Rs.500), at just Rs. 93 each from EESL Counters at BYPL division offices. Pay Rs. 10 per LED bulb initially and balance to be paid in 9 installments.

For more details, visit your nearest BYPL division office or log on to www.eeslindia.org/DELP-Delhi.

Stay Safe; avoid flying kites near electric installations

Kite flying is an integral part of the Independence Day celebrations in India. Sometimes this otherwise innocuous activity can be hazardous, even fatal at times. The wide-spread use of metal coated manjha – being a good conductor of electricity – poses a great danger not only to the person flying the kite, but also poses a risk to the electricity supply of an area.

- Metal coated manjha can lead to trippings and even electrocution
- Tripping of just one 33/66 kV overhead line can disrupt power supply to over 10,000 residents of an area and tripping of a single 11 kV line to over 2500 residents

Power Theft is a cognizable offence!

Under the provisions of the Electricity Act, 2003, illegal abstraction/ unauthorized use of electricity is an offence, The Act provides for stiff penalties, besides, making such thefts a cognizable offence. Power theft is punishable with imprisonment of upto 3 years (and upto 5 years for the 2nd offence), fine or both.



As a honest consumer, please help BYPL in its crusade against power theft. Without revealing your identity, you can anonymously report power-theft on 399-99-808.

MDI**1. What is Maximum Demand Indicator (MDI) ?**

MDI is the maximum demand load recorded by the electricity meter in a particular billing period for a continuous period of 30 minutes or more .

2. What is the basis of load revision?

As per DERC regulations, the sanctioned load of a consumer is increased / reduced based on the load use pattern in the previous financial year. The average of the top three MDI recorded indicates the revised (sanctioned) load for the next financial year.

3. Why is the load reduction not done automatically as it is done for cases of load increase ?

As per DERC regulations, the discom will seek consent of the consumer for load reduction and in case the consumer agrees, the same will be carried out in the next billing cycle.

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.bsedelhi.com

SMS

Type BSESY, space, write NC, space, Type nine digits CA number and send it to 561 61 08.

IVRS

From your registered phone number call on 399 99808, 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 number, your request will get registered.