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.

**KNOW YOUR SUBSIDY SCHEME**

**Calculation is as follows**

<table>
<thead>
<tr>
<th>Units</th>
<th>Subsidy per unit</th>
<th>Maximum Consumption per day for getting subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-200</td>
<td>Rs. 2.00</td>
<td>167.74</td>
</tr>
<tr>
<td>201-600</td>
<td>Rs. 2.98</td>
<td>226.66</td>
</tr>
<tr>
<td>601-1200</td>
<td>3.33 units</td>
<td>394.40</td>
</tr>
<tr>
<td>1201-2400</td>
<td>12.90 units</td>
<td></td>
</tr>
<tr>
<td>Above 2400</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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 X 13 = 167.74
B. Calculation for days of Sep 400 / 30 X 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 up to 394 units.

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**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. P. 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 bypl.customercare@relianceceda.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 5616108.

**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, CTIN:07496GL2001PLC115125, Toll: 011: 399-97-111/399-99-273, E-mail: Bypl.Feedback@relianceceda.com, Website: www.bsesdelhi.com

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At Your Service 24X7 : 399-99-808 • Call 011-32419172 if somebody asks you for bribe for electricity related work