

SYNERGY

a joint venture with GONCTD

November - 2015

Vigilance Contact Details: 011-32419172 / bypl.vigilance@relianceada.com

BSES upgrades Mobile App with additional features

For the convenience of its consumers, BSES has upgraded its Mobile App. Now, besides registering 'No Supply' complaint, you can also:



- Register for various Door Step Services like New connection, Name change, Load enhancement / reduction, Address correction and view Status of new connection
- Use My Account to view Billing details, Current bills, Download Last 5 bills (with payment details) and download current bill (in PDF)

Consumers can download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Presently this App is only for Android phones.

Facts about Temporary Connections

- Temporary connections are available for short-term requirements such as marriages, religious functions, large and small construction activities, renovation, exhibitions, and cultural functions.
- Renovation of the house while simultaneously residing does not require a temporary connection, but renovating an unoccupied premise does.
- Use of regular connection for the above mentioned activities attracts penalty at two times the rate applicable to the higher category of use, including one year prior to the date of detection.
- Those desirous of taking of temporary connection should apply in the prescribed format at the customer care centre of the concerned division.
- If the requested connection is found technically feasible, BYPL will process the application expeditiously and release the demand note within two days of acceptance, subject to no pending dues on the premises/ location.
- No Temporary connection request will be rejected on technical grounds for loads upto 10 KW.
- For temporary connections, service line is required to be laid by applicant at its own; BYPL will provide the energy meter.
- The applicant is required to make the payment within two days of receipt of the demand note, post which BYPL will energise the connection as per date requested in the application.



Follow us on Facebook:
www.facebook.com/bsesdelhi



BYPL wins Compliance Award

Once again, it has been reinforced that BYPL has an extra focus on compliance and ethics prescribed by India's new Company Act. This is why your discom has won the coveted Compliance Team – 2015 Award at the 'Second Annual Compliance 10/10 Awards' in Mumbai recently. BYPL has received the award for the category 'Compliance Team, 2015' for which 49 companies had filed nominations. They include Tata Power Company Limited Haldia, HDFC Ltd., Shoppers Stop Ltd., Lifestyle International Private Limited, Godrej Properties Limited, Lupin Pharma, etc.

The award had participation from 25 Industry sectors, representing more than 500 corporate houses and about 21,000 stakeholders. The Award is recognition to our contribution towards fostering a culture of compliance and ethics, not only in BYPL but also across the power industry.

Independent Third Party Meter Testing

In case if you are not satisfied with the results of the meter testing undertaken by your discom, you can get your meter tested through an independent third party. Delhi Government's Public Grievance Cell (PGC) has entered into an agreement with Central Power Research Institute (CPRI), an autonomous society under Ministry of Power, Govt of India, to undertake this task. The charges for the same are Rs 200 for a single phase meter and Rs 500 for a three phase meter.

Those interested can get in touch with PGC at the following address:

Public Grievances Cell, Department of Power, GoNCTD, 33 kV SLDC Building, Near Civic Centre, Minto Road – Tagore Road, New Delhi – 110002

Tel: 1800 11 2222, 2323 0593, 2323 6596, 2323 4028

Website: www.bijlipgr.gov.in



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

SMS

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

IVRS

From your registered phone number call on 399-99-808, 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 number, your request will get registered.