

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

## Use Mobile App for faster resolution of your No Current Complaint

### Benefits:

- No manual intervention, therefore, it acts fast
- No current complaint gets directly registered in the system
- Prompt action taken on the complaint received
- No queues, no busy phone lines
- Get acknowledgment on complaint registration
- Get to know the status of your complaint

### Easy to Use:


- Click on the App
- Enter your 9 digit CA Number
- Choose Service, register request/ complaint



You can download BSES Mobile App from [www.bseedelhi.com](http://www.bseedelhi.com) or Google Play

\* BSES Mobile App can now be downloaded on iPhones also

## POWER THEFT IS A SOCIAL MENACE - FIGHT IT

- If you witness power theft, capture the Video or Photo of illegal cables/wires from BSES pole/line along with address or landmark of the premise where it is being used
- Send us the evidence and location details via WhatsApp  **85-88-89-21-56**
- Your identity will remain confidential



## GO CASHLESS: PAY YOUR ELECTRICITY BILL ONLINE / THROUGH MOBILE APP

Convenience...Anytime, Anywhere... Save Time



Please visit [www.bseedelhi.com](http://www.bseedelhi.com) for more details

Net banking

Credit/Debit Card


Mobile / E-Wallet

And Much More

## 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.bseedelhi.com](http://www.bseedelhi.com)

 41999808  
Streetlight

 8588892156  
(Power theft related)

## Why do you face power outages!

BYPL strives to provide its 16 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) Local faults (vi) Planned shut downs for preventive maintenance for system improvement and (vii) Breakdowns at the distribution level due to illegal encroachments.

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

## Help us get rid of touts and impostors!

BYPL has come across incidents where gullible and unaware customers have been targeted by imposters and touts. Customers have fallen for the false assurances of middlemen / touts - promising to have their "BSES" work done "speedily".

### Please remember:

- No BYPL representatives visiting your residence is authorised to accept cash
- 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
- If in doubt or you notice anything suspicious, please immediately alert the BYPL Vigilance Team on 8010930719\* 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