

One Time Settlement Scheme

Category	Applicable Category	Principal Amount		LPSC Waiver
		Down payment - Rebate	Instalments - Rebate	
Direct theft	Domestic (Connected load upto 11 KW)	2/3 rd	60 % (Max 4 instalments)	100%
Meter tampering	Domestic / Non domestic (Sanctioned load upto 11 KW)	2/3 rd	60 % (Max 4 instalments)	100%
Misuse / unauthorised use of electricity	All categories of consumers, except industrial	50 % (of the misuse bill amount)	50 % (Max 4 instalments of the misuse bill amount)	100%
Disconnected consumers	All disconnected cases (Sanctioned load upto 11 KW)	NA	NA (Max 4 instalments)	100%
JJ Clusters	Consumers residing in JJ Clusters as mentioned on DUSIB web site	Rs 250/- to be charged per month for the period <ul style="list-style-type: none"> From the date of energisation or last payment, whichever is later Till the date of disconnection or July 31, 2015, whichever is earlier Max 6 instalments 		100%

▲ After full LPSC waiver :

▲ Settle cases related to Power Theft - get upto 2/3rd rebate

▲ Settle cases of Misuse - get a rebate of 50%

▲ Attractive settlement for JJ Cluster & Disconnected consumers (From August 30th to September 30th, 2015)

Note:

- Default in making payment of any installment on time will render the settlement as null and void.
- On settlement (and after receipt of complete payment) both Discom and the consumer shall withdraw the case(s) of DT/DAE, if proceedings are pending in any court of law or any other forum.
- This is a one-time scheme. After the closure of the scheme, power theft cases will be dealt strictly as per the law.
- Cases already settled in any Court of law, Lok Adalat and at Discom's office will not be re opened for inclusion in the scheme.

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.

24/7 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.

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- A secure facility by Government of India (1 GB of secure space provided free)
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- Upload legacy documents (e.g. Driving license, Voter ID, School certificates)
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- Authenticate documents online through eSign
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Existing challenges

- Submission of multiple copies of physical documents / certificates to avail services (e.g Passport, Driving license, Gas, Phone and Electricity connections)
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- Logon to Team BSES website (<http://10.125.66.238>) or through BSES intranet link <http://10.125.64.30/digitallocker> or logon to <https://digilocker.gov.in>
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