

BYPL wishes all its customers a very Happy & Prosperous New Year

SYNERGY

a joint venture with GONCTD

January - 2016

Dear Customer,
Namaskar!

On behalf of BYPL, I take this opportunity to wish you and your family members a very happy and prosperous New Year.

I am thankful to you for your continuous support and feedback during the year, gone by.

For us at BYPL, our consumers – you – are our most important priority. In fact, our consumers are the point from where our journey starts and it always revolves around them.

It is our endeavour to be closer to you, listen to your suggestions and come out with initiatives that delight you. Based on your valuable feedback and suggestions, we tried to live-up to your expectations and made efforts to further improve our services despite huge external challenges during 2015.

I am sure, with your continued support, we will continue to improve our services and meet your expectations during 2016.

*P.R. Kumar*

Sincerely,

P.R. Kumar

Chief Executive Officer

BSES Yamuna Power Limited

BSES Mobile App: Register 'No Supply' complaints and avail 'Door Step Services'

For your convenience, 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 past and current billing details, Pay electricity bills, Download Last 5 bills (with payment details) and current bill (in PDF).
- Get messages on important subjects like Energy Conservation, Electrical Safety etc.

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.

Follow us on Facebook:

www.facebook.com/bsesdelhi**Join BYPL 'zero balance' drive. Win Car, Motorcycle and much more**

Join BYPL 'zero balance' drive and get a chance to win a Car, Motorcycle, AC, LED TV, Washing Machine, and Refrigerator.

To participate in scheme, all you have to do is clear all the past dues, outstanding arrears, if any, and maintain a zero balance before the date of the monthly draw and on March 31 respectively. Eligible consumers automatically qualify for the bumper draw.

Apart from the Mega Lucky Draw, monthly lucky draws will also be held on February 10, 2016, March 10, 2016 and April 10, 2016 in all the 14 division offices of BYPL. In these draws, 10 eligible lucky consumers from each division - each month (February, March and April 2016) will get a chance to win LED Bulbs, Movie gift vouchers, etc.

Only those consumers, who are found eligible in the month of January'16, February'16 and March'16, will be considered for the Mega Lucky Draw to be held in the third week of April'16 at BYPL Kakardooma Head Office. The final date for the mega draw will be announced later.

Names of winners would be displayed on BSES' website and Customer Care Centres.

**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 399-99-808, 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.

**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: 011-399-97-111/399-99-273. E-mail: Bypl.Feedback@relianceada.com, Website: www.bsesdelhi.com