

**BSES**  
 BSES Yamuna Power Limited

# SYNERGY

a joint venture with GONCTD


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## 'Cool Ideas' from BSES

### Sun control films



insulate your home and office from solar radiation, reducing air-conditioning costs by 5-10%.

### Line windows and walls with plants



reduce air-conditioning costs by 40%.

### White tiles or paint on your roof



can cut air-conditioning costs by 20%.

### Switch off appliances



instead of leaving them on 'Stand-by' mode. Remember: When your appliances are in 'sleep' mode, your electronic electricity meter is wide awake.

## Helpline for Streetlight complaints-- 41999808

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and streetlight complaints for the over 15 lakh consumers of its area, BYPL has a dedicated 24 x 7 number 41999808.

This dedicated number is over and above the existing option of registering emergency and streetlight complaint on BYPL 24 x 7 helpline number – 39999808.

## Reach us if you face power outages

Telephone: 399-99-808

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.

Additional No For 'No Supply' (till August 31, 2016)

Call - 300 79 300

SMS: 5616108

Type BSESYP, space, write NC (No Current), space, Type 9 digit CA number (BSESYP—NC—CA No) and send it to 561 61 08.

### Mobile App

Download the App from [www.bsesdelhi.com/Google Play](http://www.bsesdelhi.com/Google Play). Click on the App, enter 9 digit CA number, select the service and register the request/ complaint.

## Beware of Touts and Impostors!

Help us get rid of touts and impostors! BYPL has come across incidents of forgery and misrepresentation – where gullible and unaware customers have been targeted by impostors, conmen and touts. Customers have fallen for the false assurances of middlemen / touts – promising to have their "BSES" work done "speedily".

Please remember:

- No BYPL staff or representatives visiting your residence is authorised to accept any cash transactions.
- All enforcement, fines, penalties and other commercial payments are to be made only at designated BYPL offices.
- Please ascertain the identity of persons visiting your premises and claiming to be from BYPL.
- If in doubt or you notice anything suspicious, please immediately alert the BYPL Vigilance Team on 011-324 19 172\* / [bypl.vigilance@relianceada.com](mailto:bypl.vigilance@relianceada.com) or dial 100 and inform the local Police

\* Between 9 am to 5:30 pm; Monday to Friday. On other days or after 5 pm, please call 399-99-808

## 15,282 people benefited from BYPL health camps

BYPL with NGO partner PHD Rural Development Foundation (PHDRDF) conducted 132 mobile health camps for providing better healthcare facility to residents of low income clusters in East and Central Delhi.

In FY 2015-16, a total of 15,282 people availed free medical consultation and medicines at these 132 health camps.



## Why do you face power outages!

BYPL strives to provide its 15 lakh consumers uninterrupted power supply. Our efforts at times get constrained due to factors, many of which are beyond our control. They include:

(i) Low frequency in the Grid; (ii) Breakdown of equipment at the generating units; (iii) Breakdown / capacity constraints of transmission lines and equipment; (iv) Over loading of the distribution system due to power-theft; (v) Breakdowns at the distribution level due to illegal encroachments (vi) Local faults and (vii) Planned shut downs for preventive maintenance for system improvement.

BSES appeals to the owners of such unauthorized constructions to remove their illegal and unauthorised constructions from near the electricity mains and installations.

## Feedback

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](mailto:Bypl.Feedback@relianceada.com), Website: [www.bsesdelhi.com](http://www.bsesdelhi.com)