

SYNERGY

a joint venture with GONCTD

October - 2016

Avail Door Step Services with BSES Mobile App

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.



BYPL recently organised "PAHAL", a consumer connect and awareness initiative for better services. The first programme was organised in Laxmi Nagar Division. Senior officials of the company including CEO Sh PR. Kumar were present there. Many residents and RWAs of the area participated in the event. Most of their queries were resolved on-the-spot.

Save Trees. Switch to E bills*

It is estimated that for every 3000 sheets, a tree is cut. Now you can do your bit for the environment by choosing to *only* get e-'electricity' bills.



Go Paperless = E bill + SMS alerts



Simple to enrol!

- To enrol, simply call our call centre number 011-399-99-808, write to us on bypl.customer@relianceada.com or visit the divisional office

*A consumer can easily revert for the physical (paper) electricity bill even after opting for the 'e' mode.

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.

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. Click on the App, enter 9 digit CA number, select the service and register the request/ complaint.

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, Website: www.bsesdelhi.com

KNOW YOUR SUBSIDY SCHEME



CALCULATION IS AS FOLLOWS

Units	Subsidy		Maximum Consumption per day for getting subsidy	
	0-200	201-400	Month days =30	Month days =31
0-400	Rs. 2.00 per Unit	Rs. 2.98 per Unit	13.33 Units	12.90 Units

Above 400 Units - Subsidy not applicable

For availing the subsidy, a consumer's average daily consumption (in a 30-day month) should not be more than 13.33 units a day and not more than 12.90 units a day in a 31-day month

EXAMPLE:

Let us understand with a simple example of a billing period covering 13 days of August and 17 days of September respectively:

- A. Calculation for days of Aug $400 / 31 \times 13 = 167.74$
 B. Calculation for days of Sep $400 / 30 \times 17 = 226.66$

 394.40

In this case, the consumer will be eligible for 50% subsidy on energy charges if the electricity consumption will be upto 394 units

Follow us on www.facebook.com/bsesdelhi
<https://twitter.com/BSEDELHI>