

Cash Back for timely payment of BYPL bills

- Paytm has launched a special Cash Back scheme for BYPL consumers.
- It will be available for consumers till September 30, 2016.
- Under the scheme, if a consumer pays his/ her electricity bill on time, he/ she will get a 2% cash back (Max upto Rs 200).
- The Promo Code for this, is BSES 200.
- To avail the offer, bill payments will have to be made through Paytm website or App.

*Conditions apply

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

Sign up today!

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 BSESY, space, write NC (No Current), space, Type 9 digit CA number (BSESY—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

BYPL Customer Query Handling Mechanism

For any query / grievance, customers may contact us using any of the following options:

- 24 Hrs. Call Centre No - 011 399-99-808
- 14 Customer Care Centres (Timing 09:15 AM to 3:15 PM)
- Email – bypl.customer@relianceada.com
- BSES Website - www.bsesdelhi.com

Escalation matrix for Grievance:

01 In case customer is not satisfied with the resolution of the query / grievance, he/she may contact the below listed BYPL officials:

- a Customer Care Officer between 09:15 am to 3:15 pm on all working days
- b Business Manager between 10 am to 11 am on all working days
- c Circle Head with prior appointment

02 **Head, Customer Care:** Customers may write to Head, Customer Care, BSES Yamuna Power Limited, Corporate Annexe Building, CBD -3, Karkardooma, Delhi - 110032

03 **Consumer Grievance Redressal Forum (CGRF):** In case customer is not satisfied with the response given by the discom, he/she may approach CGRF-BYPL, sub-station building, Shakti Kiran Building, Near Karkardooma court, Karkardooma, Delhi - 110032, Tel : 8010939760, Email – cgrfbypl@hotmail.com

04 **Electricity Ombudsman:** An appeal against the CGRF order may be filed with Electricity Ombudsman, B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057, Tel: 011-32506011, Email: elect_ombudsman@yahoo.com

Now buy LED bulbs at heavily discounted price

BYPL has entered into an agreement with EESL (Energy Efficiency Services Limited, a Joint Venture Company of PSUs of Ministry of Power, Govt. of India) to facilitate distribution of energy efficient LED bulbs to its consumers under the Ujala scheme, in East and Central Delhi. These will be distributed from September 1, 2016.

Under the Ujala Scheme, a 9 watt energy efficient LED bulb will be available for Rs. 75. It will be backed by a three year warranty by EESL.

The scheme will not only help in reducing power consumption, but also the electricity bills of consumers. BYPL consumers can buy these energy efficient products at nearby BYPL Customer Care Centres by providing their electricity bill and identity proof. Any queries / grievances with regards to sale of LEDs will be entertained by EESL only.