

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.

BYPL' Zero Balance Scheme*: Consumers won iPhone, AC, Washing Machine, Refrigerator, LED TV, etc.

BYPL had launched a Zero Balance Scheme for its consumers on October 1, 2016. The scheme continued till March 31, 2017. Under the scheme, by simply paying their bills / dues / arrears before the due date, consumers got a chance to win attractive prizes like iPhone, AC, Washing Machine, Refrigerator, LED TV and much more.

A Mega Lucky Draw was organized on 25th of April at BYPL Headquarters at Karkardooma where consumers won above mentioned prizes.

Earlier, lucky draws were organized every month in all BYPL Division offices where consumers got a chance to win movie vouchers and LED bulbs. A New Year Bonanza was also organized in January.

To see the Mega Lucky Draw winners' list, please log on to www.bsesdelhi.com.



*Terms and conditions apply
(Symbolic Photos)

Use Mobile App for faster resolution of your No Current Complaint



BSES Mobile App Now available for iOS and Android phones!



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

Comments of select winners:

Mr Bajwa, iPhone winner: I just could not believe that I have got an iPhone from BSES. I thank BSES.

Ms Suneeta Jain, Microwave Oven winner: BSES has come up with a very good scheme. I am happy that I have won an oven. This is a message for other consumers also to pay their bill on time.

Ms Anushree Mishra, Motorcycle winner: I am feeling great. I would say that we should pay the electricity bills on time.

Mr. Jitender Singh, Ceiling Fan winner: You people are doing a very good job, I congratulate all.

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



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.

Why you should use LED bulbs

- Immediate reduction in power consumption
- Do not produce heat, so reduce cooling load
- Instantly on, no flicker and buzzing noise
- Non-toxic, contain no mercury or lead, recyclable, environment friendly

