

Wishing you a Happy New Year

# SAMVAD

**BSES**  
BSES Yamuna Power Limited

a joint venture with GONCTD

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JANUARY - 2017

## FROM THE DESK OF CEO



Dear Consumer,

Wishing you and your family a very Happy and Prosperous New Year 2017.

As we all stand to say good bye to year 2016, I am pleased to share with you that the year gone by had been truly eventful year. We have been able to improve power supply by reducing breakdown and faults by 21%. This accomplishment is despite ever rising power demand and unprecedented summer (peak demand reached 1496MW) witnessed this year. BYPL could serve 7072 MU i.e., about 99.60% against a demand of 7097 MU. The shortfall was on account of various upstream & network related issues which we are pursuing with other stakeholders for effective solutions.

Towards further strengthening of the distribution system for enhancing reliability, we have also planned to install 250 additional transformers and we are in talks with different stakeholders to provide requisite space for installation of these transformers.

On other fronts, BYPL has also made strides viz, in bringing down meter related complaints by 8 per cent and billing related complaints by 25 percent over the previous year. Persistent efforts of the company towards clean energy have led to installation of grid-connected rooftop solar panels of 3000 kW.

In its endeavour to provide easy access to consumer services, BYPL has implemented BSES Mobile App for various services

viz. bill payment, new connections, streetlight complaint, etc. Yet, many more services such as verifying credentials of BYPL employees, location of nearest BYPL office, etc. are in pipeline for implementation in near future. We have also reached out to our esteemed consumers through new age media viz, Twitter and Facebook during this year.

Power theft is menace to the consumers. It causes monetary losses to the sector, leading to higher tariff for honest customers. It leads to avoidable safety hazards. It increases unplanned load on power distribution network, causing break downs and affects reliability of power supply. Relentless efforts of the company have brought down losses to 13 percent from 63 percent prevalent at time of privatisation, but more needs to be done in this respect. To help us in that objective, I urge you to launch a social movement against theft of electricity. I also request you to send photographs or videos of power theft coming to your notice to 8588892156 through Whats App.

We are passionate about improving our services to our consumers. We are determined to take our services to the next level in every passing year; Year 2017 will be no exception.

Wishing you all a Happy New Year once again!

Regards,

P.R.Kumar

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

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



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

Net banking

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.bsesdelhi.com](http://www.bsesdelhi.com)

41999808  
Streetlight

8588892156  
(Power theft related)

## WINNERS OF THE NOVEMBER SAMVAD QUIZ

Winners of the first Samvad quiz carried in the November issue of the newsletter have been announced. These 10 lucky winners – 5 each from East and Central Delhi areas will get surprises gifts.

**East Delhi Areas:** 1. Manish (CA No 100572808), 2. Shilwant Kumar (CA No 151326995), 3. Ashish Anand (CA No 151349546), 4. Mohd Izaz (CA No 100646141), 5. Rakesh Kumar (CA No 150549084)

**Central Delhi:** 1. Manish Kumar (CA No 151689982), 2. Yogyata (CA No 150325825), 3. Bhuvnesh Maheshwari (CA No 151827966), 4. Preeti goel (CA No 101213673), 5. Rajendra Singh Yadav (CA No 150970776)

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

At Your Service 24X7 : 399-99-808, Call 8010930719  
if somebody asks you for bribe for electricity related work

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